Community Services Committee

Monday, August 31, 2020 at 2:00 PM

[This meeting is being held virtually in accordance with Beaufort County Resolution 2020-05]

THIS MEETING WILL CLOSED TO THE PUBLIC. CITIZEN COMMENTS AND PUBLIC HEARING COMMENTS WILL BE ACCEPTED IN WRITING VIA EMAIL TO THE CLERK TO COUNCIL AT SBROCK@BCGOV.NET OR PO DRAWER 1228, BEAUFORT SC 29901. CITIZENS MAY ALSO COMMENT DURING THE MEETING THROUGH FACEBOOK LIVE

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. *PUBLIC NOTIFICATION OF THIS MEETING HAS BEEN PUBLISHED, POSTED, AND DISTRIBUTED IN COMPLIANCE WITH THE SOUTH CAROLINA FREEDOM OF INFORMATION ACT*

4. APPROVAL OF AGENDA

5. APPROVAL OF MINUTES- JUNE 1, 2020

CITIZEN COMMENT

6. CITIZEN COMMENTS *(Every member of the public who is recognized to speak shall limit comments to three minutes- Citizens may email sbrock@bcgov.net, or comment on our Facebook Live stream to participate in Citizen Comment)*

INFORMATION ITEMS

7. LOWCOUNTRY COUNCIL OF GOVERNMENTS WORKFORCE PLAN - Informational Purposes only

DISCUSSION ITEMS

8. DISCUSSION OF COMMUNITY SERVICE GRANTS - CHUCK ATKINSON, ASSISTANT COUNTY ADMINISTRATOR

BOARDS AND COMMISSIONS

9. APPOINTMENT OF GEORGE RAFFERTY TO THE DAUFUSKIE ISLAND FIRE DISTRICT TO FILL VACANCY FROM COMMISSIONER CRABTREE'S RESIGNATION

10. ADJOURNMENT

BEAUFORT COUNTY COUNCIL

Agenda Item Summary

Item Title:

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Committee:

Community Services

Meeting Date:

August 31, 2020

Committee Presenter (Name and Title):

Issues for Consideration:

Approval of Minutes from June 1, 2020

Points to Consider:

Funding & Liability Factors:

Council Options:

Approve, Modify, Reject

Recommendation:

Approve

Community Services Committee

Monday, June 01, 2020 at 2:00 PM

[This meeting is being held virtually in accordance with Beaufort County Resolution 2020-05]

County Council of Beaufort County Community Services Committee Meeting

Chairman
LAWRENCE MCELYNN

Vice Chairman
MICHAEL COVERT

Committee Members
GERALD DAWSON
YORK GLOVER
CHRIS HERVOCHON

County Administrator
ASHLEY M. JACOBS

Clerk to Council
SARAH W. BROCK

Staff Support
MONICA SPELLS

Administration Building
Beaufort County Government
Robert Smalls Complex
100 Ribaut Road

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Beaufort, South Carolina 29901-1228
(843) 255-2180
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PRESENT

Chairman Lawrence McElynn
Council Member D. Paul Sommerville
Council Member Gerald Dawson
Council Member York Glover
Council Member Alice Howard
Council Member Stu Rodman

CALL TO ORDER

Chairman McElynn called the meeting to order at 2:00PM

FOIA COMPLIANCE

Sarah W. Brock, Clerk to Council, confirmed that public notification of the meeting was published, posted, and distributed in compliance with the South Carolina Freedom of Information Act.

APPROVAL OF AGENDA

Motion: It was moved by Council Member Passiment, seconded by Council Member Dawson, to approve the agenda. The vote: YEAS- Council Member Passiment, Council Member Sommerville, Council Member Dawson, Council Member Rodman, Council Member Glover, Council Member Howard and Chairman McElynn. 7:0

APPROVAL OF MINUTES

Motion: It was moved by Council Member Dawson, seconded by Council Member Passiment to approve the minutes from May 4, 2020. The vote: YEAS- Council Member Passiment, Council Member Sommerville, Council Member Dawson, Council Member Rodman, Council Member Glover, Council Member Howard and Chairman McElynn. 7:0

ACTION ITEMS

Recommendation for FY 2021 Contract Renewals

Dave Thomas, Beaufort County Purchasing Director, presented renewal contracts and provided a spreadsheet listing the specifics for each contract. 1) EMS- equipment maintenance $50.560.81 2) GIS Department- imaging software/arial photos $86,161.75 3) IT Department- Offsite disaster recovery

and backup of critical county services and data $95,076.00 4) IT Department- Phone System and Partial Network Gear $158,429.00. 5) IT Department- Microsoft Renewal $ 487,568.83. An additional increase of $200,000.00 is for Microsoft 365 licensing and cloud storage. 6) EMS- Billing Services- $213,375.00 7) Mosquito Control- Public Health Insecticide for Mosquito Control- $222,196.66 8) Detention Center- Food Service Program $320,000.00 9) Detention Center- Health Care Services for Inmates $1,458,000.00

Motion: It was moved by Council Member Dawson, seconded by Council Member Howard to approve recommended contract renewal items numbered 1-3. The vote: YEAS- Council Member Passiment, Council Member Sommerville, Council Member Dawson, Council Member Rodman, Council Member Glover, Council Member Howard and Chairman McElynn. 7:0

Motion: It was moved by Council Member Dawson, seconded by Council Member Passiment to recommend the forwarding of contract renewal items numbered 4-9 to full council. The vote: YEAS- Council Member Passiment, Council Member Sommerville, Council Member Dawson, Council Member Rodman, Council Member Glover, Council Member Howard and Chairman McElynn. 7:0

Approval of Contract Renewal for FY 20/21 with Hilton Head Humane Association for Veterinary Services for a Total Cost with Change Order of $505,000.00

Phil Foot, Assistant County Administrator, presented the requested contract renewal with Hilton Head Humane Association for Veterinary Services for Beaufort County's Animal Services. Hilton Head Humane Association (non-profit) was the only organization willing to contract with the County. The requested amount is $505,000.00

Motion: It was moved by Council Member Howard, seconded by Council Member Glover to approve the Contract renewal for FY 20/21 with Hilton Head Humane Association for Veterinary Services for a total cost with change order of $505,000.00. The vote: YEAS- Council Member Passiment, Council Member Sommerville, Council Member Dawson, Council Member Rodman, Council Member Glover, Council Member Howard and Chairman McElynn. 7:0

DISCUSSION ITEMS

Beaufort-Jasper-Hampton Comprehensive Health Discussion regarding COVID-19 Testing Efforts

Mr. Gardner- CEO of Beaufort, Jasper Hampton Comprehensive Health along with Dr. Faith Polkey discussed the efforts of the BJHCH's COVID testing, efforts to treat the community, operating out of three consolidated sites, implementing telehealth, and drive-up testing. Dr. Polkey stated even though the sites were consolidated, the pharmacy at the closed sites remained open and will be bringing medication outside to the customer. Dentists at the facility are only seeing emergency patients.

Chairman McElynn asked Dr. Polkey how may patients were being seen monthly and she responded that approximately 2,000 patients and normally 1,400 patients a month are seen.

Council Member Howard asked Dr. Polkey if PPE availability was getting better and her response was that standard PPE has gotten better but N95 mask are still hard to get.

INFORMATION ITEMS

Update on County Detention Center Operations

Assistant County Administrator Phil Foot provided an update on the County Detention Centers Operations stating that the detention center holds around 210 inmates a day and due to the recent COVID pandemic the court administration decided to release as many non-violent offenders which brought the daily census down to 135. Reducing the numbers

gave the staff the ability to move inmates around giving them more space which keeps the inmates and staff safe. Mr. Foot explained that to ensure safety, the detention center is requiring new inmates and officers to wear a mask and staff is under the direction to keep new inmates separate for fourteen days before being released into general population. Mr. Foot confirmed that the staff is wearing PPE during their shift approximately 12 hours a day as well as inmates while outside of their cell. Mr. Foot developed a plan with the telephone contractor to allow inmates 3, 10-minute phone calls because during this time visitors are unable to come into the detention center, also in progress is implementing a video chat for inmates like facetime. Mr. Foot relayed that the detention center has not had any COVID outbreaks and is in the process of implementing testing with DHEC.

BOARDS AND COMMISSIONS

Motion: It was moved by Council Member Glover, seconded by Council Member Sommerville to reappoint Chairwoman Ellis and Treasurer Harvey-Palmer to the Lady's Island Fire District. The vote: YEAS- Council Member Passiment, Council Member Sommerville, Council Member Dawson, Council Member Rodman, Council Member Glover, Council Member Howard and Chairman McElynn. 7:0

Motion: It was moved by Council Member Glover, seconded by Council Member Howard to reappoint Gardenia Simmons-White to the DSN Board. The vote: YEAS- Council Member Passiment, Council Member Sommerville, Council Member Dawson, Council Member Rodman, Council Member Glover, Council Member Howard and Chairman McElynn. 7:0

CITIZEN COMMENTS

Clerk stated that no emails were received for Citizen comments.

ADJOURNMENT

Meeting adjourned at 3:03 pm

Ratified on:

BEAUFORT COUNTY COUNCIL

Agenda Item Summary

Item Title:

4-year Local Plan/Regional Plan

Committee:

Community Services Committee

Meeting Date:

August 31, 2020

Committee Presenter (Name and Title):

Michael Butler , Workforce Development Director

Issues for Consideration:

Informational Purposes only

Points to Consider:

Funding & Liability Factors:

Council Options:

Recommendation:

Lowcountry
COUNCIL OF GOVERNMENTS

Workforce Development

The Lowcountry is defined as the following:

Beaufort County, Colleton County,

Hampton County, and

Jasper County.

SC WORKS
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Lowcountry Area
South Carolina
Workforce Innovation and Opportunity Act (WIOA)

Local Workforce Plan

JULY 1, 2020 – JUNE 30, 2024

Lowcountry Workforce Area
South Carolina
Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Plan
July 1, 2020 - June 30, 2024

Table of Contents

G. Incumbent Worker Training (IWT) policy, when using local funds; - **Not Applicable**

H. Youth Incentives policy   Appendix# 7

I. Local training cap policy   Appendix# 3

J. Local definition for youth who "require additional assistance"; and   N/A

K. Adult and Dislocated Worker Self-sufficiency definition(s) for training.   N/A

Local workforce area documents:

L. Memorandum (s) of Understanding, including signature sheets   Appendix# 17

M. Resource Sharing Agreements, including signature sheets   Appendix# 17

N. All service provider grants, including statements of work and budgets   Appendix# 20

O. Current or most recent Grant Application Request(s)/Request(s) for Proposals   N/A

P. Statements of work for in-house operational staff (where applicable)   N/A

Q. Local Workforce Development Board By-Laws   Appendix# 16

R. Local Workforce Development Board and Committee meeting schedules   Appendix# 18

S. Local Workforce Development Board budgets; and   Appendix# 22

T. Local monitoring schedule   Appendix# 21

Prologue:

The Lowcountry Workforce Board (LWB) is pleased to present its 2020-2024 Local Plan. The document was prepared to comply with the requirements of the Workforce Innovation and Opportunity Act (WIOA) which specifies that each local area describe its operational policies and procedures. It anticipates offering services to hundreds of residents across our local area that bring with them skills and abilities and dreams of a better life. It also recognizes that many of our resident's face challenges that must be addressed so that the promise of their future can be realized. These challenges include the lack of adult education, limited work experience, a criminal background, homeless, disabilities, veterans, long termed unemployed, youth with barriers and COVID-19 to name a few.

WIOA provides critical financial resources to our area but the workforce system is bigger than any one funding stream. Although this plan specifies how federal resources will be utilized, the LWB envisions a comprehensive system in which public agencies, the nonprofit community and the private sector work in true partnership to create a network of service delivery that stimulates career pathways for residents to access good jobs and provides a simplified process for employers to find their skilled workforce. This partnership is easier said than done. A true comprehensive system requires tending and for each party to recognize that the whole (the system) is greater than the sum of its parts (any individual organization). It means that workforce organizations – public and nonprofit - must truly coordinate services to deliver the most qualified individual for the job. It requires complete transparency so that jobseekers and employers have the information to make the best choices to achieve their objective.

WIOA offers critical resources to enhance the local system. It encourages broader partnerships and eliminates some of the required restrictions that dampened local flexibility which makes it more difficult to be responsive to the needs of area residents and employers. Despite the formality of the Plan, we recognize that this is, and will always be a work in progress as the economy shifts, the needs of our employers become more evident and the vision of our residents is more apparent. We look forward to further refining the Plan with all partners and stakeholders.

The Lowcountry Workforce Area local plan serves as a four-year action to develop, align and integrate local area service delivery strategies with those that support the state's strategic vision and goals. In partnership with the chief elected officials, each local board must develop and submit a local plan to identify and describe the policies, procedures, and activities that are carried out in the local area, consistent with the strategic vision and goals outlined in the State Plan and the respective Regional Plan. The following guiding principles should be considered priorities and included in responses throughout this document:

- Partnership and collaboration
- Increased access to resources and services through the use of technology
- The impact of COVID-19 on the local area's workforce and strategies to facilitate rapid employment
- Innovation and cost efficiencies

The Local Plan must include:

- ❖ Section I: Workforce and Economic Analysis

❖ Section II: Strategic Vision and Goals
❖ Section III: Local Area Partnerships and Investment Strategies
❖ Section IV: Program Design and Evaluation
❖ Section V: Compliance

Local Plan Requirements

Section I: Workforce and Economic Analysis

1. **An analysis of regional labor market data and economic conditions, to include existing and emerging in-demand industry sectors and occupations, and the employment needs of employers in those existing and emerging in-demand industry sectors and occupations. The analysis shall include:**

   - *The knowledge and skills necessary to meet the employment needs of the employers in the region, including those in in-demand industry sectors and occupations;*

     An analysis of the current workforce in the region, including employment and unemployment data, labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment; and

     An analysis of workforce development activities in the region, including available education and training opportunities. This analysis must indicate the strengths and weaknesses of workforce development activities necessary to address the education and skill needs of job seekers, including individuals with barriers to employment, and the employment needs of employers in the region.

     Through the analysis of data provided by Maher and Maher and utilizing data from scworkforceinfo.com, Community Profile and Talent Demand Update Analysis, the Lowcountry will focus its efforts on the following sectors:

     - Diversified Manufacturing
     - HealthCare
     - Information Technology
     - Transportation and Logistics
     - Culinary Arts

Every regional economy consists of a mix of industries that play a greater or lesser role in the overall number of jobs that exist and in the overall value of goods and services produced. Economists speak of jobs as employment and the value of goods and services as output. Statistics related to employment and output allows researchers to compare growth in an economy over time (past or future) as well as to compare our economy to other regions around the country. When we add the workforce development component to an industry cluster in a regional economy, our strategy development requires us to identify those industry clusters, occupations, and career pathways that are most crucial to growing the regional economy and that will therefore provide the optimum mix of employment.

To make valid comparisons, researchers need definitions that are consistent. This study uses 22 industry clusters that were previously defined and used extensively around the country in helping workforce, economic development, and educational entities identify priority industry clusters. These industry clusters include:

Agriculture Production	Construction	Metals and Metal Fabricating
Food Processing	Chemicals, Rubber, and Plastics	Lumber and Wood Products
Communications and IT Manufacturing	Communications and IT Services	Textiles
Biotechnology	Transportation and Logistics	Wholesale Trade
Business Services	Financial Services	Health Care
Real Estate and Building Services	Government	Retail
Hospitality	Energy and Utilities	Personal Services
Education		

Using this way of conceiving clusters, a cluster like Construction would not only include the companies that build homes, commercial and industrial properties, and highways and bridges, but also the companies that supply the stone for driveways, the lumber and drywall for walls, the trusses for roofs, and all of the other materials needed to build a house, as well as the realtors that sell the houses.

Once we have the clusters defined, prioritizing the clusters that are the best bets for economic and workforce development investments is the next task.

This conceptual approach is primarily a demand-driven, industry-based approach. It is one that is used primarily in economic development circles. However, it offers benefits for workforce development because: (a) it bundles industries where occupations are likely to require skills that are transferable; (b) it still allows us to hone in on specific occupations that may be growing or changing/improving in nature; and (c) it makes it more likely that economic development officials will see the ultimate target industries through the same lens as workforce developers, thereby enhancing alignment. Implications for career pathways and training curriculum grow out of this analysis where the voice of the industry is loud and clear.

Local competitive advantage (location quotient or LQ) seeks to identify those industries where the local area has certain advantages and as a result does things better than the competition around the country. Competitive advantage may result from access to raw materials, access to markets, an effective transportation system, knowledge generated in local research institutions, knowledge that is imbedded in the skills of the local workforce, or just the presence of an entrepreneur who has located in the local region. LQ alerts us to the presence of a competitive advantage but does not tell us exactly what that advantage is.

For us, competitive advantage (as measured by the location quotient statistic) is the primary metric for determining priority industries, followed by job growth projections and absolute size of employment in the industry.

Location quotient measures the concentration of employment in the industry locally relative to the concentration of employment in the industry nationally. The assumption is that an industry with a concentration above the national average (above the number "1" in our report tables) has some sort of local competitive advantage that we need to recognize and act upon. For example, in the listing below of top industry clusters and drivers in this region, Chemicals, Rubber, and Plastics, has an LQ of 2.23, which means that the region has 2.23 times the national average of employment concentration in that industry.

The following documents/reports
that are the source of the data for this analysis (*The Appendix contains all the data runs referred to in this discussion. The cover page to the Appendix explains the report structure and the general content of each report.*) See full report Attachment D

- **Cluster Summary Report)**, which includes charts with the 22 clusters ranked by size and average wage, growth, shift share, and location quotient as well as a bubble chart that plots most of this information on a one-page graphic;
- **Labor Market Projections (Growing Occupations) - Exhibit A**
- **Labor Market Projections (Total Employment by Occupation)- Exhibit B**
- **Employment by Industry Report - Exhibit C**
- **Area Job Openings Report- Exhibit D**
- **Educational Attainment (Population 25 or Older) Exhibit E**
- **Graduate Trends Exhibit F**
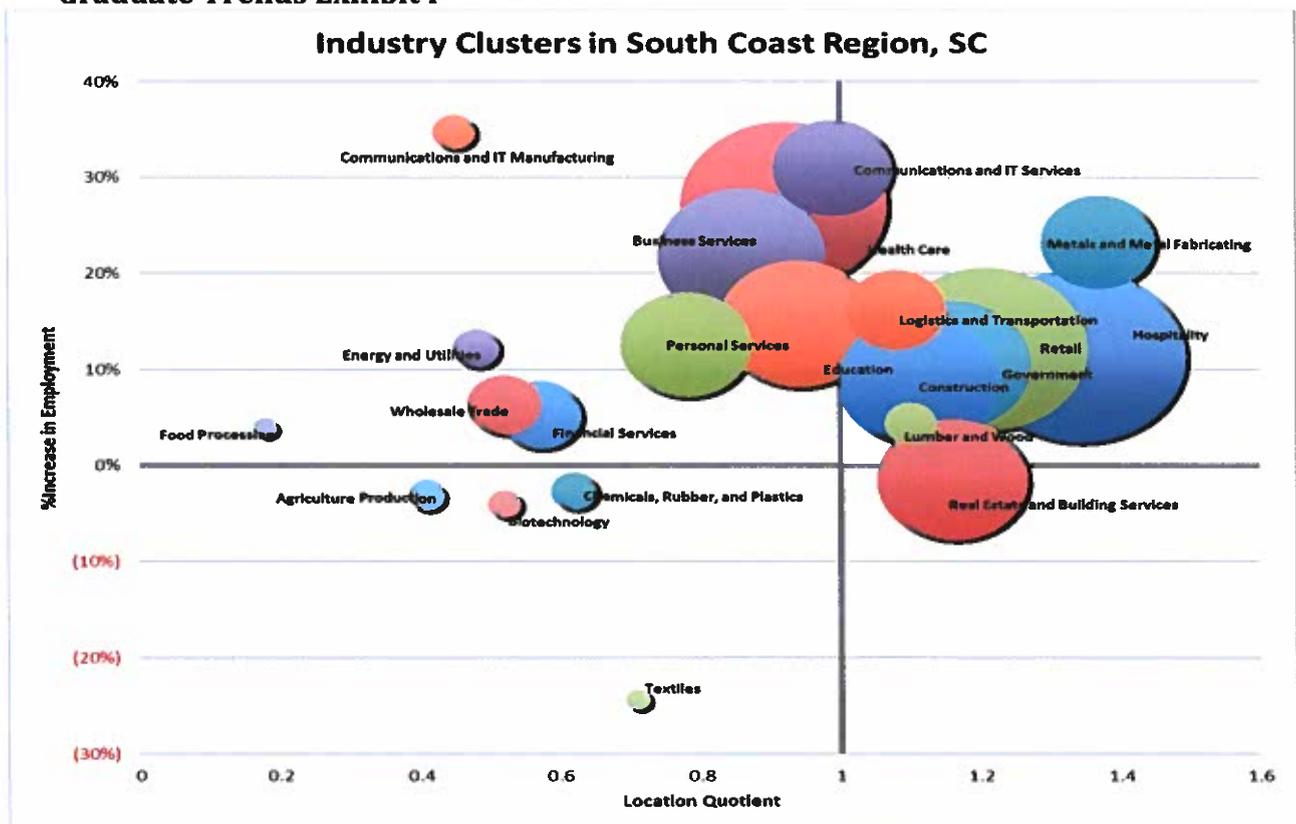
Industry Clusters in South Coast Region, SC

The above bubble chart for this region (also Report #1E in the Appendix) summarizes the Cluster Summary Report and location quotient, projected percentage change in employment, and size of employment in each of the 22 pre-determined industry clusters. Priority clusters can appear in any one of the first three quadrants. Bubbles representing the 22 clusters are shown on the graphic on the following page with four quadrants where:

- The upper right quadrant indicates high LQ and high projected growth;
- The upper left shows industries with high projected growth but less than average LQ;
- The lower left indicates, negative projected growth and less than average LQ.
- The lower right depicts industries with high LQ but negative growth projections. This may be the case with so-called "legacy industries", which project as being in decline but may be large industries in terms of jobs, and may present a significant competitive advantage for the region. In South Carolina, textiles would fall into the "legacy" category.

We do the Highest Ranked Industry Report (Report #2 in the Appendix) to ensure that we recognize industry drivers (five-digit NAICS code industries) that have high location quotients and rapid growth but that may show a lesser impact when they are consolidated into a cluster. Drivers point to highly competitive and rapidly growing industries that may be the essence of local competitive advantage. Matching drivers to clusters in the Summary of Clusters and Drivers by Region (See Report #3 in the Appendix) allows us to see other drivers that we may have missed in our cluster analysis.

I.   THE SOUTH COAST REGION

Demographics

This Region includes seven counties including Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton, and Jasper.

The following table shows key demographics for the South Coast Region in comparison with the other regions and the state as a whole.

	Population (2015)	Population (2025)	Change	% Change	Age 55+	Less than HS	AAS or more	
South Carolina	4,877,827	5,146,532	268,705	6%	29%	15%	34%	
Central	1,393,462	1,468,643	75,181	5%	28%	14%	36%	
Pee Dee	965,492	1,003,007	37,515	4%	33%	18%	27%	

South Coast	1,005,040	1,098,261	93,221	9%	29%	11%	39%	
Upstate	1,513,833	1,576,621	62,788	4%	29%	18%	32%	

Industry Analysis

As mentioned above, for us, competitive advantage (as measured by the location quotient statistic) is the primary metric for determining priority industries, followed by job growth projections and absolute size of employment in the industry (See Reports #1D, #1B, and #1A in the Appendix).

Ranked only by projected location quotient in 2025 (number in parentheses is location quotient), the top industry clusters and drivers included (additional information can be seen in Report #3):

- Metal and Metal Fabricating (1.37)
    o Motor Vehicle Brake System Manufacturing (37.91)
    o Rolled Steel Shape Manufacturing (27.79)
    o Alumina Refining and Primary Aluminum Productions (7.17)
    o Residential Electric Lighting Fixture Manufacturing (17.69)
    o Aircraft Manufacturing (14.70)
    o Other Engine Equipment Manufacturing (7.25)
    o Aluminum Sheet, Plate, and Foil Manufacturing (4.74)
    o Boat Building (7.41)
    o Travel Trailer and Camper Manufacturing (2.89)
    o All Other Transportation Equipment Manufacturing (4.54)

- Hospitality (1.34)
    o Convention and Visitors Bureaus (5.71)
    o Scenic and Sightseeing Transportation, Land (4.59)
    o Recreational Goods Rental (5.29)
    o Historical Sites (4.07)
    o Scenic and Sightseeing Transportation, Water (3.18)
    o Amusement Arcades (3.42)

- Retail (1.21)
    o Boat Dealers (4.51)

- Government (1.16)

- Real Estate and Building Services (1.16)
    o Land Subdivision (7.62)
    o Hazardous Waste Collection (5.45)
    o Other Waste Collection (4.31)
    o Solid Waste Combustors and Incinerators (2.08)

- Construction (1.11)
    o New Multifamily Housing Construction (6.19)

- Lumber and Wood Products (1.10)

- o   Paperboard Mills (20.04)
- o   Timber Tract Operations (6.97)

- •   Logistics and Transportation (1.08)
  - o   Marine Cargo Handling (11.68)
  - o   Port and Harbor Operations (8.20)
  - o   Coastal and Great Lakes Passenger Transportation (9.04)
  - o   Marinas (2.85)
  - o   Navigational Services to Shipping (2.49)

There are several sectors, which have a concentration of employment that is only slightly higher or slightly lower than the national average. However, they are larger sectors that are expected to generate good growth numbers over the period being examined. They need to be considered among the priority industries. They are listed below along with location quotient for the cluster and **the expected job growth** for the cluster and drivers for the decade ahead.

- •   Communications and IT Manufacturing (1.02, **729**)
- •   Communications and IT Services (.99, **5,100**)
  - o   Custom Computer Programming Services (1,237)
  - o   Computer Systems Design Services (1,034)
  - o   Wireless Telecommunications Carriers (498)

- •   Education (.94, **4,919**)
  - o   Elementary and Secondary Schools (2,235)
  - o   Colleges and Universities (1,054)

- •   Health Care (.92, **13,817**)
  - o   Hospitals (State Government) (7.81, 753)
  - o   Diagnostic Imaging Centers (4.96)
  - o   Offices of Physicians (3,214)
  - o   Home Health Care Services (1,407)
  - o   General Medical and Surgical Hospitals (1,058)
  - o   Services for the Elderly and Persons with Disabilities (925)
  - o   Continuing Care Retirement Centers (698)
  - o   Offices of Dentists (685)
  - o   Nursing Care Facilities (653)
  - o   Diagnostic Imaging Centers (475)

- •   Business Services (.86, **7,722**)
  - o   Temporary Help Services (2,588)
  - o   Corporate, Subsidiary, and Regional Management Services (823)
  - o   Engineering Services (786)

Most of the sectors with the highest levels of employment have been accounted for above. However, there is one other sector which is a larger employer but that tends to have a high number of part-time workers in jobs that pay lower than the average in the area. It is below the

national average in location quotient. For those reasons, we have excluded it from our recommendations.
- Personal Services

When one includes job growth projections, the industry clusters that rise to the top (and the reason for including them) are:

- Metal and Metal Manufacturing (LQ)
- Hospitality (LQ)
- Retail (LQ)
- Government (LQ)
- Real Estate and Building Services (LQ)
- Construction (LQ)
- Lumber and Wood Products (LQ)
- Logistics and Transportation (LQ)
- Communications and IT Manufacturing (Growth)
- Communications and IT Services (Growth)
- Education (Growth)
- Health Care (Growth)
- Business Services (which includes one of the fastest growing drivers which is Temporary Help Services) (Growth)

Lowcountry and the South Coast region will focus on prioritizing the clusters that will be the focus of our investment of time, funding, and programming in the near future. For that reason, we are interested in promoting clusters that will be our priorities going forward and identifying one that we will fully develop in the course of this project.

Knowledge and Skills:

The Lowcountry workforce area was riding a successful wave of employment and training before a severe negative change in economic and business conditions began in early 2020. A massive pandemic COVID-19 health issue led to record unemployment and business dislocation beginning in early 2020 (evidence of a downturn began in March 2020 nationally and locally when the National Bureau of Economic Research declared an official start of the nation's recession).

Unemployment Insurance claims hit record levels and economic stimulus legislation was passed to soften the impact in April 2020 (additional UI benefits, Small Business Loans, Payroll Protection, new unemployment program for self-employed, gig workers, and independent contractors were implemented to help businesses and laid off employees survive).

Beginning March 2020 and currently ongoing, the SC Works Lowcountry area has undergone large changes to the business models in many industries, involving many of the key components of the Lowcountry's area economy (tourism – travel, restaurants. hotels/lodging, etc.; retail (stores on lockdown and now reduced customers); business services, auto (cutbacks because of reduced travel – with Mercedes, Volvo, etc.; aeronautical – Boeing; federal, state, and local governments, etc. and not many entities were immune as the virus continues to hit the area hard on another wave of incidents both locally and regionally.

Existing and Emerging In- Demand Industry Sectors and Occupations

The Lowcountry has made significant progress in recovering from the recession of the 2007-2010 period. Most economic indicators pointed to increasing employment and economic activity. Lowcountry enjoyed unemployment numbers lower than both the State and National averages, the region has bounced back strong in manufacturing and transportation/logistics industries due to companies such as Boeing, Crescent Dairy and Beverages, Geismar Modern Track Machinery. Recently, Volvo Car Corporation selected the Charleston, S.C. area for the location of first North American plant. Certainly, these projects will add to the momentum the region is currently experiencing.

Utilizing the data from Maher and Maher, The One Region Plan and the Community Profile from the SC Department of Employment and Workforce, The South Coast Region has seen tremendous job growth prior to COVID-19. Retail Trade has seen the highest growth followed by Healthcare and Social Assistance and then Food Services and Accommodation. Based on information from the One Region Plan and Talent Strategy Workforce Supply and Demand Analysis 2016 update, The South Coast region will create nearly 26,000 new jobs. The occupations forecasted to grow are software and IT, Production, Mathematics, Marketing Engineering, Communications, Business and Medical. The clusters with the highest employment are Medical, Production and Software and IT. According to the Talent Gap Analysis update, occupations are expected to have the largest workforce shortages are General Assemblers, Accounting Support and Software developers.

Per the Community profile report by the SC Department of Employment and Workforce Quarterly Census of Employment and Wages-2015 Q4, the **top employment by industry** are Retail Trade, Health Care, Social Assistance, Accommodation and Food Services, Administrative, Support and Waste Management and Remediation Services and Manufacturing. The South Coast Region saw 288 new startup firms in 2015 Q4 and the top five occupational openings are Registered Nurses, Heavy and Tractor-Trailer Truck Driver, Retail Salespersons, First-Line Supervisors of Retail Sales Workers, and First-Line Supervisors of Food Preparation and Serving Workers. The top five new hires by industry are Accommodation and Food Services, Administrative and Support and Waste Management and Remediation Services, Retail Trade, Healthcare and Social Assistance and Construction. **Industries with the highest turnover** are Accommodation and Food Services, Administrative and Support and Waste Management and Remediation Services, Agriculture, Forestry, Fishing and Hunting, Arts, Entertainment and Recreation and Construction. **The top average annual wage** by Industries is Professional, Scientific and Technical Services, Manufacturing, Finance and Insurance, Utilities and Wholesale Trade. **The labor market projections by industries** top five are Retail Trade, Accommodation and Food Services, Healthcare and Social Assistance, Manufacturing and Government. Data is based on information provided in the Community Profile from the SC Department of Employment and Workforce, (See Attachment). The highest average annual wages were found in Professional, Scientific and Technical Services at $85,459, Manufacturing at $71,088 and Finance and Insurance at $69,319. Food Preparation and Serving Related Occupations had the lowest average wage at $19,828.

Occupational Projections

The top five labor market projections by Occupations are building, grounds cleaning and maintenance, food preparation and serving related occupations, healthcare practitioners and technical occupations, office and administrative support occupations and sales and related occupations.

According to data from the Talent Demand Analysis updated provided by Charleston Metro Chamber, In Occupations clusters with the highest forecast to grow more than 10% are Software and IT, Production, mathematics, Marketing, Engineering, Communications, Business and Medical. The clusters with the highest employment are Medical, Production and Software and IT.   We can expect a shortage in these areas as well if we do not build the talent pipeline.

The majority of expanding occupations are in the manufacturing and healthcare industries, while many of the declining occupations are being displaced by technological innovation.

Analysis of Current Workforce

In 2018, SC Department of Employment and Workforce (SC DEW) launched Phase III of the Sector Planning, which is Sector Partnerships with NextGen Consulting team helping to facilitate and guide the regional teams through the next phase. The goals of Phase III are:
- Develop regional, industry-led sector partnerships that will serve as coordinating bodies for multiple public partners to collaborate effectively with one another and with industry;
- Develop a collaborative state strategy for jointly supporting sector partnerships across SC Department of Commerce, SC Commission on Higher Education, SC Technical College System, SC Department of Employment and Workforce, and other key state-level partners. During phase III,
- The agenda is entirely defined and driven by business leaders and not defined by parameters of grants and existing programs;
- Focus on industry competitiveness and growth versus workforce only;
- Business leaders personally champion priorities and have a stake in solutions versus providing input only;
- A long-term way to respond to changing needs of industry versus a one-time focus group;
- Go-to, shared table to understand and respond to industry's needs versus one more meeting; it is a way of doing business versus a grant or special initiative and ;
- Regionally based versus jurisdiction-based

The South Coast Region launched a Healthcare Industry-led sector partnership in July 2019. It was modeled after similar, successful partnerships across the country. For businesses, the launch is a forum to identify shared issues, and to network, troubleshoot together, and to define solutions going forward. For public partners in the South Coast Region, this is an effective way to jointly understand the needs of the health care industries and help implement shared solutions.
The South Coast Region is in the planning stage of launching the next Sector Partnership in Manufacturing.

Two sector-specific data committees were formed, one for Diversified Manufacturing and one for Healthcare, each of whom conducted detailed analyses of the employment needs for their

respective target sectors using employment data provided by Maher and Maher. Factors considered, for example, were the employment change between 2015 and 2025, the median hourly earnings, and the typical entry level education and/or work experience required. Each committee decided on a different number of target occupations, based on different demand and industry structures.

Examples for the recommended Healthcare occupations include but are not limited to:
- Personal Care and Home Health Aides
- Registered Nurses
- Nurse Practitioners

It is noteworthy that the Healthcare Data Committee also recommended placing priority on the Patient Care Technician (PCT) occupation, which typically requires Certified Nurse Aide (CNA) training, instruction in the use of electrocardiogram (EKG) equipment, CPR training with certification, and basic phlebotomy. However, as this occupation is reflected as separate components/occupations in the data analyzed (e.g., CNAs and Phlebotomists), additional research needs to be conducted to determine the accurate demand. Additionally, it should be noted that CNA programs are offered at various high schools in the region through Health Science programs in Career and Technical Education.

Examples for the recommended Diversified Manufacturing occupations include but are not limited to:
- Aircraft Structure, Surfaces, Rigging, and Systems Assemblers
- Inspectors, Testers, Sorters, Samplers, and Weighers
- Team Assemblers

The Diversified Manufacturing Data Committee further recommended, and the team agreed to, analyzing the employment needs for the three remaining target sectors in the near future. The Diversified Manufacturing and Construction Trades sectors have overlapping occupations. Additionally, there are "back office" occupations across all industries. While extensive sector strategies may not be developed for the secondary focus sectors right now, the team feels it is necessary to look at occupations across the board to ensure that all "cross pollination" of skills and training needs are considered. Specific occupations identified in the data analysis are addressed through secondary programs at various high schools in the region.

- Per the Healthcare Data Committee, the South Coast Region should focus on the following healthcare industries (incl. employment change from 2015 – 2025):
  o Nursing Care Facilities Healthcare Assistants – 653 (21%)
  o Home Health Care Aides –1407 (58%)
  o Hospitals, State – 753 (10%)
  o Dentists – 685 (25%)
  o Physicians – 3214 (32%)
  o Hospitals, Medical/Surgical – 1058 (14%)
  o Physical Therapies – 427 (43%)
  o Ambulance Services – 151
  o Temporary Health Services – 2588
  o Back Office – 640

- Per the Healthcare Data Committee, the South Coast Region should focus on the following healthcare occupations (incl. employment change from 2015 – 2025 and required education/training):
  o Registered Nurse – 1570 (associates degree or higher)
  o Personal Care/Home Health Aide – 1873 (less than high school)
  o Nurse Assistants – 765 (certificate)
  o Medical Assistants – 639 (certificate)
  o Medical Secretaries/Office Clerk General/Receptionists - 1216
  o First Line Supervisors/Office Administrative Support Workers – 665 (high school diploma/equivalent)
  o EMT/Paramedic – 226 (non-degree/certificate)
  o Patient Care Technician (PCT) (Phlebotomy - 103, ECK,
  o Dental Assistants - 204
  o Dental Hygienists - 176
  o Customer Service Representatives – 287

- Per the Diversified Manufacturing Data Committee, the South Coast Region should focus on the following manufacturing occupations:
  o Aircraft Structure, Surfaces, Rigging, and Systems Assemblers
  o Inspectors, Testers, Sorters, Samplers, and Weighers
  o Team Assemblers
  o Computer-Controlled Machine Tool Operators, Metal and Plastic
  o Machinists
  o Aircraft Mechanics and Service Technicians
  o Industrial Machinery Mechanics
  o Heavy and Tractor-Trailer Truck Drivers
  o Purchasing Agents, Except Wholesale, Retail, and Farm Products
  o Production, Planning, and Expediting Clerks
  o Electrical and Electronic Equipment Assemblers
  o Industrial Engineering Technicians
  o Business Operations Specialists, All Other
  o First-Line Supervisors of Production and Operating Workers
  o Laborers and Freight, Stock, and Material Movers, Hand
  o Welders, Cutters, Solderers, and Brazers
  o Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic
  o Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
  o Avionics Technicians
  o Tool and Die Makers
  o Aerospace Engineering and Operations Technicians
  o Electrical and Electronics Engineering Technicians
  o Engineering Technicians, Except Drafters, All Other
  o Computer User Support Specialists
  o Electrical and Electronics Repairers, Commercial and Industrial Equipment

- It was noted that some of the occupations listed in the manufacturing sector cross over into other sectors as well (e.g., construction trades) and need training programs to fill positions in multiple sectors. Therefore, the data team recommended obtaining the staffing patterns for the remaining sectors (IT, TDL, and Construction Trades) right away to be analyzed and fused with the existing recommendations.

- Additionally, it is essential to cross-reference the manufacturing occupations chosen for priority focus with data used by the SC Department of Commerce

<u>Challenges</u>

Challenges to recruiting employers include, accessibility to interstates, tax regulations, and infrastructure. For example, sectors such as manufacturing experiencing retirees in the workforce.

Other challenges include:
- Transportation
- Commuting
- Sharing/Marketing of these lists to various entities to create buy-in
- Aligning our Workforce vocabulary across all core programs and partners
  Messaging needs to start early with visual tools to show skills needed and importance

Strengths and Weaknesses: Lowcountry

Strengths	Weaknesses
• Moderate job growth • Industries/employers have a desire to partner with workforce development entities • Excellent geographic location and superb quality of life. Outstanding training institutions for all sectors	• Pockets of geographic locations where access to education is extremely limited • Large segments of the regional population lack reliable transportation • There is a general lack of awareness of the available workforce system service repertoire

Opportunities	Threats
• Efficiently address the "boardroom to mail room" disconnect • Rebranding and change in marketing strategy for the chosen priority sectors • Scale existing sector work/projects to a regional level	• Lack of complete system buy-in for sector strategies • Funding for education in South Carolina is low in comparison to other states • COVID-19 Unemployment Driver, Impact on small business closures, In person services limited.

Employer's Needs:
The Community Profile indicates the Lowcountry had 2156 job openings in June 2020 with an unemployment rate of 10.6%. Soft skills are those attributes not defined by technical accomplishments or certifications attained. Analysis of data over the past three years indicates

that many soft skills are listed as a part of the job postings, such as communication skills, integrity, team-orientation, detail-orientation, problem solving skills and self-motivation

Education and Skill Levels

The current educational levels in the South Coast Region are provided by data from SC DEW Community profile June 2020. The information is presented with seven levels of educational attainment — Less than 9th grade, 9th to 12th No Diploma, High School Graduate, Some College, Associate's Degree, Bachelor's Degree, Graduate Degree. 4.60% have less than 9th grade, 8.51% are 9th to 12th No Diploma, the highest group is the high school graduates with 28.76%, 20.76% have some college, 7.87% have an Associate Degree, 18.04% have a Bachelor's Degree and 11.46 have a Graduate Degree.

Groups with barriers to Employment:

The Lowcountry Workforce Development Area is diverse. Different population groups often face varying challenges and barriers and may need more services to meet their employment and training needs. There are many programs and services described in the Workforce, Education and Training Analysis that address the needs of individuals with barriers to employment. Additionally, measures are being taken to further improve programmatic and physical accessibility for Limited English Proficiency (LEP) individuals and individuals with disabilities, and to improve overall education and employment outcomes for all individuals, especially individuals with barriers to employment.

Individuals with barriers to employment include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; farmworkers; eligible individual for the Temporary Assistance for Needy Families program (TANF); single parents (including single pregnant women); and long-term unemployed individuals. Veterans, unemployed workers, youth, and others that the state may identify.

The required partners within SC Works Lowcountry Workforce system work collaboratively to increase accessibility to workforce programs and services for diverse and minority populations who live in the region. These individuals include the following:

Hispanics

The Hispanic population has grown significantly in the region and state. This population more than doubled from 2000 to 2010 and has continued to grow. Though the growth has slowed, there is still a growing need for programs that serve the Hispanic community.

Homeless

There are a growing number of homeless individuals in the Lowcountry and South Coast Region. This includes a number of homeless Veterans that need special programs devised to meet their needs. For many, the living arrangements make it less conducive to become employed to restraints with transportation.

Based on the information provided by the SC Department of Employment and Workforce, the homeless data is a point in time count of the sheltered and unsheltered homeless population. Based on information from the South Carolina Coalition for the Homeless, 2016 point in time report conducted by the Continuum of Care in South Carolina reported on the Lowcountry (Berkeley, Charleston, Beaufort, Colleton, Dorchester, Hampton, and Jasper counties): Emergency shelter was 1,834, Transitional Housing was 1,515 and unsheltered was 1,689.

Veterans
According to the 2017 American Community Survey, South Carolina had 362,000 civilian veterans aged 18 or older, comprising 9.3 percent of the state's civilian adult population. Veterans had a higher percentage having some college education or an associate's degree compared to the population aged 25 and older as a whole (37.7 percent for veterans, 29.8 percent for all). Veterans had a lower unemployment rate at 4.5 percent than the civilian population aged 18 to 64 (5.7 percent).[5]

Veterans may have to overcome stereotypes employers may have such as thinking that all post-9/11 veterans have post-traumatic stress disorder (PTSD). However, veterans have a great deal to contribute to any company. Many veterans have job skills that transfer directly to the civilian world, such as integrity, attention to detail, leadership, problem-solving, and a team-player mentality. COVID-19 has impacted the employment rate for veterans; however, it is still too early to know the outcomes.

Ex-Offenders
As of June 30, 2018, South Carolina had an inmate population of 18,958. For the FY 2018 (July 1, 2017 – June 30, 2018), S.C. Department of Corrections (SCDC) had 8,585 total releases from its base population. The average age of an inmate was 38.5 years old. African-Americans made up 60 percent of the total with whites at 37 percent and other races at 3 percent. The average sentence length is 14 years. Forty-nine percent of inmates do not have a high school diploma or GED upon incarceration.[6]

The SCDC had numerous individuals reaching achievements in FY 2018, including 324 GED/High School Diplomas earned and 2,333 vocational certificates earned. The SCDC has been authorized as a Department of Labor (DOL) Apprenticeship site, awarding 36 DOL apprenticeship credentials in FY 2018 and 636 WorkKeys certificates.

Beginning July 1, 2018, SCDC, in partnership with the Department of Employment and Workforce, transitioned to the new WIN Learning – Ready to Work certification program. WIN replaced WorkKeys with similar skills assessment (Applied Math, Reading for Information, and Locating Information) while adding a soft skills component that will be of profound benefit to inmates post-release.[7]

People who have been imprisoned face several challenges re-entering society, such as overcoming their past criminal history when seeking employment. Lack of education, poor

computer skills, poor people skills, low self-esteem, substance abuse problems, and access to reliable transportation are problems that may be faced by an ex-offender during the job search.

Juvenile Offenders

In Fiscal Year (FY) 2016-17, the S.C. Department of Juvenile Justice (DJJ) handled 13,591 new cases, down from 15,429 in 2015-2016. The top five offenses putting a person into DJJ custody are assault and battery, shoplifting, public disorderly conduct, simple marijuana possession, and disturbing school.

DJJ's Career Readiness Center (CRC) had a total enrollment of 1,423 for its training classes in FY 2016-17. Students at JRTC took classes in financial literacy, culinary arts, leadership, interviewing skills, public speaking, interpersonal skills, and in many other areas related to life skills and job placement. During FY 2016-17, 901 youth completed job-readiness training in DJJ's 16 community job-readiness training sites, located throughout the state. DJJ doubled its number of training sites from the previous fiscal year and nearly doubled the number of participants.

Limited English Proficiency
The 2012 American Community Survey lists 98,188 people of foreign-born status in S.C. who were identified as having Limited English Proficiency (LEP). Noncitizens were more likely to have LEP than citizens (foreign-born but naturalized).

Migrant/Seasonal Workers
According to the U.S. Department of Labor's National Agricultural Workers Survey for the 2009-2010 survey period, 74 percent of all farm workers in the U.S. were born in Mexico, 82 percent were Hispanic, and 72 percent spoke English less than "well." Sixty-three percent had less than a high school education.
In its Migrant and Seasonal Farmworkers (MSFW) Report for Program Year 2012, the U.S. Department of Labor highlighted that South Carolina's One Stop Centers had taken 1,931 job applications for MSFWs and placed 1,271 (66 percent) into a job. South Carolina Legal Services, a nonprofit organization providing legal services to low income state residents, notes that there are 28 registered migrant worker labor camps in 12 counties in the state.

Foster Care
The average time a child spent in foster care was 15.9 months in FY 2013, the lowest average during the past four years. In FY 2013, there were 1,220 children waiting for adoption. As of June 2013, there were 3,734 children receiving in-home foster care services.

Temporary Assistance for Needy Families (TANF)
For FY 2012-2013, the number of TANF households served decreased to 415,475, a 6.5 percent decline from the previous fiscal year. The average wage of a TANF recipient employed through a S.C. Department of Social Services program was $8.27 per hour15.

Individuals with Disabilities
Although many programs and collaborative efforts are in place to expand competitive, integrated employment opportunities for individuals with disabilities, data shows that a continued focus on increasing rates of employment and labor force participation is necessary.

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It is also necessary for more partners to collaborate and create more employment opportunities for individuals with disabilities by providing needed resources such as transportation, to make employment a reality.

The diversity of disabilities ranges from those seen such as necessitating the use of a wheelchair or cane, to those unseen, invisible disabilities such as mental illness or substance use disorders. Although many innovative programs and collaborative efforts are in place in South Carolina to expand competitive, integrated employment opportunities for individuals with disabilities, data shows that a continued focus on increasing rates of employment and labor force participation is necessary.

Estimates from the American Community Survey in 2017 show that 14.8 percent of the state's civilian, the non-institutionalized population was disabled.[9] The disabled employed equaled nearly 123,000 people aged 18 to 64. Nearly 18,600 more people were unemployed, yielding a disabled unemployment rate of 13.2 percent, substantially over the state's average unemployment levels. The ambulatory difficulty was the most common disability for both those employed and those not in the labor force, while a cognitive difficulty was reported as the most common disability for those who were unemployed.[10] Therefore, this group will continue to need focused services to overcome substantial barriers to employment.

Employment and Unemployment
An important component of the economy is the labor force. The labor force measures people at their resident location and equals the sum of the employed and the unemployed. The trends in the labor force, the number of people employed, and the number of people unemployed from 2005 forward. Employment in The South Coast region declined sharply during the recession. The steady increases in employment encouraged more individuals to join the labor force and since early 2014, the region's labor force has experienced solid growth.

Unemployment
By early 2008, conditions began to deteriorate, and unemployment skyrocketed to a high in June
2009. It then began a slow decline to March 2014. The unemployment rate is the percent of the labor force that is unemployed. In the Lowcountry area in early 2008, the rate began to climb and accelerated in the fall of that year to reach an all-time high by December 2009 and January 2010.

The unemployment rate then began to fall, reaching 5.6 percent in early 2014. The rate continued to decline reaching 5.3 percent by 2015. In 2018, the unemployment rate in SC Works Lowcountry was at 3.4% and in September of 2019, it was at an all-time low of 1.9%. Due to the impact of COVID-19, unemployment numbers started to increase in March 2020 and steadily rose to 9.0% in June 2020.

Occupations Requiring High School but Filled by More Educated Employees
It is possible for more than just recent graduates to be able to fill the projected job openings. The oversupply of graduates overall may partially explain why many occupations are filled with overqualified candidates.

A

Labor Market Projections
Growing Occupations
(County/Metropolitan Statistical Area Data Unavailable)

Note Projections are available by Workforce Investment Area (WIA) The data displayed is selected from the appropriate WIA

Lowcountry Occupation	2016 Estimated Employment	2026 Projected Employment	Percent Change	Replace	Growth	Total	Average Salary
Software Developers, Applications	68	97	43				$ 87,665
Physician Assistants	67	95	42				$ 91,979
Nurse Practitioners	103	146	42				$ 96,704
Personal Care Aides	1,082	1,511	40				$ 20,709
Respiratory Therapists	83	111	34				$ 53,540
Market Research Analysts and Marketing Specialists	149	199	34				$ 52,386
Medical Assistants	436	581	33				$ 33,071
Physical Therapists	160	213	33				$ 84,062
Physical Therapist Assistants	87	115	32				$ 61,226
Massage Therapists	25	33	32				$ 46,713
Combined Food Preparation and Serving Workers, Including Fas	2,577	3,391	32				$ 18,211
Compensation, Benefits, and Job Analysis Specialists	10	13	30				$ 53,749
Medical and Health Services Managers	292	378	29				$ 85,352
Phlebotomists	124	160	29				$ 27,971
Crane and Tower Operators	15	19	27				$ 48,529
Medical Secretaries	308	386	25				$ 34,371
Cooks, Restaurant	1,798	2,249	25				$ 24,777
Financial Managers	175	218	25				$ 91,048
Veterinary Technologists and Technicians	114	142	25				$ 29,171
Food Service Managers	249	306	23				$ 65,850

Occupations are sorted by highest estimated percentage growth from estimate year to projection year

Source S C Department of Employment & Workforce - Occupational Projections
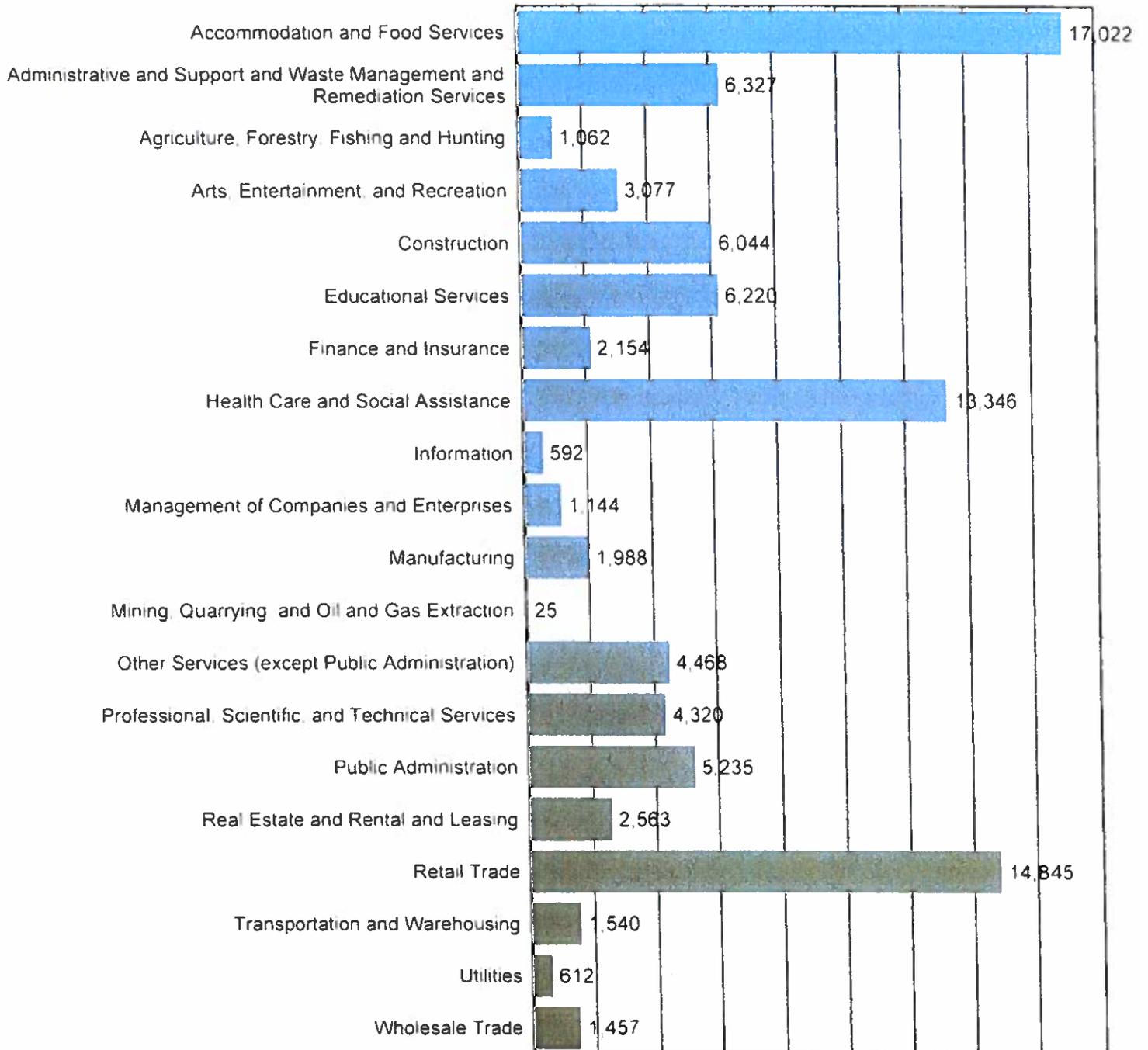
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Labor Market Projections

Total Employment by Occupation
(County/Metropolitan Statistical Area Data Unavailable)

Note: Projections are available by Workforce Investment Area (WIA). The data displayed is selected from the appropriate WIA

Lowcountry Occupation	2016 Estimated Employment	2026 Projected Employment	Openings (Replace)	Openings (Growth)	Annual Openings
Total, All Occupations	100,622	113,447			
Management Occupations	5,638	6,189			
Business and Financial Operations Occupations	2,849	3,277			
Computer and Mathematical Occupations	846	981			
Architecture and Engineering Occupations	624	686			
Life, Physical, and Social Science Occupations	376	405			
Community and Social Service Occupations	1,175	1,340			
Legal Occupations	908	1,032			
Education, Training, and Library Occupations	4,927	5,419			
Arts, Design, Entertainment, Sports, and Media Occupations	990	1,013			
Healthcare Practitioners and Technical Occupations	5,043	6,004			
Healthcare Support Occupations	3,098	3,911			
Protective Service Occupations	2,780	2,921			
Food Preparation and Serving Related Occupations	12,974	15,746			
Building and Grounds Cleaning and Maintenance Occupations	8,255	9,680			
Personal Care and Service Occupations	5,066	5,961			
Sales and Related Occupations	14,003	15,418			
Office and Administrative Support Occupations	12,874	13,649			
Farming, Fishing, and Forestry Occupations	1,387	1,277			
Construction and Extraction Occupations	4,669	5,224			
Installation, Maintenance, and Repair Occupations	4,172	4,646			
Production Occupations	2,591	2,690			
Transportation and Material Moving Occupations	5,377	5,978			

Source: S.C. Department of Employment & Workforce - Occupational Projections

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Employment by Industry

Industry	Employment
Accommodation and Food Services	17,022
Administrative and Support and Waste Management and Remediation Services	6,327
Agriculture, Forestry, Fishing and Hunting	1,062
Arts, Entertainment, and Recreation	3,077
Construction	6,044
Educational Services	6,220
Finance and Insurance	2,154
Health Care and Social Assistance	13,346
Information	592
Management of Companies and Enterprises	1,144
Manufacturing	1,988
Mining, Quarrying, and Oil and Gas Extraction	25
Other Services (except Public Administration)	4,468
Professional, Scientific, and Technical Services	4,320
Public Administration	5,235
Real Estate and Rental and Leasing	2,563
Retail Trade	14,845
Transportation and Warehousing	1,540
Utilities	612
Wholesale Trade	1,457

Source S C Department of Employment & Workforce
Quarterly Census of Employment and Wages (QCEW) · 2019 Q3

Area Job Openings

	Lowcountry				South Carolina			
Period	Employed	Unemployed	Unemp. Rate	Job Openings	Employed	Unemployed	Unemp. Rate	Job Openings
May-20	104,776	12,442	10 6%	2,155	2,118,575	303,218	12 5%	38,053
Apr-20	99,717	12,251	10 9%	2,269	2,073,470	303,360	12 8%	51,518
Mar-20	114,488	3,324	2 8%	3,129	2,328,802	76,369	3 2%	57,374
Feb-20	113,902	3,380	2 9%	2,575	2,333,224	58,631	2 5%	52,662
Jan-20	113,203	3,154	2 7%	2,576	2,330,497	56,599	2 4%	52,639
Dec-19	112,616	2,538	2 2%	2,559	2,326,018	57,279	2 4%	59,953
Nov-19	112,803	2,416	2 1%	2,822	2,326,821	56,712	2 4%	55,821
Oct-19	113,631	2,617	2 3%	3,087	2,326,812	56,244	2 4%	68,386
Sep-19	112,593	2,150	1 9%	2,793	2,322,842	57,450	2 4%	66,100
Aug-19	114,516	3,211	2 7%	3,172	2,316,783	60,140	2 5%	67,729
Jul-19	115,606	3,493	2 9%	3,151	2,309,920	64,300	2 7%	68,223
Jun-19	114,745	3,633	3 1%	3,268	2,303,048	69,163	2 9%	68,643
May-19	113,525	3,096	2 7%	4,134	2,297,752	73,858	3 1%	71,138

ource S C Department of Employment & Workforce & The Conference Board's Help Wanted OnLine® data series
outh Carolina Data is Seasonally Adjusted

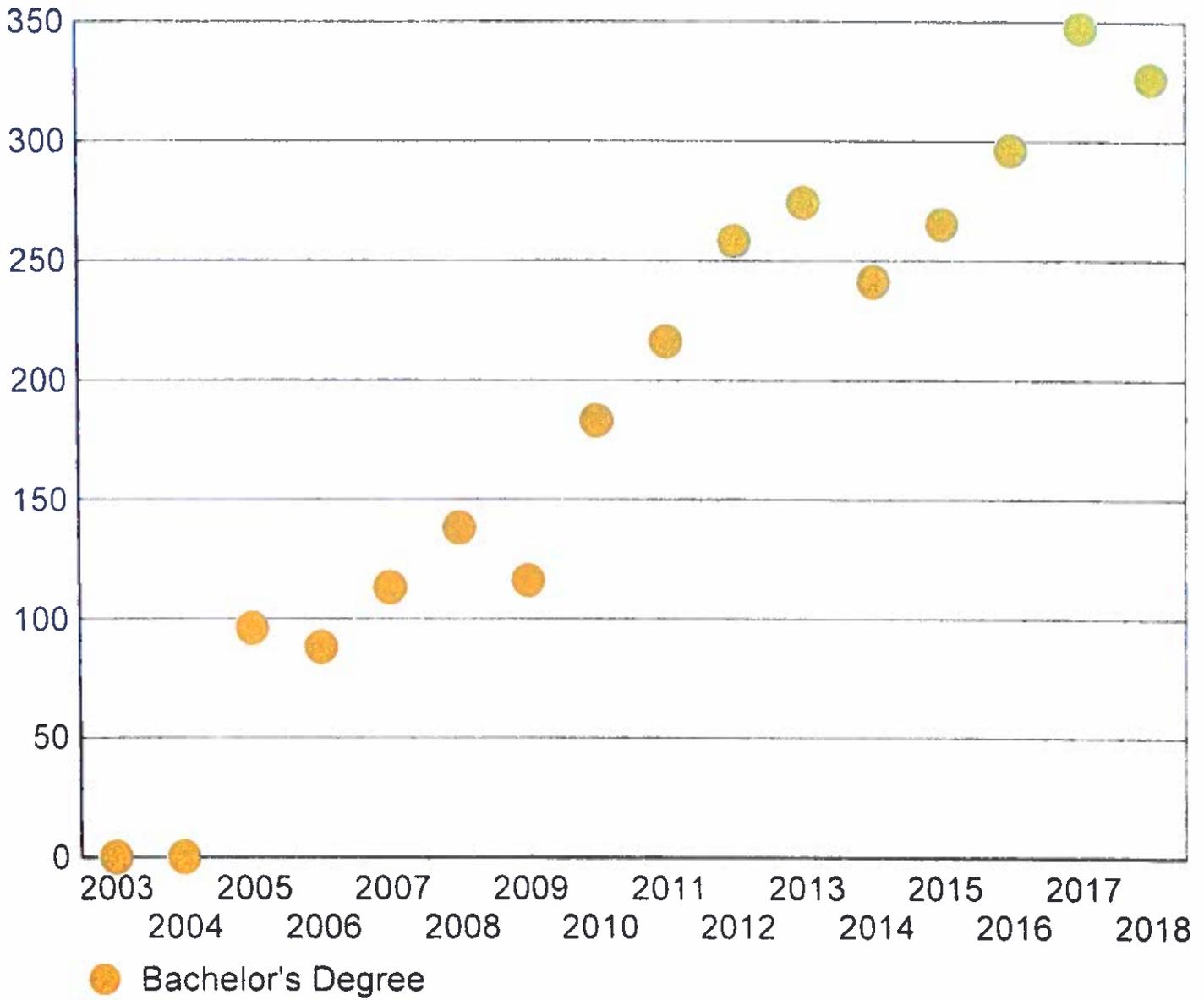# Educational Attainment

(Population 25 Years and Older)
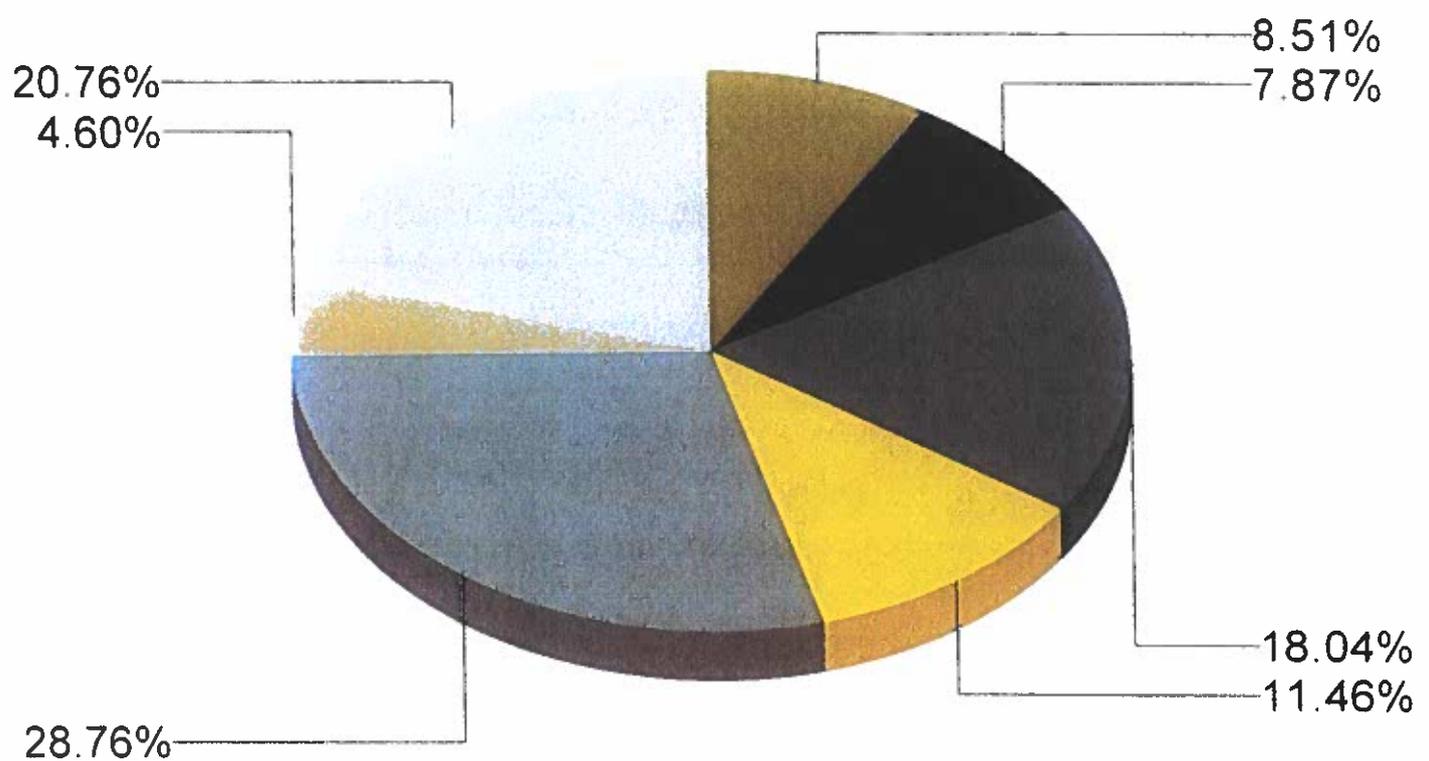
20.76%
4.60%

8.51%
7.87%

28.76%

18.04%
11.46%

Legend:
- 9th to 12th No Diploma
- Graduate Degree
- Some College
- Associate's Degree
- High School Graduate
- Bachelor's Degree
- Less Than 9th Grade

Graduate Trends

(Based On Graduates From Area Schools)

Bachelor's Degree

Section II: Strategic Vision and Goals

1.A description of the local board's strategic vision to support regional economic growth and self-sufficiency, including:

Goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.

The Lowcountry Workforce Development Board (LWB) is dedicated and determined to align its vision with the State and Regional vision for strategies and goals in support of regional economic growth and self-sufficiency.

The Vision of the LWB is that every business in the South Coast Region has access to a skilled workforce and every resident in the local area has access to meaningful employment, resulting in regional economic vitality. In alignment with this vision, the LWB goal is to facilitate opportunity for anyone who is interested in increasing their value and relevance to the labor force with an emphasis on assisting youth and individuals with barriers to employment. The desired outcome is not limited to customers gaining entry to the workforce, but also equipping them to grow and advance thereby supporting economic growth for their community and economic self-sufficiency for themselves. The LWB commitment to this vision is to pass all performance indicators; as they are a demonstration of the effectiveness of the programming and services.

The LWB is committed to aligning with the State Goals, Objective and Strategies as follows:

> **OBJECTIVE 1**: Identity, 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.
>
> STRATEGY 1.2 Increase the formal assessment of soft-skills and provision of soft skills training.
>
> STRATEGY 1.3 Increase resource investment into direct services for job seekers through results-oriented   discretionary grants.
>
> **OBJECTIVE 2**: Align resources, policies, and strategies between state, local, and regional systems to 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 job seekers.
>
> 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 career pathways in growth sectors.

STRATEGY 3.1 Identify the challenges and opportunities in rural communities.

STRATEGY 3.2 Develop career pathway tools and templates.

OBJECTIVE 4: Engage job seekers, 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.

A. **The continuation of preparing citizens for Career Readiness Certification.**
   Initiative will assist economic developers and new businesses in finding the right location with the workforce that has the skills they need. The utilization of WorkKeys/Worldwide Interactive Networks (WIN)®, Ready to Work (R2W) assessments creates a skills-based credential for job seekers and associated job profiles (Workkeys only) assist employers in finding skilled candidates for vacancies. This is aligned with the ReadySC™, Evolve SC and other state initiatives as well as in assessing all public secondary school students in South Carolina.

   A driven strategy that emphasizes the maintaining of South Coast Region counties remaining ACT certified Work Ready. As of July 1, 2018, WINS Career Readiness Courseware and Credentials became the assessments of choice to sustain the career ready certified communities of South Carolina by adding the Soft Skills assessment in addition to Applied Mathematics, Reading for Information and Locating Information. *(WIOA currently does not fund Soft Skills)*

B. **The collaboration of core programs under WIOA.**
   The solidifying of partnerships at the state, regional, and local levels to coordinate workforce initiatives and programs. The passing of state workforce legislation will provide an opportunity to further strengthen existing workforce development strategies to meet the growing needs of employers in the state.

   Providing Multiple Measures of Assessments to provide LWB Partners the ability to make data driven decisions to ensure a cycle of continuous improvement.

   ❖ Counties will secure and maintain ACT and WIN Work Ready Status(WIOA no longer pays for ACT assessments)
   ❖ SC High School Diploma.

❖ SC High School Equivalency Diploma.
❖ Post-secondary degree, diploma, and certification.
❖ Obtained employment.
❖ Continued employment of customers.
❖ Measurable skills enhancement.

C. Creation of Education and Career Pathways.

The career pathways approach offers a sequence of education and/or training credentials aligned with work readiness standards. Sector-based education and career pathways require that education and training systems be seamless in order to meet employers' needs for skilled workers. This will be accomplished by transforming and aligning the disconnected components of educational processes to optimize student/job seeker success.

Career Pathways also provide a sustainable pipeline of employment. Measurable student and job seeker success is a core value of the LWB partners. Opportunities for dual enrollment and information will be provided beginning in middle school and continue through high school, Adult Education, the Technical College of the Lowcountry and additional Lowcountry and Regional public and private providers. The customer will be provided with information and opportunities to earn nationally recognized certification for in demand entry level to high level occupations in the South Coast Region. All Lowcountry Adult Education providers provide Integrated Education, Distant Learning and Training offering contextualized and concurrent instruction in collaboration with post-secondary training and education providers as required by WIOA.

DEW, Vocational Rehabilitation and the Department of Education are working closely together to refine the messages to K-12 students and parents about middle skills jobs, high-demand and high-growth jobs, and different paths to post-secondary education options. Additionally, the Technical Colleges and businesses are working to align their non-credit programs with nationally recognized credentials and certifications that make their graduates marketable for the existing jobs.

D. Development of One, Consistently Delivered, Competency-Based Soft Skills Curriculum.

Successful placement in the workforce requires both the technical skills for job performance and a broad spectrum of social and interpersonal skills often referred to as "soft skills." Both trade and soft skills are important in hiring and retention decisions across all industry sectors.

Recognizing the need for a common, consistent soft skills training curriculum that all agencies can use to train prospective job seekers, the State Workforce Development Board, the WIOA Core Programs, and the State Technical Colleges have partnered to identify and recommend a soft skills curriculum that could be adopted across agencies. This includes use of universal design principles and consideration of accessibility for all potential customers. The curriculum would be based on core competencies, with the ability for agencies to tailor the classes based on the unique needs of their client populations.

E. Enhancement of school-to-work transition and youth-focused programs.

A significant focus of WIOA includes strategies to strengthen school-to-work transition programs and youth programs. This includes specific activities conducted within the secondary school system for students to better prepare them for employment, post-secondary education or post-secondary training. There are also provisions within WIOA to address the needs of out-of-school youth to ensure that they are connected with the services needed to achieve competitive, integrated employment. Strong partnership with local education agencies, VR service delivery capacity for school-to-work transition services, workforce development programs for youth, and connection with stakeholders involved in student, youth and parent engagement are being deployed in South Carolina. The work of these partnerships will help to prepare the next generation of job seekers for the emerging employment opportunities before exiting school settings, in keeping with the education and career pathways development. Career Development Facilitation (CDF) will prepare customers to enter and retain employment in middle level income occupations within the Southcoast Region. Increased focus on youth workforce engagement, school-to-work transition, career pathways development, and youth apprenticeship opportunities. Each Lowcountry Adult Education provider, provides Integrated Education, Distant Learning and Training offering contextualized and concurrent instruction in collaboration with post-secondary training and education providers as required by WIOA.

F. Develop and implement systems and strategies designed to support effective employer engagement to better ensure job placement and long-term retention.

WIOA places increased emphasis on the successful provision of employer engagement activities. LWB will work to refine its communication, support and collaboration with employers and industry groups to ensure their industry-based needs are understood and met, and to aid in the efficient placement of job seekers possessing requisite skills.

The LWB is committed to the strategic development of working relationships with both the mandated and community partners to better serve job-seekers and business customers. The LWB is committed to working toward ensuring a skilled and qualified workforce that is key to successful economic development. It is planned that the synergy of partnering agencies working together will result in the effective use of resources and the development of new strategies and or support of effective existing strategies and will result in the preparation of a skilled and trained workforce.

G. Utilize new technologies and data sources to help guide and support all workforce development and employer support strategies, and to provide visibility into performance measures.

Investing in the use of new systems to improve the efficiency and effectiveness of WIOA service efforts. This includes use of labor market data to keep pace with, and adjust to, changes in local market conditions; use of innovative technology tools that support evaluation data collection, service delivery, data sharing, and management

across all strategies; and use of client-centered feedback to support the refinement of efforts over time.

H. **Develop strategies and provide career services targeted to individuals with significant barriers to employment.**
LWB recognizes the need to implement career services to those demonstrating significant barriers to labor force entry. Efforts related to this goal include the provision of more work-based learning opportunities, access to in-demand industry certifications, job readiness training, and relevant skill building efforts. In addition, we will seek to widen access and tailor career services to people with disabilities, veterans, out of school youth, young adults with limited work history, those facing language barriers, those with criminal justice involvement, or who have experienced homelessness.

I. **Develop Sector Partnerships to increase focus on growing market segments and to drive the specification of career pathways.**
LWB will work with companies, education, economic development and community-based organizations to understand the needs of these growing sectors, support partnership efforts and to specify the training and education requirements needed to move job seekers toward employment. This will result in the development of relevant career pathways for each sector. Sector partnerships currently for our region is identified as healthcare and manufacturing.

A description of how the local board will work with core and required partners to align local resources to achieve the strategic vision and goals referenced above.

The LWB is committed to the strategic development of working relationships with the mandated and community partners to better serve job seeker and business customers. The LWB is committed to working toward ensuring a skilled and qualified workforce that is a key to successful economic development. It is planned that the synergy of partnering agencies working together will result in effective use of resources and the development of new strategies and/or support of effective existing strategies and will result in the preparation of a skilled and trained workforce.

LWB will align with partner agencies to design a seamless approach in preparing the local/regional workforce beginning in the K-12 school system through Post-secondary educational and training providers to provide nationally recognized training and certification opportunities valued by job seekers and employers of middle wage employees. Students in the K-12 system and Adult Education are expected to receive an educational experience that meets the SC Department of Education, Profile of the South Carolina Graduate. All job seekers will be provided the instruction and opportunity to take the WIN© assessments and earn a National Career Readiness Certificate while in high school or enrolled in the local adult education program. Technical College of the Lowcountry along with USC Salkehatchie and other regional private providers will provide certification in middle wage occupations to include Diversified Manufacturing, Healthcare, Transportation, Logistics IT, and Culinary Arts. Partnerships will be reorganized to provide the customer, job seeker and employer with a seamless system that is results-oriented and employment driven. All Adult Education providers provide Integrated Education, Distant Learning and Training offering contextualized and concurrent instruction in collaboration with post-secondary training and education providers as required by WIOA.

The LWB boasts strong ties with the local Technical college systems within the Regional area and the vast majority of the WIOA training dollars are spent with the technical college programs. The partnerships that exist between workforce staff and the technical college system representatives have proven successful with the recruitment, retention, and job placement of common customers. The tech colleges have been responsive with sectors strategies-based initiatives in collaboration with both local and regional workforce development, economic development and K-12 agency partners.

The LWB has and will continue its collaboration with SCVR via strengthening the co-enrollment process for individuals with disabilities. SCVR is co-located in the Comprehensive SC Works Centers in Beaufort and Colleton SC at least one day per week which allows for onsite referrals for SCVR participants. Business Service personnel from both organizations serve jointly on the Local Integrated Business Service Team and has formed partnerships with employers by utilizing both agencies On the Job Training programs to market participants with disabilities. The LWB fully supports the Disability Committee whose Chair person is the local Director for SCVR and its efforts to educate all partner agencies on best practices serving folks with disabilities. LWB will continue to promote co-enrollment in DSS SNAP and TANF programs along with SC Palmetto Goodwill Good Jobs Initiative Program.

The LWB will continue to promote quarterly partner's meetings to share information, leverage resources where needed, enhanced referral opportunities as well as panning future community events. These meetings also allow non-traditional partner agencies and opportunity to share information about their services so that the information can be shared with job seekers, clients, family and friends.

Section III: Local Area Partnerships and Investment Strategies

1.A description of the planning process undertaken to produce the local plan. The description must include how the chief elected officials, local board and core and required partners were involved in the development of the plan.

The Lowcountry Workforce Board (LWB) assigned out sections of the local plans to fellow board members and workforce staff and non-core partners. Each person was responsible for providing information related to their area of expertise to insert in the plan. Board members and partners communicated by phone or email to formulate ideas when needed. The Local plan team consisted of board members that represented Secondary and Post-Secondary Education, Business, State Agencies- Department of Employment and Workforce, Vocational Rehabilitation and Labor Organizations. Once information was received by board team members, workforce admin staff would insert information into the Local Plan. At the completion of the plan, it was then sent to the Chief Elected Officials of Beaufort, Colleton, Jasper and Hampton Counties for review and also by the entire county council for review an acceptance. Once reviewed the plan was placed on each county council agendas.

http://www.lowcountrycog.org/County%20Council%20Agenda's.pdf and formally presented to council and the public by the Lowcountry Workforce Area Workforce Director. Each council voted to accept the Local Plan as written, with the understanding that it would be a changing document based on final approval from SCDEW and reviewed again in two years. The plan was posted on

lowcountrycog.org website for public comments for 30 days. The LWB will approve the plan on September 23, 2020.

Time line:
Core and required partners input: July 1, 2020 - July 21, 2020
Core and required partners review: July 22, 2020 - July 28, 2020
Local elected officials review: July 29, 2020 - August 10, 2020
Public Comment: August 12, 2020-September 12, 2020
Approval by LWB: September23, 2020
Send to DEW for review: September 23, 2020

2. A description of the workforce development system in the local area, including:

Identification of the programs that are included in the system.

The LWA One Stop Workforce Centers are high-capacity sites serving the general job-seeking population as well as businesses. One Stops serve both Adult and Dislocated Workers and have active participation from the core WIOA partners.

Partner Agencies provide services to job seekers and businesses, differing from One Stops in that they are smaller and may serve a smaller geographic area or special population.

Sector Centers are business service hubs concentrating on business and job seeker services related to a specific industry sector and are responsible for educating the other WIOA partner agencies on aspects of the given sector.

Business Intermediary is an entity that provides business services and activities to regional business customers and job seekers by working with the SC Works staff and partner agencies to enhance business services and develop training initiatives in response to current demand and growing trends to better meet employers' needs.

Career Pathway Training Programs are cohort-based, skills training programs that are demand driven within LWA focus industry sectors and may also include bridge programs designed to serve individuals with basic skills deficiency and/or limited English skills.

Agency partnerships staff work together to create and maintain a comprehensive workforce development system that effectively and efficiently serves job seekers and businesses throughout Lowcountry Area. This collaborative system includes multiple entry points for both businesses and job seekers to access the full range of workforce development services and benefits.

WIOA is also designed to assist job seekers to access high-quality career services, education and training and the supportive services to obtain good jobs and retain their employment and to match employers with the skilled workers they need to compete in the local and global economy. Under WIOA and through the One-Stop center system, jobs and training activities will be targeted to:
   ❖ Providing job seekers with the skills and credentials necessary to secure and advance in employment with sustaining wages;
   ❖ Providing access and opportunities to all job seekers, including individuals with barriers to employment such as persons with disabilities, low-income or

disadvantaged, the homeless, the ex-offender, the basic skills deficient or the limited English speaker.

- ❖ Enabling businesses and employers to identify with ease and hire qualified, skilled workers and access other supports, including education and training for their current workforce;
- ❖ Participating in rigorous evaluations that support continuous improvement of the local one-stop system by identifying which strategies work better for various populations; and;
- ❖ Ensuring that high-quality integrated data inform decisions by local policy makers, board members, local area management, employers and job seekers across the core partners and optional partners.

Overview of Core Programs Title I – Adult, Dislocated Worker, and Youth Programs Title I of the Workforce Innovation and Opportunity Act (WIOA), including the Adult, Dislocated Worker, and Youth programs, is administered by the S.C. Department of Employment and Workforce (DEW) and operated locally in 12 workforce development areas. These areas provide a variety of education and training activities that are tailored to the needs of job seekers and employers in each local area.

Title II – Adult and Family Literacy Act Program South Carolina supports and encourages adult education and family literacy through fifty-one school district programs and five community-based organizations. The primary function of the S.C. Department of Education (SCDE) Office of Adult Education (OAE) is to provide technical assistance and consultative services to local adult education programs to enhance the quality of services and ensure that these programs meet their goals and objectives. The OAE has the responsibility to monitor and assess local programs for compliance with state and federal laws and regulations. Adult Education offers a range of program accessibility, certified instructors, current curriculum materials, especially computer-based materials, instructional resources, and career transition services/resources. Programs provide individual learning plans supported by individual instruction. Instruction is delivered in small groups, whole groups, and in contextualized classroom learning. Program staff consistently monitors attendance and readiness for assessment to move students toward a high school diploma (HSD), high school equivalency degree (HSED) and/or National Career Readiness Certificate (NCRC), as well as transition them to post-secondary education and/or employment as expediently as possible.

Title III – Wagner-Peyser Employment Services Program DEW administers the Wagner-Peyser Employment Services program, which provides all job seekers access to job search preparation and placement assistance, including: individualized skill assessments, career counselling, job-matching assistance, and skill development workshops aimed at improving employability.

Employers may also benefit from recruitment services including, but not limited to, listing a job, screening applicants against job listings, hosting job fairs, and administration of specialized testing or assessments. Services are available through SC Works Centers across the state and online through SC Works Online System (SCWOS).

Title IV – Vocational Rehabilitation Act Programs. The S.C. Vocational Rehabilitation Department (SCVRD) and the S.C. Commission for the Blind (SCCB) are the state administrators of the Vocational Rehabilitation Act program (Title IV WIOA services).

S.C. Vocational Rehabilitation Department SCVRD provides individualized services across the state through a network of area offices, job readiness training centers, comprehensive evaluation centers, substance abuse treatment centers and staff that serve clients at various itinerant sites such as SC Works, local high schools, and community mental health centers. SCVRD transitioned 6,747 individuals with disabilities into employment in 2014 - 2015, a 5.7% percent increase from the previous year. The department served a total of more than 36,500 people (including all applicants and clients whose services may have carried over from previous years.)

People with disabilities who exit the SCVRD program with a successful employment outcome enhance the quality of their lives and their families' lives by earning paychecks, lessening their reliance on government assistance, and stimulating the state's economy by paying taxes, making purchases, and ultimately contributing to the state's return on its investment in their services. Based on a cost-benefit analysis, it is estimated that these rehabilitated clients will pay back $4.54 for every dollar spent on their services by becoming taxpayers

S.C. Commission for the Blind SCCB is the state administrator of the Rehabilitation Act program for the blind and visually impaired providing individualized services across the state through a network of district offices. SCCB also operates the Ellen Beach Mack Rehabilitation Center in Columbia, S.C. where eligible individuals receive comprehensive vocational evaluation services, adjustment to blindness services, low-vision services, assistive technology evaluation and training services, and pre-vocational training.

SCCB offers services to businesses through the business relations program. These services include: helping businesses assess their human resource needs which in turn helps the agency prepare consumers to meet those needs, and matching qualified job-ready consumers with businesses seeking to hire. Staff educates employers on the benefits and incentives of hiring people who have a disability such as blindness.

In addition to the core programs, the following partner programs are required to provide access through the one-stops: Career and Technical Education (Perkins),Community Services Block Grant, Indian and Native American programs, HUD Employment and Training programs, Job Corps, Local Veterans' Employment Representatives and Disabled Veterans' Outreach program, National Farmworker Jobs program, Senior Community Service Employment program, Temporary Assistance for Needy Families (TANF) (unless the Governor determines TANF will not be a required partner), DSS STARS, Trade Adjustment Assistance programs, Unemployment Compensation programs, and Youth Build. Workforce development activities may include a wide variety of programs and partners, including educational institutions, faith- and community-based organizations, and human services.

How the Local Board will support the strategies for service alignment among the entities carrying out workforce development program in the local area.

The SC WIOA Unified State Plan identifies many strategies and entities carrying out core programs and other workforce development programs. The LWB and its staff are partnered with many workforce partners and CBO's and support the service alignment of these programs with core WIOA programs. The Lowcountry will continue to promote the following programs in all communities in the local area. The State plan identifies these programs as follows:

> ➢ Sector Strategies and Career Pathways Project that aims to align strategies, resources and services delivery on a regional economic basis across workforce development, economic development, education and other partners to maximize value for employers and improve career opportunities for students, jobseekers and workers.

> ➢ The Lowcountry has several partner stakeholders that are actively involved in Sector Strategies initiative that was spearheaded via Maher and Maher in 2016 and now Next Gen Partnership in the Southcoast Region. Employer led focus groups - allow Sector Partners to understand the ever-growing needs of today's employer. Career clusters of Manufacturing, Transportation, Distribution and Logistics, Healthcare, Technical and Culinary Arts are Sectors identified by the board that support career pathways that will lead to sustainable employment and mid- level entry wages.

In 2018, SC Department of Employment and Workforce (SCDEW) launched Phase III of the Sector Strategies, which is Sector Partnerships with Next Gen Consulting team helping to facilitate and guide the regional teams through Phase III. The goals of Phase III are as follows:

> ➢ Develop regional, industry-led sector partnerships that will serve as coordinating
> Bodies for multiple public partners to collaborate effectively with one another and with industry.
> ➢ Develop a collaborative state strategy for jointly supporting sector partnerships across SC Department of Commerce, SC Commission on Higher Education, SC Technical College System, SC Department of Employment and Workforce and other key state-level stakeholders.
> ➢ The agenda is entirely driven by business leaders and not defined by parameters of grants and existing programs.
> ➢ Focus on industry competitiveness and growth versus workforce only.
> ➢ Business leaders personally champion priorities and have stake in solutions versus providing input only.
> A long-term way to respond to changing needs of industry versus a one-time focus group
> ➢ Go-to shared table to understand and respond to industry's needs versus one more meeting; it is a way of doing business versus a grant or special initiative and;
> ➢ Regionally based versus jurisdiction-based.

We utilized the Next Generation Sector Partnerships model to accomplish this. The South Coast Region launched a Healthcare industry-led sector partnership in the summer of 2019. It is being modeled after similar, successful partnerships across the country. For businesses, the launch is a forum to identify shared issues, to network together, and to define solutions going forward. For public partners in the South Coast Region, they become a really effective way for the many different economic development, education and training programs in our region to jointly understand the needs of the healthcare industry, and also help implement shared solutions. Manufacturing will be the next the next sector partnership for the South Coast Region to implement the priorities that come out of the Partnership might be related to specific training needs, talent attraction, or

retention strategies, it could be related to regulatory challenges, technology needs or care coordination. We will learn more after the launch meeting.

The LWB is committed to the continuation of its working relationships with the mandated and community partners to better serve job seeker and business customers. The LWB is committed to working toward ensuring a skilled and qualified workforce that is a key to successful economic development. It is planned that the synergy of partnering agencies working together will result in effective use of resources and the development of new sector strategies and/or support of effective existing strategies and will result in the preparation of a skilled and trained workforce. The LWB is committed to aligning with the State's Plan and regional goals of agency partner collaboration and integration of services to better serve priority populations and all other job seekers.

3. A description of how the strategies and services that will be used in the local area to:

Expand access to employment, training, education, and supportive services for eligible individuals, including individuals with barriers to employment;

The LWA stresses that all customers are given access to high-quality One Stop services and affiliate sites that connect them with the full range of services available in their communities. Career coaches work with clients to overcome any barriers to employment and self-sufficiency. Additionally, bridge programs for participants who are basic skills deficient ensure access to career pathways.

The Lowcountry SC Workforce Centers are designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. One Stop centers provide career services that motivate, support and empower customers, including individuals with disabilities and other barriers, to make informed decisions based on local and regional economic demand and effectively attain their personal employment and education goals. All customers are given access to high-quality One Stop centers that connect them with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices.

Partner agencies provide in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. Career coaches work with clients with barriers to create an IEP that is a plan of action for how they will together overcome any barriers to employment and secure employment leading to self-sufficiency. Supportive services are made available for all clients and are encouraged as a means to eliminate any barrier that hinders opportunities for sustainable long-term career employment.

Improve access to activities leading to a recognized post-secondary credential, including an industry-recognized certificate or certification that is portable and stackable.

The LWB will continue the development of career pathways, while improving access to activities leading to a recognized post- secondary credential, including an industry recognized certificate or certification that is portable and stackable. The LWB will continue to partner with the local technical colleges and four-year colleges to improve access to activities leading to recognized postsecondary credentials including industry-recognized certificates, certifications, portable and

stackable credentials as well as diplomas. The local technical colleges will continue to be actively involved at the locations where the workforce investment activities are being provided, to be visible and readily available to the clients.

The LWB will continue its focus on strengthening the partnership with both secondary and Post-Secondary stakeholders to provide detailed career pathway guidance beginning in K-12 for current in demand career occupations and future growth occupations. Occupational skills training that will lead to an industry recognized certificate or certification that is both portable and stackable will be emphasized in current and future career clusters. The South Carolina Department of Education's implementation of mandatory Workkeys and now WIN testing for all high school juniors statewide will be instrumental in directing future and current job seekers towards career pathways that will recognize both portable and stackable credentials.

The LWB will also continue to develop partnerships with employers and training providers to develop specific career pathways. LWB will continue partnering with program providers to provide supportive services such as transportation assistance, work uniforms, etc. to eligible individuals with barriers to employment LWB has developed great partnerships with several career and technical education institutions that are approved to provide training.

Facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations;

Lowcountry SC Works Centers will continue to partner with the Economic Development and the local area Chambers to coordinate a unified message and marketing to area employers both large and small. Multi-sector, mini job fairs are being organized to offer optimal employer exposer and cooperation and to also maximize applicant response. Employer Round Tables have been organized to better inform employers and gain employer insight on the need of employer involvement in "mock interviews" that will enhance applicant knowledge of expectations as well as create a venue for pre-screening potential employees. Virtual job fairs and hiring events will be implemented once local technology is updated and internet access has become more readily available in the rural communities.

Sector Strategies Phase II focused on and employer centered design approach that allowed both local areas and the South Coast Region to host employer Convenings locally and regionally. These convenings allowed employers an opportunity to share their concerns on what issues kept them up a night as it related to workforce. The information that was shared by the employers at the local convening was then analyzed, ideated by Southcoast team members collectively with pain point solutions discussed and presented to employers at the main convening in January 2019. Phase III of Sector Strategies is centered around an employer lead partnership that drives the discussion of pain points within their industries that is shared with regional partners to assist in finding solutions to various stated issues.

The LWA partners with EvolveSC a program, designed to provide training to current businesses due to: expansion, new technology, retooling, new services/product lines and new organizational structuring or a part of a layoff aversion. Lowcountry Business Service Team has supported the local business community by making Incumbent Worker Training (IWT) grants available on a once a year basis.

Support a local workforce development system that meets the needs of business on the local area;

The Lowcountry Business Service Team members that include core and none-core partners are actively engage in new business engagement as well as following up with existing businesses. In PY19 the Lowcountry IBST engaged 347-new businesses offering arrange of 1336 services from all core and non-core partner agencies. The Lowcountry in PY 19 has hosted over 200 hiring events in the local SC Works centers that was crucial in employers hiring and meeting critical staffing needs throughout the Lowcountry area. There are plans for multiple cross sector employer focus group summits to get a better understanding of what employers are needing and lacking from today's workforce. Employers are also encouraged to participate on the business service team to provide valuable insight and input up close. The Lowcountry is also working with the local Chambers of Commerce/ Economic Development to address employers needs and is involved with recruiting of new businesses to the local area. Business Service staff will continue to support and participate in workforce activities via outreach human resource services for employers to reduce the time they have to spend outside of their facilities recruiting and interviewing frontline entry level positions.

Lowcountry plans to continue efforts to revise and repurpose marketing materials and outreach strategies. Methodologies being implemented thus far are increasing usage of press releases, especially for stories considered "human interest" such as testimonials. Additionally, workforce staff members will have a goal of at least one entry to the Lowcountry SC Works website per quarter as part of their overall performance. This website will also be included in the marketing materials currently in development. Business Service staff will be ingrained in local chambers, economic development, educational, community interest boards and committees throughout the local area, their involvement provides the opportunity for networking and business engagement well beyond a mailing or flyer. An Outreach Grant provided by the State Workforce Board allowed the Lowcountry to promote the WIOA program and services as well as partners over 11,000 times across Cinemax theater screens in the Lowcountry for ten weeks. Also, there are plans to increase technology to do more virtual job fairs and hiring events.

The LWB approved and supported the IBST Coordinator efforts in securing Technology grant funds that allowed the IBST Coordinator to purchased Surface Pro Tablets to assist the IBST with business's engagement efforts in real time, allowing staff to enter business engagement activities on site such as, employer registrations, job orders, job fair information, registration of employees in to SCWOS for employer convenience for IWT/RRIWT purposes.

Improve coordination between workforce development programs and economic development; and

Lowcountry workforce staff specializing in training and workforce development will develop work- based learning opportunities along a continuum including: work experience, internships, apprenticeships and OJT opportunities, coupled with occupationally specific training that results in industry recognized credentials. We will also focus on short term career and technical classroom training. Our objective is to create talent pipelines into demand occupations, satisfying the needs of employers to have access to a skilled workforce and job seekers to have access to upwardly mobile career options.

The Lowcountry Area utilizes a variety of strategies to engage and connect with local businesses, primarily through the Integrated Business Services Team (IBST). These strategies include: Individual company contacts with the IBST staff maintaining and continuing to develop strong individual working relationships with companies in a variety of industry sectors. These contacts come in the form of the provision of services such as individual company account management; recruiting, screening and hiring services, assessments and training (incumbent worker, occupational skills, and on-the-job training); consulting services (labor market information, human resources augmentation, and IBST staff delivered workshops).

Services to multiple companies such as job fairs, hiring events, employer roundtables and similar events are conducted on a regular basis for both individual companies and groups of employers. IBST staffs are involved in local partnerships such as industry specific groups, business retention and expansion program, Chambers of Commerce activities and other partnerships with Workforce and economic development organizations, such as Beaufort Economic Development, Southern Carolina Alliance, Ready SC, and SC Department of Commerce. Local IBST will continue to partner with Economic Development on new prospects per their request.

The LWB supported the first ever Workforce/Education and Economic Development Summit held at the Lowcountry Council of Governments that convened stakeholders from across the state who held ties with the Lowcountry Workforce area. This event was well attended and provided detailed insights to how each stake-holders combined and collective efforts could better serve existing and new business and industry in the Lowcountry area. Multiple LWB members attended the summit for support and to gain a better understanding of each facet of workforce development. This event was the catalyst for several other partners to hold smaller scale versions throughout the year, with the main event being held at the Lowcountry Council of Governments.

Strengthen linkages between the SC Works delivery system and unemployment insurance programs.

In all of the Lowcountry Workforce Centers, individuals that require assistance with unemployment applications are assisted through use of computers and staff assistance. Additionally, the customer is provided information on how to apply for assistance on their own. Phones and computers are also available during the Workforce Centers business hours, Monday through Friday, for job seekers to use to call unemployment. Links to reemployment and future use of the Reemployment Services and Eligibility Assessment programs (RESEA) has allowed staff to interact in a timely manner with individuals receiving unemployment and connecting them with other Workforce Center services. Ongoing training and educating from unemployment representatives will be conducted to help staff members, working with individuals applying for unemployment, be able to better explain how working with the local Workforce Centers adds value to the individual in their job search efforts.

4. *A Description of how the strategies discusses in Question 3 above will be aligned with priorities outlined in the State Plan; specifically:*

Increasing participation in work-based (WBL) activities, including registered Apprenticeship programs.

Work-based learning provides more opportunities for workers to earn income while gaining critical job skills. In order to increase participation in work-based activities, including registered Apprenticeship programs, a greater emphasis will be placed on business engagement to provide new opportunities for employers to integrate work-based learning into its business services. The LWA will identify workforce and industry leaders in conjunction with LWB Business Services, who can provide paid work experience/work-based learning opportunities that will lead to economic advancement in demand occupations. The LWA can support the On-the-Job training component and funds can also pay for the cost of related classroom instruction for the work-based learning/apprentice, including tuition, books, supplies, fees, uniforms, tools and other required items. Customized training is another way that funds can support businesses that sponsor work-based learning as well as the apprenticeship program.

Increasing formal assessment and provision of soft skills training

Assessment is a key part of workforce development programming. Career Specialists use assessment practices to determine people's readiness for services, their ability to engage in programming, and the course of action most appropriate for someone with their interests and skills. Currently there are three areas of assessment: Academic assessment, Occupation-specific assessment and Interest inventory. The job seekers can utilize the knowledge gained from these different types of assessments to identify their strengths, formulate a career plan, and further their education. For those ready to enter or re-enter the workforce, the LWA will initiate "Boot Camp" Workshops which will utilize a strength-based, personalized approach to improve the soft skills assessment. It will include higher-level and sector-specific tools, updating tools and links to labor market information and greater staff and partner engagement:

Facilitating the development of career pathways and increasing co-enrollment across partner programs as appropriate:

The LWB is focused on the development of clear and concise career pathways, particular for eligible individuals with barriers to employment including those with disabilities. The LWB will work with its core and none-core partners to ensure a diverse array of career services, training services and supportive services exist within the WIOA framework via co-enrollment opportunities. LWB has identified the expansion of Apprenticeship models, Work Base Learning, On the Job Training as key strategies for improving access to employment that concurrently prepares individuals with the soft skills and hard skills needed for employment and addressing employer needs.

Implement cross-program staff training to enhance service delivery to businesses and job seekers:

As part of an integrated system, the LWA will work with partner agencies, serving many of the same customer bases, with training which will provide job seekers and workers with the high-quality career, training, and supportive services they need to obtain and maintain good jobs. The LWA will ensure that all partners and staff are aware of the resources available, the referral process, and the services available. This cross training will increase understanding among partner agencies which will help businesses find skilled workers and access other human resource assistance, including education and training, to meet their current workforce needs.

SC Works 101 Your Next Step Training has been the driving force for staff and partners who make an impact on customers daily. Your Next Step Training gives more insight to the SC Works system and the opportunities for working together to achieve a common goal. SC Works 101 training key points have been: How to meet customers where they are, serve customer with barriers to employment, make effective referrals, represent the system and finally provide high-quality SC Works Customer service.

Conducting annual cross-training with staff, partners, local agencies and CBO's on the process and procedures needed to sustain the increase number of qualified candidates coming through our Center looking for employment and training which intel, all partners who are listed on the MOU will come together to give training on general information regarding their agency procedure so that any customers who needs general information concerning any of the local agencies help can do so with the adequate information that has been given by each expert in the area. This makes for a better cohesive unit all around and encourages the customer to spread the positive work from the One Stop Centers.

Streamline intake and referral process

As part of the integrated system, the intake and customer flow will be developed and implemented that responds to customer needs—not program requirements. This integrated flow will include three major functions/goals: welcome assessment, skill development, and employment. These functions will be fulfilled by an integrated well-trained staff with a full understanding of the One Stop system, operations, and responsibilities.

The MOU/IFA agreement provides a standard referral form that is approved by partners of the LWA and is used in accordance with the outlined referral process that assist the LWA in reaching the three major functions/goals listed above.

In our efforts to streamline the intake and referral process the LWA supports sharing of best practices across partner programs in order to increase awareness of partner's services via promoting a workforce environment of growth and continuous improvement, and support system viewpoint.

When in person meetings are not accessible, LWA utilizes virtual meetings or conference calls to continue collaboration efforts among partners to stay abreast of all new and old procedures that still provides relevance in a support system viewpoint.

Developing strategies that increase access to reliable transportation, affordable housing and access to identification and vital records:

In the spring of 2017 the LWB applied for and receive a transportation grant of one hundred thousand dollars ($100.000) that allowed it to create a new transportation service for individuals needing or lacking transportation to places of employment, workforce training centers or education entities in Walterboro SC. The pilot project was named Walterboro Works. The grant was for one year lasted and has been sustained by the Colleton County Council as a part of their yearly budget item,

- Walterboro Works operates within the City of Walterboro and surrounding urbanized areas of Colleton County, linking residents with a wide variety of training and employment opportunities.
- The service operates a brand-new 15-passenger bus, with a special project logo, six hours a day Monday through Friday, making two circuits during both the morning and afternoon commuting hours to key workforce destinations.
- Operated by the region's only state-designated transit provider, the Lowcountry Regional Transportation Authority (dba Palmetto Breeze), the project takes advantage of both LCOG's planning and administrative resources and Palmetto Breeze's operational expertise and capacity to ensure the efficient utilization of funding and to provide a reliable service that is sustainable beyond the demonstration period.

- Walterboro has employment opportunities available but residents either may lack the necessary skills to do the jobs or may not be able to get to them because of not having access to either a vehicle or public transit. This in turn makes it difficult to attract new economic development. Providing convenient and reliable public transit services to education and training and to jobs meets those needs and also gives economic development professionals another feature to promote.

The Project

- From the decision to select one community and concentrate services there and not scatter some transit to a number of communities or an entire county to route selection and planning, project guided by the goal of making a measurable impact with limited resources. The community selection was largely based on having committed partners and relatively concentrated locations of training/education facilities and employers.

- Planning included a specialized approach to origin-destination analysis by focusing on the target markets for the service. In the absence of actual addresses of potential riders, and with only one zip code for the whole city, we mapped the numbers of households with no vehicles, concentrations of low-income housing and the locations of the training facilities and major employers in Walterboro. Pairing those layers with the operational needs of the specified bus and the route development experience of the transit provider, a route and schedules were developed to meet the needs of as many candidate riders as possible.

- With Walterboro's small population (2017 estimate of 5.121) and relatively low-density development, this deliberate and focused approach has produced positive results.

- **Partners**

    - Transit Operator: Lowcountry Regional Transportation Authority/Palmetto Breeze

- Training/Education: Colleton County Adult Education, VOC Rehabilitation, Colleton Career Skills Center
  Thunderbolt Career Center
- Employers: VA Victory House, JGBR Walterboro
- Local Government: Colleton County Economic Alliance, City of Walterboro, Colleton County
- Advisor: Community Transportation Association of America (CTAA)

The LWA also recognizes the importance of collaborating between partner agencies to empower and assist each customer to envision, develop and achieve his/her career goal by providing opportunity for individualized case management. Partnerships can provide resources, referrals and additional services. The LWA will communicate and work with partners to meet customer needs. Emphasis will be placed on maximizing outreach and referrals among partner agencies through cooperative agreements designed to ensure coordination and referral for services. Partner collaboration will occur through One-Stop meetings and e-mail or telephone communication. Partners who may be directly involved with our services include:

- **DSS** (Department of Social Services): To serve by promoting the safety, permanency, and well-being of children and vulnerable adults, helping individuals achieve stability and strengthening families. DSS provides services for children and vulnerable adults, adoption, and foster care services.

- **South Carolina Vocational Rehabilitation Department**: Prepares to and assists eligible South Carolinians with disabilities to achieve and maintain competitive employment. In addition, they offer assessment services to identify and document disabilities that affect employability then work with the customer to address/manage/overcome those barriers through counseling, specialized job training opportunities and job search assistance for employment situations in which they can work and grow professionally.

- **Housing Authority**: Provides low rent housing or free apartments to qualified applicants.

- **Salvation Army**: Provides assistance to approximately 25 million Americans annually. To
  meet human need without discrimination and are dedicated to doing the most good.

- **Homeless Shelters**: Provide temporary residence for homeless individuals and families.

- **Food Pantry**: Provide food to supplement customers' resources for those who have difficulty purchasing enough.

- **Clothing Closets**: Provide required clothing items for free or at a reduced price to men, women, and children in need.

- **Adult Education**: To assist adults in becoming literate and obtaining the knowledge and

skills necessary for employment and self-sufficiency. In addition, to assist adults who are parents to obtain the educational skills necessary for them to become full partners in the educational development.

- **Youth Build:** a designated agency under the Department of Labor that is primarily concerned with providing programs in the United States and the globe, where low income young people learn construction skills through building affordable housing for homeless and low-income people in their neighborhoods and other community assets such as schools, playgrounds, and community centers.

- **South Carolina Commission for the Blind**: Under the Rehabilitation Act of 1973, they provide quality individualized vocational rehabilitation services, independent living services to blind and visually impaired consumers leading to competitive employment and social and economic independence.

The LWA will recruit additional partners through direct contact with the agencies and community-based organizations in the region who serve the same customer base which we serve though WIOA. We will build additional partnerships and MOU's benefitting economic development as well as additional customer resources.

Supporting industry-led, sector partnerships: and

The LWA target sector strategy will prepare and place all customers in high growth/high demand employment sectors. It will offer customers a clear and reliable course of action for building skills to progress in their careers. There will be a concentration on the Lowcountry area target sectors, including Diversified Manufacturing, HealthCare, Information Technology, Transportation and Logistics and Culinary Arts. We will support job development and placement which will provide quality outcomes resulting in placement in high-skill, high wage industries. To achieve economic growth, employers need to be convinced that there is a supply of qualified job seekers to enter into these sector industries. The Career Pathways strategy will offer customers a clear and reliable course of action for building skills to progress in their careers. Career Pathways will be organized as steps that lead customers towards job placement with industry recognized credentials, certificates and/or licensures.

Sharing best practices across partner programs in order to increase awareness of partner Services, promote a workforce environment of growth and continuous improvement, and support system viewpoint.

The LWA will work collaboratively with partner agencies to build upon the Lowcountry Area's values that embrace quality, opportunity, productivity and competitiveness. We will utilize and support a Strategic Planning model in order to engage all partners in identifying service improvement and expansion opportunities, to ensure effective system-wide communication, and to fully implement continuous improvement systems. Utilizing best practices will ensure a commitment whose guiding principles include:

1) Increasing access to education, training, and employment—particularly for people with barriers to employment.
2) Promoting improvement in the structure of and delivery of services.
3) A strong collaboration and streamlining of services between partner and community service agencies, the SC Works Centers, and employers to develop an understanding of the needs of the job seeker and employer community while concurrently identifying and addressing major skill gaps among the business community;

These principles will be in consultation with all partners and regular meetings will provide the opportunity for valuable input for ideas which could positively impact the system.

5. **A description of how the local board will work with core, required, and other partners, including economic development, to implement the strategies and services discussed in Question 3.**

The LWA service delivery systems will provide an integrated continuum of customer service which will result in:

Strong collaboration and streamlining of services between partner and community service agencies, the SC Works Centers, and employers to develop an understanding of the needs of the job seeker and employer community while concurrently identifying and addressing major skill gaps among the business community;

- As a One-Stop Center, the LWA will provide a model of integrated management of the One-Stop System through a partnership of coordination and collaboration;

- Working with employers to bridge the skills gap through development of training, work experience and work with outside training providers to develop curriculums for specialized job functions; and

- Engaging in partner development to provide additional options to customers obtaining positions in high-skilled fields.

- A career development system that will prepare workers to meet employer expectations through the provision of intensive services and training services supported by quality assessment, job readiness, job development, and job placement services;

6. **A description of the Adult, DW, Youth assessment process of soft skills and subsequent**
   Provision of soft- skills training, including descriptions of formal tools or resources utilized.

Soft skills are a simple term for a complex set of personal qualities that help make an individual a positive and contributing member of any organization. Soft skills include personal qualities such as positive attitude, communication, planning & organizing, critical thinking, teamwork and more. These qualities help employees learn how to interact with supervisors and co-workers. They help reinforce the importance of timeliness and build an understanding of how we are perceived by others. Employers value employees who can communicate effectively and act professionally.

In order to better recognize these personal concepts, a soft-skills training workshop will be developed to identify many of those qualities which include the following: teamwork, problem solving, cooperation, active listening, decision making, conflict resolution, empathy and respect. Some of the workshop activities may include:

Working with your customers to develop a list of two to four soft skills they want to improve or develop. Help them prioritize the list based on how important they are to their future success in the world of work. Google the goals and download information that will help them with those soft skills.

Seeing if your customers can identify any people in their lives that can serve as role models for soft skills they want to develop. Encourage your customers to talk to them about the soft skill and get their input about how to improve it or develop it.

In addition to soft skills training, customers may go online to identify personal skills that are associated with career goals by checking out the following websites.

https://www.onetonline.org/skills/

http://www.nationalsoftskills.org/

7. **A description of the strategies and services for employers that may include the implementation of initiatives such as Incumbent Worker Training (IWT) programs, On-the-Job Training (OJT) programs, customized training programs, industry ad sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers and support the Local Board's strategies vision and goals.**

Integrated Business Services Team (IBST)
The IBST is a critical component of WIOA service delivery, providing direct value to employers, business associations or other such organizations. Customized business services may include the following services and activities:

- **Customized Recruiting and Screening Services**
  - ❖ Advertise Job Openings: Provide employers with the opportunity to post employment opportunities throughout the Workforce system. One Stop staff must post job orders through the SC Works job order portal.

❖ Provide Access to Space: Provide or secure space for businesses to interview candidates, hold recruiting events, conduct informational meetings, etc.

❖ Customized Recruitments: Provide employers with an in-person opportunity to inform job seekers (screened and/or unscreened) about available job openings within their organization;

❖ Customized Screening of Applicants: Thoroughly screen job seekers (based on employer skill requirements) and prepare them for interviews, saving businesses time and increasing the likelihood that business will return for more candidates in the future;

❖ Conduct Job Fairs: Offer multiple employers the opportunity to meet WIOA enrolled and non-enrolled job seekers.   The IBST may assign One Stops to participate in The Partnership-led job fairs and or hiring activities.

- **Information and Technical Assistance**
  ❖ Provide Workforce Education: Educate businesses about services available through SC Works Workforce Regional Partnership agencies, and how to access these services. In particular, this includes providing businesses in relevant industries with information from and linkages to services at the Sector Centers;
  ❖ Advise on Workforce Issues: Providing informational services to businesses on a variety of workforce topics, including workforce-related and economic development tax incentives; unemployment insurance; labor market statistics; and other workforce-related information identified as providing value to businesses;
  ❖ Provide Layoff Aversion, Downsizing Services and Outplacement: Work with employers making layoffs, and with employees being laid-off, to create re-employment plans. Dislocated Worker delegate agencies will provide these services directly. Rapid response services are coordinated and conducted by the partnership, which may engage any Dislocated Worker agency to participate in employer onsite layoff workshops;
  ❖ Provide Human Resource Consultation: Assistance with writing and/or reviewing job descriptions, orientations for new workers, analyzing employee turnover and customized labor market data.

- **Employer Development Services**

  ❖ Educate businesses on various training offerings available throughout the South Coast Region;
  ❖ Develop and deliver incumbent worker training programs to up-skill existing employees;
  ❖ Provide retention services.
  ❖ Work with employers to design strategies and provide support that helps employees stay on the job or advance after placement.

One of the top priorities for the South Coast region is to ensure all facets of customers such as youth, adults and dislocated workers have accurate, up-to-date knowledge/information concerning Work - Based Learning Programs. For youth, programs such career assessments, work experience and

On the Job Training are designed to lead to towards career pathway choices. Our region/area will be adding additional worksites for work experiences and summer employment opportunities by partnering with other agencies and new/ prior partner employers. This will require networking/partnering priorities to be established to address the ever-changing workplace and its requirements. Real world knowledge is required for the youth to have adequate preparation to be competitive in the workplace. For adults/dislocated workers, our region/ area will be working on increasing the numbers of hard to serve populations in career pathway through various programs such as_STARS and SNAP plus working with other populations. Job seekers will be provided career assessments for job placement, establish an increase in on going workshops to provide additional real-world skills so adults can reenter the workplace with skills to compete. Our Business Service staff has a priority to search out opportunities to match employer's job requirements to increasing skills training such as On the Job Training plus assisting job seekers to develop a priority to seek employment in high demand sectors._Individual and group soft skills training will be mandatory in ensuring employers are getting job seekers that are truly prepared to succeed in the workplace.

8 A Description of how the local board will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area, including how the local board will provide entrepreneurial skills training and microenterprise services.

Economic Development is vital in the South Coast Region and local area. Economic officials serve as members on our Workforce Boards. This close relationship simplifies the process of combining the two programs. By setting out to examine the needs and interest level four region/ local areas we can develop a plan to meet the needs of those interested in self employment. Receiving assistance from the Small Business Administration is another option we can use.

Lowcountry Workforce Board (LWB), as well as workforce staff, is well ingrained in economic development activities throughout the area. Labor market information, accessed through programs such as SC Workforce Info.com and is customized to a targeted area/county, and has fostered stronger inclusion of workforce into the economic development planning functions. Entrepreneurial resources are strongly promoted in the region/local areas, not just through traditional means such as the Small Business Development Centers, but also through grants at the technical colleges and regional economic partnerships.

The South Coast Region is committed to collaborating with economic development with a focus on business as a primary customer of the workforce system. Business creates the jobs but cannot be successful without a skilled and trained workforce. Economic entities realize that in order for business to expand or to start up a new enterprise the partnership with workforce needs to be effective. The workforce system is committed to using its resources to assist business with their expansion or recruitment of new businesses. Strategic conversation between the entities has led to results and commitment to work together in support of additional efforts to assist business. SC Workforce Center staff provides labor market data and meets with "prospect companies" interested in relocating to South Coast Region. Additionally, the Small Business Association assists customers with business plan development and strategies to be a successful entrepreneur. Their assistance will be utilized for appropriate customers

To further enhance the coordination of services between workforce and regional economic development, the agencies must continue to collaborate, especially when it comes to developing new economic development strategies and feeding that down to workforce to create pipelines for future employees. Another important area of coordination will be to bridge the gaps in expectations between employers and employees. The economic development partners in the region receive great value from the data provided by the workforce centers as it pertains to regional wage analysis, job trends, unemployment data, and other sources of information that impacts businesses and economic development. In addition, the regional planning group felt that there is a natural three-way partnership between regional economic development, workforce centers, and local human services departments and strengthening the coordination and relationships between these agencies will be a key strategy for the South Coast Region.

Members of the LWB and workforce system staff regularly participate in networking meetings and collaborative events of local economic development entities, and support Economic Development Strategy throughout the region.

Section IV: Program Design and Evaluation
1. **A description of the SC Works delivery system in the local area, including:**

How the local board will ensure the continuous improvement of eligible providers of service through the system and that the providers will meet the employment needs of local employers, workers, and jobseekers;

The LWB has procured the services of Ross Innovative Employment Solutions Corp. The LWB will continue to ensure that all providers of services develop a working partnership with the Local Integrated Business Service Team (IBST) in order to meet and fully understand the needs of employers via Hiring events, Career Fairs, Workforce Summits, Chamber events, Human Resource Outreach, Job seeker referrals and Customized assessments. The LWB monitors continuous improvement of eligible service providers by following the local areas monitoring policies and procedures in order to adhere to local compliance.

State Instruction Letter 17-07 Conflict of Interest regarding entities performing multiple functions such as oversight/administrative or operational/ service delivery went into effect on July 1, 2018. The policy allowed local areas to apply for a one-year waiver to be in compliance with a deadline of July 1 2019 for full implementation into contract services of both Operational and Programmatic services. The LWB applied for the waiver which was approve, and has since submitted and RFP for Operational/Programmatic services for PY19.

The LWB choose Ross Innovation and Employment Solutions Corp as the provider of One Stop Operations and WIOA programmatic services following an extensive Review Committee report and recommendation. The Workforce Board voted and approve the selection of Ross and the LCOG board voted and approved the selection of ROSS and gave approval for Workforce staff to proceed with contract negotiations. Contract began on June 1st 2019- and has been renewed for PY20 beginning July 1. Sub-recipients' contracts will be evaluated on a yearly basis to determine continuation until a new RFP has to be issued.

How the local board will target rural communities, including facilitating increased access to services provided through the SC Works delivery system, through the use of technology and other means;

Lowcountry Workforce Board (LWB) will ensure that SC Works staff uses all forms of social media communication, in order to deliver our message regarding our services and other special events to employers and job seekers in remote areas.

LWB promotes the use of Virtual job fairs, and the virtual workforce centers in local area libraries, Goodwill's and private owned Career centers to strengthened outreach efforts in a lean and cost-effective manner.

The Workforce Centers in the Lowcountry Workforce Area have and will continue to facilitate access to services including, but not limited to, the following:

- ❖ Virtual Job Fairs held in every Center serving specific business' and job seeker needs
- ❖ Job Shadowing Capability through virtual means, phone, email, or in person coaching
- ❖ Establishing Video Conferencing (or Web Conferencing) for board members.
- ❖ Establishing Interactive Voice Recordings (IVR) emails sent out to partners, businesses and   clients to inform of events
- ❖ Constant Contact email announcements of events
- ❖ Referrals to multiple partner agencies tailored to each specific event
- ❖ Internet communication with all partners and system users
- ❖ Utilizing local libraries as Virtual Workforce Centers
- ❖ Offering services in conjunction with schools and other partner agencies
- ❖ Offer workshops and instruction to job seekers on computer literacy
- ❖ Responding to layoffs through Rapid Response procedure
- ❖ Collaborating with partner agencies to offer programing
- ❖ Working closely with partner agencies to serve job seekers effectively

The LWB is planning to utilize technology for distance delivery strategies to include workshops and other training opportunities for both job seeker and business customers. Immediate plans are to utilize the "virtual job shadowing" technology to assist job seekers in career exploration and decision making.

The LWB will continue to ensure that all providers of services develop a working partnership with the Local Integrated Business Service Team (IBST) in order to meet and fully understand the needs of employers via Hiring events, Career Fairs, Workforce Summits, Chamber events, Human Resource Outreach, Job seeker referrals and Customized assessments. The LWB monitors continuous improvement of eligible service providers by following the local areas monitoring policies and procedures in order to adhere to local compliance.

The customer can use the computer to complete applications, write resumes, and communicate with workforce personnel. Employers and job seekers are able to access virtual job fairs and virtually contact the SC Workforce centers for services.

The LWB will facilitate and increase access to workforce center services through use of technology and cross training of staff. Cross training of workforce center and partnering agency staff utilizing SC Works 101 provides all staff with a better understanding of the SC workforce system. All new hire staff are required to start the SC Works 101 training within the first two months of hire. Full successful completion is a mandate in order to maintain employment or work in the SC Work center as a partner.

The LWB applied for and received Technology grant funds to implement the VOS Greeter, a system designed to streamline the process of connecting clients with staff. It is designed as a visitor check-in system used to assist individuals who initially walk through the door. It allows for customers to identify what they need in the way of services. Individual wait times are tracked as well as how long or short of service they received and by what staff member. The VOS Greeter has been implemented in all Lowcountry SC Works Centers.

How entities within the SC Works delivery system, including center operators and partners, will comply with the nondiscrimination provisions of WIOA, if applicable and applicable provisions of the Americans with Disabilities Act of 1990(ADA) and the ADA Amendments Act of 2008 (ADAAA) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities and;

All Lowcountry Area SC Works Centers are geographically spread throughout the local area and accessible to public transit routes. The One Stops are supplemented by partner agencies that provide workforce services in additional locations. All of the SC Works and satellite locations are accessible to people with disabilities. Systematic communication, collaboration, and cooperation between partners are paramount in being ADA compliant. Through our established procedures and processes, our recipients (One Stop operators, SC Works Staff, SC Works partners,) receive the required equal opportunity material, information, resources, training and support (e. g. Complaint policy letter, grievance procedures for discrimination complaint and program complaint, complaint forms, incident reporting procedures and forms, request for reasonable accommodation procedures and form, Notice of Rights form, assistive technology resources, language services, local EO poster, State EO poster, Federal EEO poster and general guidance).

Guidance and instruments are provided via Equal Opportunity Monitoring and Compliance. The instruments address and answer the questions on whether the agency facilities are physically and programmatically accessible for individuals with disabilities. It is used to determine if the agency WIOA programs and services are accessible and whether there are policies and procedures in place that address areas such as accessible parking, doors and doorways, signage, request for reasonable accommodation and auxiliary aids, wheelchair accessibility, TTY services, EO Posters, sign language interpreter services, staff acknowledgement of EO/Non-discriminatory policies and procedures.

The instruments are used to address the availability of assistive technology and other resources for individuals with disabilities such as large screen monitors, trackball mouse, scanning/reading

software, enlarged keyboards, web-page reading software, adjustable keyboard trays, and alternative formatted materials. The SC Works Operator conducts an inventory review to assess and review the availability of the required assistive technology and alternative sources. EO conducts Site Review and Training to ensure workforce staff familiarity and knowledge of the services that are available for individual with disabilities, how staff assists individuals with disabilities, and understanding of the EO program policies and procedures and non-discrimination policy. The Partnership also assesses the facility to ensure it is accessible regarding race, color, ethnicity, sex or gender, disability and religion.

The Lowcountry SC Works facilities are customer service focused with open resource rooms that ensure public accessibility. Staff promotes services throughout the local communities and ensures accessibility through a variety of means, including the following:

- ❖ Operate Monday thru Friday, 8:30 a.m. to 5 p.m. Operations may occur beyond the traditional hours when possible.
- ❖ Collaborate with community-based and faith-based organizations, libraries, other government services, and other entities throughout the area surrounding their site in order to recruit individuals and businesses that can benefit from WIOA services.
- ❖ Encourage job-seekers to attend orientation sessions that provide knowledge about the entire WIOA service delivery system. One Stops conduct orientations weekly that are open to the public.
- ❖ Conduct regular outreach activities and develop recruitment strategies to inform the community of services available and ensure a steady pipeline of participants coming to the center.
- ❖ All SC Works are required to provide sufficient Spanish-speaking staff to serve the local areas Spanish-speaking populations. Other language capacity as appropriate to each SC Works location and potential jobseeker customer population are required.
- ❖ Respond to special outreach and recruitment events as assigned by The Partnership. These may include job fairs, service fairs, large scale hiring events, customized training projects for employers, hosting tables at conferences or other public events, and participating in other City/County-sponsored projects and activities.
- ❖ Noted partners SC Works partners SCVR, SCCB, Able SC, Walton Options, Hire Me SC.

Identification of the roles and resource contributions of the SC Works partners

The Lowcountry operates under the umbrella of a MOU/IFA:

http://www.lowcountrycog.org/MOU%20Agreement.pdf
Which clearly outlines and defines each core and non-core partner's contribution to the SC Works delivery system. Core partners such as WIOA_provides Career and Training Services for eligible Youth, Adult and Dislocated Workers, Vocational Rehabilitation provides individualized services for participants with disabilities leading to career pathway of successfully gained employment. Adult and Family Literacy Act_focuses on moving students toward a high school diploma, high school equivalency degree and/or a National Career Readiness Certificate as well as transition them to post-secondary education and/or employment as expediently as possible. Wagner-Peyser

Employment Service program, provides all job seekers access to job preparation and placement assistance, including individual skilled assessments, career counseling, job matching assistance and skill development workshops aimed at improving employability. Telamon Corporation is the sole entity in the State responsible for administering or supervising policy for Migrant and Seasonal Farmworker Programs, Technical College of the Lowcountry (TCL) operates under Carl D. Perkins Career and Technical Education Act of 2006, The South Carolina Office of Economic Opportunity carries out Employment and Training activities under the Community Services Block Grant, SC Department of Social Services is the sole entity and designated State agency responsible for administering or supervising activities for Supplemental Nutrition Assistance Program(SNAP),and is the sole entity in the State responsible for administering or supervising policy for Striving to Achieve Rapid Success(STARS) Program, Job Corps employs an holistic career development training approach which integrates the teaching of academic, vocational, employability skills and social competencies through a combination of classroom, practical and based learning experiences to prepare youth for stable, long-term, high paying jobs.

In addition, Lowcountry Workforce Development is coordinating services with the Department of Social Services (DSS) SC Vocational Rehab (SCVR) to have staff at the SC Works Comprehensive Center for a minimum of two days a week for onsite customer service and also provide referrals and technology services. Similar plans are being made with other organizations participating in the SC Works Memorandum of Understanding.

2. **A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.**

The Lowcountry Workforce Area (LWA) administers Title I employment and training services for Adult and Dislocated Workers.

WIOA establishes two levels of employment and training services for adults and dislocated workers, simplifying the earlier "tiers of services" approach under WIA and creating greater responsiveness to customers' needs as presented to service staff. The two new levels of service are Career Services and Training Services. Career Services incorporate Basic Services, Individualized Services, and Follow-up Services, that are available for all adults and dislocated workers. Training services are provided as appropriate in individual career plans to equip individuals to enter the workforce, retain employment, and advance in skill and wage levels to reach levels of family sustainability and self-sufficiency.

Individualized Career Services:
LWA provides Individualized Career Services that determine if it is appropriate and necessary for an individual to obtain, retain, or advance in employment. These include the following services, which are provided by the Workforce Developers and the business relations team:

1. Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers;
2. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information regarding eligible training providers;
3. Group counseling;
4. Individual counseling;

5. Career planning;
6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment and/or training;
7. Internships and work experience that are linked to careers;
8. Workforce preparation activities;
9. Financial literacy services as described in WIOA §129(b)(2)(D); and
10. Enrollment in English language acquisition program or integrated basic education and occupational training program.

Training Services:

LWA is focused on increasing participant access to training and education, particularly courses and programs of study leading to high-value credentials based on labor market needs. Training services are provided to equip individuals to enter jobs, retain employment, and advance in skills in wages. Training is provided by the Agency and its partners in the following ways, either as an independent program element or in combination with other elements, all within the context of the career pathway defined in the participant's career plan:

1. Occupational skills training, including training in non-traditional employment opportunities, provided via Individual Training Accounts (ITAs) or other means;
2. On-the-job training (OJT), apprenticeships, cooperative education and other work-and-learn opportunities sponsored by employers;
3. Incumbent worker training, providing low-wage workers an opportunity to advance to higher skill, higher-wage jobs, and providing opportunities for new entrants to backfill jobs;
4. Employer-sponsored training such as tuition reimbursement programs and up-front training for new hires;
5. Entrepreneurship training;
6. Job readiness training emphasizing foundational workforce skills (soft skills) in combination with other training;
7. Adult education, literacy, and English language acquisition programs, in combination with occupational skill training whenever feasible; and
8. Customized training sponsored by an employer or group of related employers where a commitment to hire is made for successful training completion.

Follow-up Services:

Follow-up services are provided by the Workforce Developers to assist newly hired workers and their employers in addressing any issues that could interrupt employment. These services include counseling on workplace standards of behavior and attachment to any support services that may be appropriate to address personal issues. Services will be available during the first 12 months following the first day of unsubsidized employment.

3. **A description of how the local board will coordinate workforce development activities carried out in the local area with statewide rapid response activities;**

The Lowcountry Workforce Board (LWB) communicates with and supports the State's Business Service Regional Coordinator collaboration of rapid response activities with the Local Integrated Business Service Team (IBST). The Regional Coordinator is charged with assisting local rapid response teams, local government officials, employers and workers by providing resources such as funding, technical assistance, and labor market information. Generally, the State RRU is the first point of contact for employers for major dislocation events, including WARN and TAA petition notification. Then, the State RRU contacts the local IBST unit to respond to dislocation events by establishing communication with the Local Board and other rapid response partners including the SC Department of Adult Education, Community Colleges, Department of Social Services, SC Works Staff and UI initially by telephone or e-mail. From the initial information available, the State RRU works with the IBST and other designated partners to determine the immediate needs of workers and employers to establish appropriate "first steps" in responding as a workforce system and then formulates strategies for planning and carrying out rapid response. The IBST then invites a local workforce center and/or labor organization as appropriate. To ensure the effective delivery of rapid response services, IBST also provides rapid response workshops, preferably on site.

Rapid response assistance unit includes the following activities (coordinated with the State RRU):

❖ Consults with the State RRU, state and local economic development organizations, and other entities to avert potential layoffs;

❖ Determines proposed layoff schedule and what employer plans are to assist the dislocated workers, including the status of any collective bargaining negotiations affecting layoff benefits;

❖ Coordinates the delivery of rapid response layoff orientations for affected workers in conjunction with the State RRU;

❖ Arranges for participation by local service providers in these sessions;

❖ Assesses the needs of the impacted workers as quickly as possible through the use of surveys. A survey is an important tool to determine an affected worker's skills and education and to identify potential assistance needs.

❖ Maintains an inventory of available workforce resources for onsite meetings to address the short and long-term assistance needs of the impacted workers;

❖ Consults and coordinates with appropriate labor representatives when planning rapid response activities for those impacted workers covered by a collective bargaining agreement;

❖ Ensures procedures are in place for the timely access and referral to workforce centers, services and information offered by WIOA, UI, TAA, Wagner-Peyser and other programs.

In addition, when the IBST or local partner becomes aware of a WARN-level layoff or closure event, the IBST unit contacts the State RRU coordinator to discuss the event to formulate strategies for carrying out rapid response activities. When IBST or a local partner becomes aware of a layoff or closure event that does not meet the WARN threshold or is not TAA related, it will initiate rapid response per our local operational plan. We will inform the State RRU coordinator of the rapid response event and number of attendees. When rapid response activities are near completion, the local rapid response team notifies and coordinates with the appropriate One Stop operator(s).

4. **A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are**

individuals with disabilities, which must include an identification of successful models of such activities.

The Lowcountry MOU provides a description of the type and availability of activities, including youth workforce investment activities in the Lowcountry, including activities for youth who are individuals with disabilities.

Entering Program Year 2015, South Carolina took steps to strengthen its Title I Youth Programs across the state, utilizing the transition to WIOA as an opportunity to transform and reinvigorate youth workforce development activities. South Carolina has placed a higher emphasis on providing quality education, training and employment opportunities for disconnected youth. State instruction 14-03 requires local boards to have a standing committee which provides information and assists with planning, operational and other issues related to the provision of services to youth and to individual with disabilities. The Lowcountry has established a Youth Committee and an Accessibility Committee. The Youth committee has played a critical role in the selection and evaluation of youth service providers, it is still a work in progress. Future plans are to develop and keep an up-to date comprehensive list of partner services, community resources/service providers in their location. The list will include all relevant contact information, locations, services, hours, cost, requirements, and any other relevant information to ensure all required services are available. Recommendation is for the lists to also be maintained on the Lowcountry Workforce Website.

The Lowcountry does not provide separate activities for youth who are individuals with disabilities. All fourteen required youth elements are available to every participant as deemed appropriate through assessment and as identified on the Individual Service Strategy-ISS ("Plan"). When the need for an accommodation is identified, it is provided. For example, on a Work-Based Learning a youth with autism has been provided a reduced schedule of hours, a quiet area that he can retreat to in times of high stimulation or when overwhelmed, he was allowed to select and set up his workspace to reduce distraction. The need for accommodation in this case was identified by his case manager and caregiver and was designed with input from the youth, the caregiver and the employer. In most cases the local area will work with the Accessibility Committee or Vocational Rehabilitation to identify and implement accommodation plans.

The most successful model for providing services to youth with disabilities would be the South Carolina Department of Vocational Rehabilitation (SCVR), and the Lowcountry works closely with SCVR to provide co-enrollment and co-funding of individuals. SCVR assists individuals with physical or mental impairments that substantially impedes employment, and individuals must be able to benefit from VR services that would lead to gainful employment. SCVR Colleton/Hampton and Beaufort/Jasper participate in the Lowcountry One Stop system.

SCVR's youth services work to reduce the dropout rate of youth with disabilities and improve their participation in employment-related activities. These programs focus on building self-esteem, developing personal leadership skills, and preparing young adults with disabilities for life beyond high school.

SCVR Benefits Specialists counsel recipients of Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI) on work incentives and other benefits of working while educating them on the effects of earnings as they plan for employment.

Once eligibility is established, and depending on needs, services are available to assist individuals in preparing for, obtaining, retaining, or regaining employment. Individuals participate fully with their SCVR counselor serving as a guide to help navigate all of the services offered.

Assessment is the first step. An individual's strengths, abilities, interests, types of jobs best suited for, and the services required to help achieve employment success are evaluated.

This may involve job shadowing, working under a mentor or a job tryout. This process leads to identifying a specific vocational goal and the services needed to reach it.

Based on Assessment and individual plan will list the services needed to help the individual prepare for the chosen vocation. The specific services provided are based on individual financial and employment needs.

Disability management through speech, hearing, physical, occupational, muscular or aquatic therapy; diagnosis and treatment for mental or emotional disorders like substance abuse at one of SCVR's residential substance abuse treatment centers; medical procedures, treatment, medications, prosthetics, orthotics, podiatry or dentistry; or rehabilitation technology, such as worksite assessment, assistive devices, technological adaptations, and aids for daily living. Training to enhance individual professional and soft skills through job preparedness instruction and job readiness training; demand driven training to develop job specific skills; business or information technology training; internships, apprenticeships and on the job training; or post-secondary training, including vocational or technical schools, colleges and universities is available through SCVR.

Job search helps individuals identify and secure competitive employment. Follow-up, post-employment services and job retention services help the individual if the job is jeopardized because of disability-related factors. In some cases, individuals may receive on-site job coaching to help them get started on the job.

High school/high tech, is a youth specific SCVR program available in the Lowcountry. This program encourages youth to set their sights on college and a career in the fields of science, technology, engineering or math. High school student with a disability are provided services through SCRV to give them that extra boost needed to succeed in the job market after graduation with School-to-work transition services. Students with disabilities enrolled in High School/High Tech sites take field trips to science and technology-related businesses and attractions. They're offered on-the-job experiences through job shadowing activities and internships.

Disability Mentoring Day allows students with disabilities to be paired with employers for one-on-one job shadowing experiences, helping them explore a variety of career options. The event is sponsored nationally by the American Association of People with Disabilities. DMD is designed to expose young adults to a variety of career options and provide them with a better understanding of the work place environment. Participants are given a chance to learn about the day-to-day responsibilities required of a desired occupation and the skills and education requirements specific to a job in that career field. At the same time, employers' benefit from DMD by understanding what people with disabilities have to offer to the workplace. The event is sponsored nationally by the American Association of People with Disabilities and implemented in SC by SCVRD and its statewide partners.

SCVR clients may also take advantage of the adult education classes at our work training centers that are offered by the local school district, and supported by the SC Department of Education. These include essential work place skills (assessed through WorkKeys/ WINS testing), writing, reading and math (assessed through TABE® testing).

As partners in the Lowcountry SC Works System Adult Education/Literacy also offers services and reasonable accommodations as needed. Classes are offered, both day and night, at numerous locations throughout the four-county region. Co-located Adult Education/Literacy services including Assessment (WorkKeys/WINS® and TABE®), Basic Skill Remediation and GED Preparation (instructor led, online, and blended) are offered on-site at the Beaufort comprehensive One Stop (634 Castle Rock Rd., Beaufort, SC 29906) and at the Colleton (1045 Thunderbolt Dr., Walterboro, SC 29488) and Hampton site (303 First Street East, SC 29924).

The Lowcountry workforce board's Accessibility Committee continues to mature in its role to provide information and assist the local WDB in carrying out its responsibilities, including convening local workforce development stakeholders to identify expertise and resources, promising practices and additional model programs to provide more strategies and resources for meeting the needs of individuals with barriers to employment, including those with disabilities.

5. **Descriptions of how the fourteen youth program elements are integrated in the program design, including a description of partnerships or formalized agreements in place for the provision of program elements not provided by the local program**

The fourteen youth elements are integrated in program design and are provided by the local program through both direct provision of the service and through the partnerships described in the MOU. The Fourteen program elements are:

1. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies;
2. Alternative secondary school offerings;
3. Paid and unpaid work experiences (summer employment, on-the-job training etc.);
4. Occupational skill training;
5. Leadership development opportunities;
6. Supportive services;
7. Adult Mentoring;
8. Follow-up services;
9. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or cluster
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral as appropriate
11. Financial literacy education
12. Entrepreneurial skills training
13. Labor Market and employment information about in-demand industry sectors or occupations such as career awareness, career counseling, career exploration
14. Preparation for and transition to postsecondary education and training

The local service provider contractor has ensured all required youth services, including the fourteen youth elements are available and accessible; and that these services will improve education and skill competencies, encourage and develop education and employment goals to make the connection between school and work, to provide links to the labor market, community programs, and services that have strong connections between academic and occupational learning to help customers address and resolve problems they may encounter while attaining the education and/or skills needed to obtain and retain employment and advance in the workforce.

The local service provider contractor has ensured the program design will provide customer centered, unduplicated, cost effective, efficient, and high performing delivery of comprehensive WIOA Youth services in Beaufort, Jasper, Hampton and Colleton counties (the Lowcountry, or LWA). All required services must be available while having no duplication. All required services must be available, however not all individuals will receive all services, each individual will receive appropriate services as identified through Assessment, Case Management and as identified in the customer's Individual Service Strategy-ISS ("Plan"). The required services do not all need to be provided directly by the service provider contractor. The service provider contract must develop formal linkages and established a process for tracking and communication regarding co-enrolled individuals. Every individual will receive the unduplicated services necessary to removed identified barriers, in order to reach their individual goals and objectives as listed on their Plan.

6. **If using the basic skills deficient definition contained in WIOA section 3(5)(B), what is the LWDA's policy that further defines how to determine if a youth s unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society. If your area continues to use TABE for determining youth basic skills deficiency, a local policy is not required.**

The Lowcountry Workforce Board has established a policy (see Appendix 10) to determine that an individual (youth or adult) is unable to compute or solve problems, or read, write or speak English, at a level necessary to function on the job, in the individual's family, or in society if the individual meets any of the following criteria:

- The individual lacks a high school diploma or high school equivalency; or
- The individual has English reading, writing, or computing skills at or below the 8th grade level (8.9 or less) as documented on a generally accepted standardized test; or <4 on the Reading for Information, Applied Mathematics, or Locating Information WorkKeys® assessments; or <4 on the Reading for Information, Applied Mathematics, or Locating Information WINS®; or
- The individual is enrolled in Title II Adult Education, including English as a Second Language (ESL) for those who are Limited English Skills proficient.

It is expected that basic skills status will be determine using an objective, valid and reliable assessment, such as the indicators listed herein. However, in the rare instance when a formal evaluation is not available or practical, Staff Documented Observation, customer acknowledgement, and documented case notes are acceptable. For example, the case manager may observe that the adult is experiencing difficulty in reading or filling out an application form, and these difficulties are not due to poor vision; or has poor English language skills and may be appropriate for ESL. However, an individual should not be determined as basic skills deficient merely because he/she lacks soft skills or the occupational skills needed for a particular job. A detailed case note must be entered that identifies (1) why the administration of a formal

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assessment is not reasonably available or practical, (2) specifically how the individual qualifies as Basic Skills Deficient, and (3) how staff arrived at the conclusion that the administration of a formal assessment was not reasonable or practical. The case note must provide enough detail for an auditable trail back to the source of information verified.

Self-Certification means an individual's signed attestation that the information they submit to demonstrate eligibility for a program under title I of WIOA is true and accurate. Where allowable, Self-Certification should only be used by exception. In all cases, attempts to gather required documents and a signed detailed statement of self-certification (self-attestation) as to the specific data element and how the individual qualifies must be documented.

The assessment used to determine Basic Skills Deficient must have a test date (date of test administration) within the last 6 months prior to application. When more than one type of assessment document is presented at application, the most recent (by date) assessment must be used to determine Basic Skills status.

7. **A description of how the local board will coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.**

The LWB promotes and supports the collaboration efforts between The Technical College of the Lowcountry (TCL) and its partnership with local area Adult Education entities to offer Fresh Start, a tutoring program that helps students prepare to take the GED or college placement test by building math, reading, and writing skills. Adult Education's Fresh Start instructor is housed on TCL's Beaufort campus several days a week (currently Monday – Thursday) and offers free, one-on-one tutoring and supplemental instruction to learners. Individuals are initially referred to Fresh Start through TCL's Educational Talent Search (ETS) program for GED prep and the Testing Center in preparation primarily for retaking the placement exam in the area(s) of reading, writing, and/or math (dependent upon the initial placement score).

Fresh Start is conveniently located next to TCL's Learning Resources Center/Library, enabling TCL's LRC staff and the Fresh Start instructor to work together to ensure that learners have the tools they need to prepare. The library carries GED and test prep books, available for checkout to all users. TCL's librarians and tutors also assist Fresh Start students in registering for and navigating learning tools such as Learning Express Library/Prep Step, a free online learning resource for test preparation and academic skills review.

The Lowcountry Workforce Board (LWB) will convene educational workforce stakeholders to further develop career pathways to include basics skills, technical training and practicums or experiential learning opportunities. While classroom instruction provides solid foundational support, the practical application of skills, especially those skills identified by employers, will improve outcomes for individuals with barriers to employment. Incorporating and utilizing work-based training options allowable under WIOA like internships, job shadowing, and transitional jobs will provide a workplace experience that can advance overall learning.

The LWB intends to coordinate sector strategies by convening with industry, educational providers and other stakeholders. This assures that in-demand; industry recognized credentials are available

to meet the needs of industry while promoting career pathways for jobseekers in growing/emerging industries in the Lowcountry Area.

The LWB intends to support career pathways as a method through which workers can move up the career ladder by completing short-term certificate training programs that lead to greater credentials and upward mobility in their career of choice. This laddering effect, over time, produces a better trained and qualified workforce for local employers, as well as higher wages for employees, which, in turn, creates a positive economic impact on local communities.

Employers frequently state that access to talent is their most important site-selection factor. Having a skilled workforce can be an essential element in determining whether industries will thrive in a region or if they will migrate to other locations. Rapid changes in technology, scientific discovery, global economics, business strategy, and human demographics require areas to have an educational ecosystem in place that ensures worker availability and skill sets keep pace with business needs.

While the workforce system's core functions remain focused on employment, WIOA's legislative intent was to impact state policies significantly and ultimately provide more access to postsecondary credentials than occurs with Workforce and Postsecondary systems working independently. SC Works has an extensive history of effective alignment between workforce programs and public secondary and post-secondary institutions and agencies particularly those within community colleges and technical training institutions. The LWB continues to work collaboratively with the local secondary and post-secondary education programs in the community to fully implement the strategic intent of WIOA.

The LWB has established a referral process with secondary and post-secondary educational providers that allow us to leverage our WIOA funds for students that are just entering training or those who are already actively enrolled. Through our coordination of services, we can evaluate and assess the customers' need for financial assistance through an ITA and often provide wrap-around supportive services and employment assistance to candidates who have already covered their training expenses, thus reducing the chances of duplicated services.

The Workforce staff reviews customer's financial analysis, financial aid and can supplement Pell grants with WIOA funds for training that lead to certifications or credentialing.

The Workforce staff coordinates onsite recruitment events to speak directly to new or active students to discuss available services and promote the benefits of participating in WIOA.

The Workforce staff discusses career pathway options with customers and encourages utilization of online assessments to help determine this process. Also, onsite assessment, eligibility determination, case management, ITA's and supportive services are provided to the customer throughout the duration of training.

The Workforce staff conducts onsite employability skills workshops that teach customers how to register and effectively utilize SC Works and how to do an effective job search. Our role is to educate and equip the customers with the tools, resources, and linkages that they need to be successful in their job search.

The LWB focus is to improve coordination of strategies, enhance services and avoid duplication of services as well as the coordination of relevant secondary and post-secondary education programs to avoid duplication of services.

In summation, the LWB will continue to coordinate education and workforce activities in relation to secondary/post-secondary education programs through coordinated efforts in career pathway development that includes SC Department of Education, SC Technical College System, South Carolina four year colleges and employer input; as well as collaborative efforts with partners such as faith based organizations to increase English learning acquisition skills for English language learners.

8. **A description of how the local board will coordinate the WIOA Title 1 workforce investment activities with the provision of transportation, child care and other appropriate supportive services in the local area.**

Transportation is a significant challenge for the workforce in the Lowcountry. Public transportation is very limited in most of the rural areas. Where there is a bus service available, bus passes are provided by select employers for the first week of employment to attract workers. Supportive services for fuel (if appropriate) is made available to WIOA customers which directly correlate to the distance, estimated mpg and number of times to training or work activities. If there are no other options, then shuttle and taxi services can be utilized. Other supportive services are provided based on state and local policies and which are not available from other community resources. They include interview/work clothing, tools, and study materials for training, select car repairs, child care, and testing and certification fees. Clients needing rental payment for those facing eviction during training, eyeglasses and limited health care expenses, driver's license document cost, assistance for food, housing are referred to other community resources. Workforce Center staff will work with workforce partners to coordinate and provide support services for individuals that co-enrolled in individual program services to avoid duplication of services. All supportive services are reviewed for applicability in relation to the Individual Employment Plan, and other resources are to be considered exhausted prior to allocation of WIOA funds.

9. **A description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the SC Works delivery system;**

Wagner-Peyser Act creates public labor exchange systems comprised of services to job seekers and employers with preference for Veterans. Job seekers have easy access to employer listings. Employers have easy access to listing their openings. One-stop partners would have access by referring their participants. In addition to job listings, job seekers would have access to basic computer literacy focusing on job search techniques and use of e-mail. Professional quality services will include job search navigation, job ready assessment, vocational counseling, labor market information and workforce development opportunities Job retention skills and resume building skills would be included. Workshops and assessments are available to customers to assist with their pre-employment ability. From the Business Services staff, current information based on employers' wants regarding resume formats and interview questions would be available. In addition to job listings, employers would have access to additional business services provided by Business Services staff through workshops and presentations regarding Wage and Hour Law, tax incentives and similar current information. To support the labor exchange, current and accessible Labor Market Information would be available to assist in career pathway choices. Information

available would be jobs in demand, future projections, wage scales and training requirements. Agency Partner meetings as well as team meetings are held frequently to promote services provided by Wagner-Peyser staff to avoid duplication of services. Professional development would be available to Wagner-Peyser staff in order to provide the best services. Goals are for staff to be fully trained in state-of-the-art computer skills, specific computer program skills (Word, Excel), current resume techniques based on employers' requirements, interviewing skills, vocational guidance skills and current referral information for other agencies both within and outside of the one-stop partners.

Wagner Peyser programs are currently coordinated with the Workforce Innovation and Opportunity Act (WIOA) training programs. Staff from the Workforce Centers are engaged in planning with other mandated partners to develop strategies for the coordination of services and identify ways to reduce duplicative efforts. Staff from the Wagner Peyser programs are also engaged with the mandated partners in planning on how to provide business services and as possible create a single point of contact as well as a process or system for tracking and coordinating services and outreach to businesses.

10. **A description of how the local board will coordinate the WIOA Title I workforce investment activities with adult education and literacy activities under the WIOA II, including how the local board will carry out the review of local application submitted under Title II consistent with WIOA requirement.**

The Lowcountry Workforce Board (LWB) will work with the South Carolina Department of Education - OAE in utilizing a competitive grant application process to identify, assess, and award multi-year Adult Education grants to eligible providers. The state's Request for Proposals (RFP) instructions will identify eligible providers as:

- Local education agencies
- Community-based or faith-based organizations
- Voluntary literacy organizations
- Institutions of higher learning
- Public or private nonprofit agencies
- Libraries
- Public housing authorities

Considerations for Funding
Applicants must demonstrate effectiveness and experience in providing the adult education and literacy services proposed in the application. Applicants must be in compliance with all state laws regarding the awarding of contracts and the expenditure of public funds. In addition, the funding agency shall consider:

- The degree to which the eligible provider would be responsive to regional needs and serving individuals in the community who were identified in the plan as most in need of adult education and literacy activities, including individuals who have low levels of literacy skills or who are English language learners.

- The ability of the eligible provider to serve eligible individuals with disabilities, including eligible individuals with learning disabilities.
- Past effectiveness of the eligible provider in improving the literacy of eligible individuals to meet state-adjusted levels of performance for the primary indicators of performance, especially with respect to eligible individuals who have low levels of literacy.
- The extent to which the eligible provider demonstrates alignment between proposed activities and services and the strategy and goals of the local plan, as well as the activities and services of the One-Stop partners.
- Whether the eligible provider's program is of sufficient intensity and quality and based on the most rigorous research available so that participants achieve substantial learning gains and whether the program uses instructional practices that include the essential components of reading instruction.
- Whether the eligible provider's activities, including reading, writing, speaking, mathematics, and English language acquisition instruction delivered by the eligible provider, are based on the best practices derived from the most rigorous research available and appropriate, including scientifically valid research and effective educational practice.
- Whether the eligible provider's activities effectively use technology, services, and delivery systems, including distance education, in a manner sufficient to increase the amount and quality of learning and how such technology, services, and systems lead to improved performance.
- Whether the eligible provider's activities provide learning in context, including through integrated education and training, so that an individual acquires the skills needed to transition to and complete post-secondary education and training programs, obtain and advance in employment leading to economic self-sufficiency, and exercise the rights and responsibilities of citizenship.
- Whether the eligible provider's activities are delivered by well-trained instructors, counselors, and administrators who meet any minimum qualifications established by the state, where applicable, and who have access to high-quality professional development, including through electronic means.
- Whether the eligible provider's activities coordinate with other available education, training, and social service resources in the community, such as by establishing strong links with elementary schools and secondary schools, post-secondary educational institutions, institutions of higher education, local workforce investment boards, One-Stop Centers, job training programs, social service agencies, businesses, industries, labor organizations, community-based organizations, nonprofit organizations, and intermediaries, for the development of career pathways.
- Whether the eligible provider's activities offer flexible schedules and coordination with federal, state, and local support services (such as childcare, transportation, mental health services, and career planning) that are necessary to enable individuals, including individuals with disabilities or other special needs, to attend and complete programs.
- Whether the eligible provider maintains a high-quality information management system that has the capacity to report measurable participant outcomes and to monitor program performance.
- Whether the local areas in which the eligible provider is located have a demonstrated need for additional English language acquisition programs and civics education programs.

South Carolina Department of Education - OAE will hold a full and open competition consistent with the standards of CFR 200.319. All eligible agencies will be granted direct and equitable access to apply and compete for grants or contracts. The OAE will be in compliance with all state and federal laws regarding the award of contracts and the expenditure of public funds.

- LWDB Adult Education Review Process PY18.
- LWB Board Chair received a letter from the OAE with the following information provided:
- Notice of the RFP WIOA requirements for proposal review and review process.
- Indicated date of the LWB proposal review and the review process
- A request was made for the names of Three Board members that would participate in the proposal review. Minimum of 2-3 board members.
- RFP was released
- Eligible providers submitted letters of intent
- A Bidders Conference and Webinar Technical Assistance was held for eligible providers.
- Proposals were submitted
- LWB Review Committee evaluated Proposals as adequate or inadequate.
- SCDE -OAE reviewed LWB comments and considered the results of the review/evaluation.

11. **A description of how local board coordinate with partner programs to conduct affirmative outreach to include members of groups protected by the Equal Opportunity provisions or WIOA 188, including individuals of various religions, racial and ethnic backgrounds, individuals of limited English proficiency, individuals with disabilities, and individuals of different age groups and sexes.**

The local board coordinates with partner programs to conduct affirmative outreach in the following manner. Collaborations are made with community-based and faith-based organizations to recruit individuals who can benefit from WIOA services. Core partners such as WIOA provides Career and Training Services for eligible Youth, Adult and Dislocated Workers, Vocational Rehabilitation provides individualized services for participants with disabilities leading to career pathway of successfully gained employment. Adult and Family Literacy Act_focuses on moving students toward a high school diploma, high school equivalency degree and/or a National Career Readiness Certificate as well as transition them to post-secondary education and/or employment as expediently as possible. Wagner-Peyser Employment Service program, provides all job seekers access to job preparation and placement assistance, including individual skilled assessments, career counseling, job matching assistance and skill development workshops aimed at improving employability.

Telamon Corporation is the sole entity in the State responsible for administering or supervising policy for Migrant and Seasonal Farmworker Programs, There are a number of training facilities such as Technical College of the Low country (TCL) who provide training opportunities to individuals to prepare for employment and the local board has ongoing partnerships and communication with these institutions. SC Department_of Social Services is the sole entity and designated State agency responsible for administering or supervising activities for Supplemental

Nutrition Assistance Program (SNAP), Job Corps employs an holistic career development training approach which integrates the teaching of academic, vocational, employability skills and social competencies through a combination of classroom, practical and based learning experiences to prepare youth for stable, long-term, high paying jobs.

The board coordinates outreach activities and develops recruitment strategies with the partners above to inform the community, including individuals of various religions, racial and ethnic backgrounds, individuals of limited English proficiency, individuals with disabilities, and individuals of different age groups and sexes, of services available and to ensure access to services.

Section V: Operations and Compliance

1. **Copies of executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local SC Works system. This includes agreements between the local board or other local entities with respect to efforts that will enhance the provision of services to individuals with disabilities, such as the cross-training of staff, technical assistance, the use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.**

   ❖ See attached Exhibit 23 lowcountrycog.org website (Adult Education-Literacy MOUs)
   ❖ See attached Exhibit 17 lowcountrycog.org website (One Stop Partner MOU-RSAs)

2. A description of the entity responsible for the disbursal of grant funds as determined by the chief elected official(s).

The chief elected officials of Beaufort, Colleton, Jasper, and Hampton counties entered into an Agreement that determined the entity responsible for the disbursal of grant funds is the Lowcountry Council of Governments (LCOG).

LCOG is one of ten South Carolina councils designed to serve as a connection between the local governments and the State and Federal programs. LCOG works with the local governments to identify and coordinate regional development, strengthen services, and cooperate for the mutual benefit to best serve our citizens. LCOG is a resource to four counties and twenty-five cities and towns within Beaufort, Colleton, Hampton, and Jasper Counties.

LCOG is a public agency guided by a thirty-member board of directors appointed by the participating local governments. LCOG's activities are organized into four program areas: Aging and Disability, Community and Economic Development, Planning and Transportation, and Workforce Development. LCOG staff members provide assistance to senior citizens and persons with disabilities; community and economic development with a focus on infrastructure improvements and affordable housing programs, grant writing and administration, and creating jobs; planning for future land use in communities and regional transportation; and workforce development assistance for employers and job seekers.

The Lowcountry Region of South Carolina is located between Charleston, SC and Savannah, GA, both having international airports and shipping ports, as well as over 60 miles of Interstate 95. The

Lowcountry region is home to Marine Corps Air Station Beaufort, Marine Corps Recruit Depot Parris Island, Hilton Head Island, Beaufort, Bluffton, and the ACE Basin. This allows the area to be well-positioned for growth in domestic and international business.

 ❖ See attached Exhibit (County Consortium Agreement)

2. A description of the competitive process that will be used to award the sub grants and contracts for WIOA Title I activities.

The Lowcountry utilizes a competitive process to award sub grants and contract for WIOA Title I activities consistent with the WIOA Act, WIOA Regulations, and the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Title 2 of the Code of Federal Regulations Parts 200 and 2900). See LCOG Procurement Policy attached as Exhibit _____ Supplies and/or services up to $5,000 are exempt from competitive sourcing. Supplies and/or services costing $5,001 up to $10,000 shall require a written solicitation of at least three (3) written quotations. The lowest responsive and responsible quotation will be used.

For supplies and/or services costing more than $10,000, an invitation for bids shall be issued and shall include specifications or description, and all contractual terms and conditions applicable to the procurement. The invitation to bid shall include (or state where such information is available) a purchase or project description, together with the contractual terms and conditions applicable to the procurement.

Individual procurement actions that require public advertisement must be advertised a minimum of fifteen (15) calendar days prior to the deadline for submission of proposals, bids, or qualifications. If a longer period is required by a specific program or funding source, the longer advertisement period shall be used. At minimum, all procurement actions requiring public advertisement shall be published in South Carolina Business Opportunities (SCBO) or local paper of general circulation

- LCOG conducts all procurement transactions in a manner providing full and open competition.
- When a solicitation is issued, it is made publicly available and distributed as required and described below. Direct solicitation is also utilized for those entities who have previously requested to receive solicitations from the Lowcountry's workforce division.
- All RFPs identify all evaluation factors and their relative importance.
- Awards are made to the responsive and responsible Offeror(s) and all responses received are honored to the maximum extent practical.
- Procurement requirements must not be artificially divided by governmental bodies so as to constitute a small purchase pursuant to this section.
- When possible goods and services are purchased from existing state contracts to foster greater economy and efficiency, and in accordance with efforts to promote cost-effective use of shared services or use of common or shared goods and services.
- The Lowcountry maintains written standards of conduct covering conflicts of interest and governing the actions of its employees engaged in the selection, award and administration of contracts. No employee, officer, board or committee member, or agent may participate in the selection, award, or administration of a contract supported by a Federal award if he or she has a real or apparent conflict of interest.

Such a conflict of interest would arise when the employee, officer, member or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in or a tangible personal benefit from a firm considered for a contract. The officers, employees, members, and agents of the non-Federal entity may neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts.

- When possible goods and services are purchased from existing state contracts to foster greater economy and efficiency, and in accordance with efforts to promote cost-effective use of shared services or use of common or shared goods and services.
- The Lowcountry maintains written standards of conduct covering conflicts of interest and governing the actions of its employees engaged in the selection, award and administration of contracts. No employee, officer, board or committee member, or agent may participate in the selection, award, or administration of a contract supported by a Federal award if he or she has a real or apparent conflict of interest. Such a conflict of interest would arise when the employee, officer, member or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in or a tangible personal benefit from a firm considered for a contract. The officers, employees, members, and agents of the non-Federal entity may neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts.

2   Agreed upon local performance goals after negotiations are finalized.

Update: TBD
The following are agreed upon performance goals for PY20 and PY21
Adult Employment Rate After 2nd Quarter
Adult Employment Rate After 4th Quarter
Adult Median Earnings 2nd Quarter After Exit
Adult Credential Attainment Within 4 Quarters After Exit
Measurable Skills Gain

DW Employment Rate After 2nd Quarter
DW Employment Rate After 4th Quarter
DW Median Earnings 2nd Quarter After Exit
DW Credential Attainment within 4 Quarters After Exit
Measurable Skills Gain

Youth Employment Rate 2nd Quarter After Exit
Youth Employment Rate 4th Quarter After Exit
Median Earnings
Credential Attainment Within 4 Quarters After Exit
Measurable Skills Gain

3   A description of actions the Local Board will take toward becoming or remaining a high-performing workforce area, including:

The effectiveness and continuous improvement criteria the Local Board will implement to assess their one-stop centers;

See the attached Lowcountry Workforce Board Policy 17-06 SC Works Center Standards Exhibit

The One Stop Operator (Operator) will be the single point of contact for the system and will lead, coordinate, and be responsible for all phases of the Certification process with the system partners.

The One Stop certification application process will take place after the system conducts a self-assessment and has the opportunity to take any necessary additional actions to prepare for certification, including technical assistance to meet established deadlines.

The certification process begins with a pre-application phase for local partners to conduct self-assessments against the certification standards and measures. Self –assessment is one of the most important and productive components of the certification process, as it serves multiple purposes beyond assessment alone. It creates an opportunity to bring all system partners together to engage in meaningful dialogue and exchange, and thus serves as a learning activity for system partners. As they engage collaboratively in the self-assessment process, partners should take the opportunity to fully map system services and resources and identify areas of duplication and inefficiency. Self-assessment results also serve as the basis for the system's corrective action and continuous improvement planning prior to entering the certification application process. Self-assessment should be an on-going system partner activity to identify areas for improvement and to ensure continued system certification.

All system partners should work collaboratively to develop the certification application package. In order to request a certification application review, the One Stop Operator on behalf of the system submits, at a minimum, the following components:

    a. An executive summary of the results of the system's pre-certification self-assessment, which should include relevant discussion of how deficiencies identified during the initial self-assessment have been addressed and how the system has met each of the individual benchmarks included in the Standards.

    b. Relevant documentation that verifies achievement of applicable benchmarks.

As part of its certification package, the system is encouraged to submit any additional   material that may assist the Reviewer(s) in preparation for the certification review. Submitting additional relevant materials increases the amount that the Certification Reviewer(s) can accomplish prior to the onsite visit and thereby increases efficiency and production while onsite. It will also reduce the Certification Reviewers pre-visit desk review burden and enhance their familiarity with the system and the workforce area. These materials should include the Center Operational Plan, Business Plan, a sample of recent employer and jobseeker customer feedback, Process, Procedures, and Forms, EO Monitoring documentation, Agendas and Minutes, Reports, and/or other documents.

Once the One Stop Operator submits its certification application package on behalf of the system partners to the Lowcountry Workforce Board (LWB), or its designee, the application will be reviewed for thoroughness and completeness. If needed the LWB may requests any necessary additional information from the system.

The LWB will assemble and assign Certification Reviewer(s) to conduct the system's review. The Certification Reviewer(s) will receive the system's certification application package with enough advance notice for it to review the package and conducted expected supplementary research prior to its onsite system visit. Staff to the LWB will be responsible for ensuring onsite review scheduling coordination between the system and the assigned Reviewer(s).

Staff to the LWB will work collaboratively with the system and the assigned Certification Reviewer(s) to coordinate a certification review schedule that is agreeable to all stakeholders in the process and includes a pre-visit desk review as well as on site review.

The One Stop system review and certification recommendation process includes the following principles and activities:

a. The certification Reviewer(s) conduct a desk review (based on the system's application package) and supplementary research on the application system and its local workforce area in advance of its onsite visit. This desk review will be conducted within a timeframe necessary to meet established deadlines and may be less than, but no more than 60 days following receipt of the system's complete certification application package.

b. Completion of the onsite visit and certification recommendation will be conducted within a timeframe necessary to meet established deadlines and may be less than, but no more than 90 days following the desk review.

The onsite review will be as minimally disruptive to system operations as possible and, if feasible, will take place in one full day (but could require more than one day). The onsite review will include, at a minimum:

i. A walk-through of various parts of the system, as a customer might experience the service delivery flow and referrals;
ii. Interviews with system staff, including system partners and including personnel from the management level to the front-line service delivery level;
iii. Interviews with a sample of customers;
iv. A review of the system's general materials; outreach and orientation materials, media, and activities; workshop and meeting offerings; and system and Center calendars, as appropriate
v. A review of the system's facilities, layout, and infrastructure, with an eye toward customer accessibility and customer flow; and,

vi. Any additional on-site review needed to validate status against the certification standards, review of system governance policies and practices, training and professional development plans and activities, customer feedback mechanisms, etc.

c. The Certification Reviewer(s) will meet immediately or as soon as possible following the onsite review to come to a consensus on its observations, identify any additional information required to make a certification recommendation, and define preliminary recommendations.

d. The Reviewer(s) will be prepared to conduct a debrief/exit interview with key system management and staff to share its findings and recommendations, either in person or electronically, as quickly as possible following the onsite review.

e. If the Reviewer(s) determines that additional information or follow-up questions are needed, the Reviewer(s) will re-connect with the system by phone or email as quickly as possible following the site visit.

f. The Certification Reviewer(s) will collaboratively prepare a written recommendation as soon as possible following the system site visit and submit that recommendation simultaneously to the Operator (to share with the system), the LWB Chair, and Lowcountry Workforce Director. The recommendation will be submitted in advance in order to be placed on the Agenda for the next scheduled LWB meeting or 60 days, whichever is earlier. Should the system not meet the requirements for certification the notification will include details of the deficiencies and recommendations for improvement and technical assistance.

g. The LWB will be responsible for considering the recommendation of the Certification Reviewer(s) at its next meeting after receiving the recommendation from the Certification Reviewer(s).

h. The LWB's certification decision will be made and formally shared with the applicant within 15 days.

Because the system certification review process is designed to support continuous improvement and to ensure the provision of needed technical assistance – giving the system the support they need to achieve the standards – it is not expected that systems will formally appeal the LWB decision with any frequency. However, should the system have a concern with the process followed by the Reviewer(s) or the LWB in making a decision about the system certification, or the LWB's certification decision, it would have an avenue for appeal to the LWB. It is important to emphasize that the LWB would only be involved in an appeals process if the system were to question the certification recommendation and the decision-making process, not the decision. Should a system not meet the standards for certification it may re-apply in the next certification cycle.

A description of fiscal and program performance goals beyond the federal measures and how progress will be tracked and made public ally available;

The Lowcountry Workforce Board has not established fiscal or program performance goals beyond the federal measures.

A description of the methodology used by the Local Board to allocate SC Works Center infrastructure funds;

Cost Allocation and Proportionate Share - WIOA and its related regulations and guidance establish, as a starting point, the expectation that Parties will share proportionately in the infrastructure and shared services cost of the SC Works system. The parties to the Lowcountry Memorandum of Understanding agreed that costs will be shared based on the Full-time Equivalency (FTE) model. Shared costs will be allocated on the basis of a partner's number of staffs assigned to work in a facility (enjoying the benefits of being in the building) on a weekly basis and counted proportionately by day as defined below:

- One Day - .20 {20% of a work week);
- Two Days- .40 (40% of a work week);
- Three Days - .60 (60% of a work week);
- Four Days - .80 (80% of a work week); and
- Five Days - 1 (100% of a work week).

Staff assigned to work only "half-days" in a facility on a weekly basis will be counted proportionately as defined below:

- One Day - .10 (half of 20% of a work week);
- Two Days - .20 {half of 40% of a work week);
- Three Days - .30 (half of 60% of a work week);
- Four Days - .40 (half of 80% of a work week); and
- Five Days - .so (half of 100% of a work week).

Affiliate locations where services are provided only on a monthly basis will not be included in the proportionate share.

Staffing levels will determine the proportionate share percentage of infrastructure and additional shared services costs for which each Partner will be responsible for by location and program. Staff counts are based on planned staffing levels for the duration of the PY at the time of MOU signature. Permanent adjustments to staffing levels for the duration of the PY (outside those of routinely occurring vacancies) requires modification of the staffing addendum and effective date to be revised and signed by all Parties. Any Party may request a new staffing addendum be executed at any time based on permanent staffing changes.

Any deviations or adjustments made to the proportionate share formulas will be presented in writing and agreed to by all Parties In the form of an addendum to the original agreement.

A description of the roles and contributions of SC Works partners, including cost allocation.

The parties included in MOU are the Lowcountry Workforce Development Board (LWDB), Chief Elected Officials (CEO}, the Lowcountry SC Works Operator (OSO} and the required partners identified in the Act and other optional partners (hereinafter referred to as "Parties").

The role of the CEO is to appoint LWDB members, designate the local grant recipient and, in partnership with the LWDB, provide of the local workforce delivery system.

The role of the LWDB is to develop the MOU with the SC Works partners; competitive procure SC Works operator(s); strategic planning; and local policy development and oversight.

The role of the OSO is to manage the SC Works system and coordinate the delivery of workforce services delivered through the system.

The role of the SC Works system is to bring together a series of partner programs and entities responsible for workforce development, education, and other human resources programs to collaborate in the creation of a seamless customer-focused service delivery network that enhances access to the programs' services.

The Partners have agreed to:

(a)   Provide access to its programs or activities through the SC Works delivery system;

(b)   Use a portion of funds made available to the partner's program, to the extent consistent with the Federal law authorizing the partner's program and with the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards in 2 CFR Part 200 and as supplemented by specific Federal agency Parts and CFRs, to:

(1)   Provide applicable career services; and

(2)   Work collaboratively with the State and Local Board to establish and maintain the SC Works delivery system. This includes jointly funding the one-stop infrastructure costs through partner contributions that are based upon:
(i) A reasonable cost allocation methodology by which infrastructure costs are charged to each partner in proportion to use and relative benefits received; and
(ii) Federal cost principles;

(c)   Enter into an MOU with the Local Board relating to the operation of the SC Works system; and

(d)   Participate in the operation of the SC Works system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements.

In addition to the above agreements, each partner has agreed to and set out their roles and contributions in writing to the Lowcountry SC Works system, including cost allocation as detailed and defined in the MOU and IFA (Appendix #17).

4. **A description of how adult and dislocated worker training services will be provided through the use of individual training accounts (ITA's), including:**

If contracts for training services will be used;

Contracts are not utilized in the Lowcountry for Occupational Skills Training. The Lowcountry does utilize contracts to provide On-the Job Training (OJT).

How the use of training service contracts will be coordinated with the use of ITA's; and

Those who receive an ITA, successfully complete their Occupational Skills Training, and are determined to need further assistance in gaining sustainable employment may receive up to an additional Two Thousand Five Hundred ($2,500.00) Dollars for an OJT.

How the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

The Lowcountry Individual Training Account Policy requires individuals who have been determined in need of training must review options for training on the Eligible Training Provider List (https://www.scpath.org/); the Individual will review the information provided on the anticipated demand for different occupations, wage rates, other consumer choice information such as completion and placement rates, and select the desired Provider and Course of training.

5. **A description of the process used by the Local Board to provide a 30-day public comment period prior to submission of the plan, including an opportunity to have input into development of the local plan, particularly for representatives of businesses, labor organizations, and education.**

The required 30-day public comment period prior to the submission of this plan was accomplished by:
Being placed on the agenda and appearing before all local county councils to present the plan and provided information on how to submit comments. All county councils duly published the meeting notice and agenda and the meetings were open to the public.

The Plan was published on the Lowcountry Council of Government's website, http://www.lowcountrycog.org/, for at least 30 days beginning 08/12/2020-09/12/2020. The information provided also detailed how to submit comments.

A copy of the plan was distributed to Lowcountry Workforce Board members at least 30 days in advance, it was on the agenda, which was duly published and open to the public, and reviewed at the September 23, 2020-Lowcountry Workforce Board Meeting and included information on how to submit comments.

Notice of availability and a hard copy of the plan was available to the public at the front desk entrance to the Lowcountry Council of Government's office beginning <u>08/12-09/12/2020</u>. The information provided also detailed how to submit comments.

All comments are to be submitted to Michael V. Butler Workforce Development Director @ <u>mbutler@lowcountrycog.org</u>.

6. **A description of how the local SC Works centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by SC Works partners.**

SC Works centers utilize SCWOS (Geographic Solutions Virtual One Stop) to track and report delivered services to job seekers and employers. SCWOS is an integrated online service components that fulfill the requirements of labor exchange, case management, labor market information, service tracking, fund management, provider services, and federal reporting. The system is integrated with staff, partners, and programs representing all core programs and services.

The SCWOS Greeter module for integrated Intake was recently implemented in South Carolina. This module allows customers (both job seeker and employers) to check into a center and indicate the service(s) they are seeking. Appropriate staff are then notified through a message or email and staff can view basic information about the customer and service. This allows for efficient Intake and delivery of the service(s) and eliminates the need for the customer to provide the same information repeatedly to staff on each visit or as they are served by different staff on the same visit. Staff and Partners can view all case notes, Plans, and services provided to ensure continuity and non-duplication. SCWOS saves a significant amount of staff time by determining eligibility of multiple programs through a single form that collects all required data fields.

SCWOS job seekers have access to a variety of useful online tools to help them explore and search for suitable employment opportunities. SCWOS offers self-service and assisted labor exchange services that are designed for users of all experience levels.

- Self-Guided and Assisted Job Searches allows individuals to search and apply for jobs that match their experience and skills through simple or advanced searches.
- Résumé and Letter Builders. Job seekers have the option to either upload an existing résumé or utilize the Résumé Builder wizard. Professional letters can also be generated that can assist in job search efforts.
- Dynamic Matching Technology. After performing a job search, individuals can view the job order details to see how their background, interests, and skills match the job's requirements, as well as other potential opportunities.
- SCWOS uses proprietary pattern matching algorithms to determine exactly how well a job seeker's education and experience matches an employer's requirements.

Automatic alerts notify job seekers when a potential job posting meets the job seeker's virtual recruiter.

- Skills and Interests Assessments. User-friendly self-assessments can identify an individual's skills, competency with tools and technologies, and interests and values, which can be useful while performing job searches.
- Suitable Training and Educational Resources. Matches a job seeker's background information and then displays additional skills that may be needed to qualify for the job. Training providers and education program information is also available.
- Current Labor Market Statistics. Labor market data can help job seekers make informed career decisions. Industry and occupation summaries include wage rates, long-term employment projections, actual job openings, and more.
- SCWOS offers employers the ability to post job orders, send automated correspondence, analyze current industry data, and utilize an array of search, screening, and ranking tools to help identify suitable candidates.
- SCWOS uses proprietary pattern matching algorithms to determine exactly how well a job seeker's education and experience matches an employer's requirements. Automatic alerts notify employers when a potential candidate meets the qualifications of a posted job listing.
- Mobile application. SCWOS mobile app can be downloaded for free through the App Store or Google Play.

7. **A description of how the Local Board ensures compliance with the Adult priority of service requirements under WIOA Title I.**

Adults who receive services from WIOA-funded staff beyond self-service and information must be determined eligible, enrolled and considered a participant for WIOA Title I services. Individualized career services and training services must be given on a priority basis, regardless of funding levels, to:

- ❖ First Priority: Veterans and eligible spouses who are low-income, to include recipients of public assistance, or who are basic skills deficient;
- ❖ Second Priority: Individuals who are low-income, to include recipients of public assistance, or basic skills deficient;
- ❖ Third Priority: Veterans and eligible spouses who are not low-income and are not basic skills deficient;
- ❖ Last: Individuals outside of the groups given priority.

Eligible individuals who do not meet the above priorities may still be enrolled as participants in the WIOA adult program. However, effective July 1, 2016, seventy percent (70%) of newly enrolled adult participants must be low-income, to include public assistance recipients, or basic skills deficient. This priority of service policy is not applicable to participants served as dislocated workers. See attached Appendix #: 8 (LWB Adult Priority of Service Policy)

To ensure compliance the Lowcountry utilizes the Ad Hoc Report Adult Priority of Service. The following is an analysis of the Lowcountry's Adult enrollment of Priority individuals:
2019 95.6% 2018 92.3% 2017 94.2% 2016 95.2%

8. A description of how the Local Board is serving priority populations, including those with barriers to employment, as required by WIOA.

The Lowcountry Workforce Development Board has established an Accessibility committee of the board to increase access to One Stop services by special populations, including those with barriers to employment. The committee members are board members and non-board members who are subject matter experts on special populations, accessibility, and One Stop. This committee in conjunction with the Youth and One Stop committees and the Board will develop local service strategies to improve outcomes, including education and employment, for youth and individuals with disabilities. The State Workforce Development Board recently formed a Priority Populations Committee that will provide additional strategic direction and oversight and set policy for the state with regard to serving youth, individuals with disabilities, veterans and other populations that face barriers to employment.

The Lowcountry MOU provides a description of the type and availability of activities, including youth workforce investment activities in the Lowcountry, including activities for youth who are individuals with disabilities.

Entering Program Year 2015, the Lowcountry took steps to strengthen its Title I Programs across the state, utilizing the transition to WIOA as an opportunity to transform and reinvigorate workforce development activities. The Lowcountry has placed a higher emphasis on providing quality education, training and employment opportunities for customers, including individuals with barriers to employment. State instruction 14-03 requires local boards to have a standing committee which provides information and assists with planning, operational and other issues related to the provision of services to individuals, including those with barriers to employment, including disabilities. The Lowcountry has established an Accessibility Committee to address these provisions. Future plans are to develop and keep an up-to date comprehensive list of partner services, community resources/service providers in their location. The list will include contact information, locations, services, hours, cost, requirements, and any other relevant information to ensure all required services are available. Recommendation is for the lists to also be maintained on the Lowcountry Workforce Website.

The most successful model for providing services to those with disabilities would be the South Carolina Department of Vocational Rehabilitation (SCVR), and the Lowcountry works closely with SCVR to provide co-enrollment and co-funding of individuals. SCVR assists individuals with physical or mental impairments that substantially impedes employment, and individuals must be able to benefit from VR services that would lead to gainful employment. SCVR Colleton/Hampton and Beaufort/Jasper participate in the Lowcountry One Stop system.

SCVR Benefits Specialists counsel recipients of Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI) on work incentives and other benefits of working while educating them on the effects of earnings as they plan for employment.

Once eligibility is established, and depending on needs, services are available to assist individuals in preparing for, obtaining, retaining, or regaining employment. Individuals participate fully with their SCVR counselor serving as a guide to help navigate all of the services offered.

Assessment is the first step. An individual's strengths, abilities, interests, types of jobs best suited for, and the services required to help achieve employment success are evaluated.

This may involve job shadowing, working under a mentor or a job tryout. This process leads to identifying a specific vocational goal and the services needed to reach it.

Based on Assessment and individual plan will list the services needed to help the individual prepare for the chosen vocation. The specific services provided are based on individual financial and employment needs.

Disability management through speech, hearing, physical, occupational, muscular or aquatic therapy; diagnosis and treatment for mental or emotional disorders like substance abuse at one of SCVR's residential substance abuse treatment centers; medical procedures, treatment, medications, prosthetics, orthotics, podiatry or dentistry; or rehabilitation technology, such as worksite assessment, assistive devices, technological adaptations, and aids for daily living. **Training** to enhance individual professional and soft skills through job preparedness instruction and job readiness training; demand driven training to develop job specific skills; business or information technology training; internships, apprenticeships and on the job training; or post-secondary training, including vocational or technical schools, colleges and universities is available through SCVR.

Job search helps individuals identify and secure competitive employment. Follow-up, post-employment services and job retention services help the individual if the job is jeopardized because of disability-related factors. In some cases, individuals may receive on-site job coaching to help them get started on the job.

SCVR clients may also take advantage of the adult education classes at our work training centers that are offered by the local school district, and supported by the SC Department of Education. These include essential work place skills (assessed through WorkKeys® testing), writing, reading and math (assessed through TABE® testing).

As partners in the Lowcountry SC Works System Adult Education/Literacy also offers services and reasonable accommodations as needed. Classes are offered, both day and night, at numerous locations throughout the four-county region. Co-located Adult Education/Literacy services including Assessment (WorkKeys® and TABE®), Basic Skill Remediation and GED Preparation (instructor led, online, and blended) are offered on-site at the Beaufort comprehensive One Stop (634 Castle Rock Rd., Beaufort, SC 29906) and at the Colleton (1045 Thunderbolt Dr., Walterboro, SC 29488) and Hampton sites (301 First Street East, Hampton, SC 29924).

The Lowcountry also works in partnership with SC Department of Employment and Workforce (SCDEW) and Vocational Rehabilitation to provide on-site pre-release services to the special population of offenders by attending the Reentry programs at the local prisons and detention centers. Staff provides Orientation and Informational services on site at the prisons and detention centers. Staff and partners described the applicable eligibility process, services, and where to locate SC Works Offices and partner services so that we can better serve them together.

The Lowcountry encourages enrollment of ex-offenders and enhances successful re-entry by co-enrolling with SCDEW and SC Vocational Rehabilitation. SCDEW maintains a list of employers who are willing to hire ex-offenders and assists with job development and placement activities,

including Federal Bonding, resume development and interview skills specific to how to talk about the conviction.

Through informational pre-release services and co-enrollment eligible individuals the Lowcountry provides comprehensive and holistic services that enhance successful re-entry and go beyond the services that would be available to the individual that each program could provide stand-alone.

Further, as the Lowcountry board's Accessibility Committee continues to mature in its role to provide information and assist the local WDB in carrying out its responsibilities, including convening local workforce development stakeholders to identify expertise and resources, promising practices and additional model programs to provide more strategies and resources for meeting the needs of individuals with barriers to employment, including those with disabilities.

As demonstrated below the Lowcountry serves priority populations, including those with barriers to employment as required by WIOA. An analysis of currently available data (PIRL by Program ETA 9173 preliminary Rolling 4th Quarter 2019) demonstrates the Lowcountry serves a high percentage of priority populations, including those with barriers to employment as required by WIOA. All individuals are served according to their individual needs, as identified through assessment and as outline on the Individual Service Strategy or Individual Employment Plan.

PROGRAM YEAR 2019 PARTICIPANT BARRIERS TO EMPLOYMENT
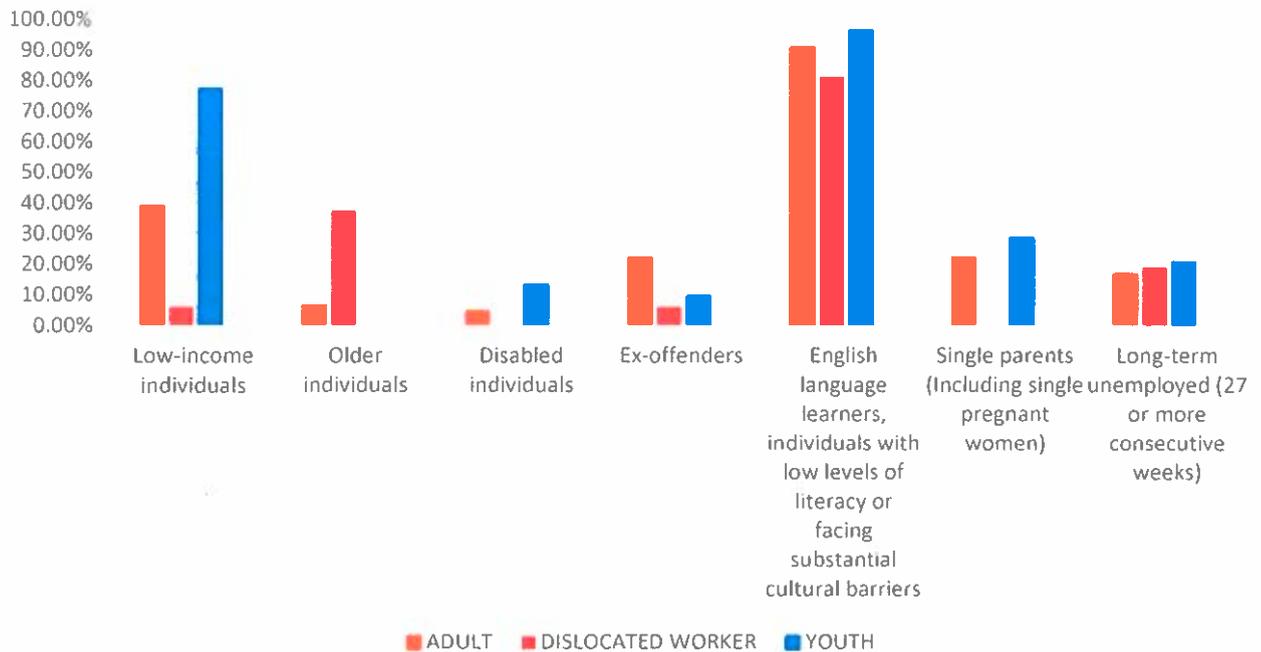
9. A description of the local area's fiscal and programmatic monitoring process

   See Monitoring Process and Guide attached as Exhibit ___

In order to ensure that programs are operating in accordance with the federal statutes and regulations, state policies, local workforce development area instructions, and contract requirements, the local workforce development area (LWDA) will monitor programs, services, and administrative and financial procedures in accordance with the attached monitoring guide. Monitoring will begin as soon as the contract is fully executed and will be on-going. All areas of the guide that are applicable to a contract will be completed during the contract period. The review will cover all aspects of each contractor's operation using desk-top and on-site monitoring techniques.

10. Copies of current Local Board policies and definitions, located on lowcountrycog.org Website under Workforce Development See Appendix # (App)

- Supportive Services policy; **App #6**

- On-the-Job Training (OJT) reimbursement policy; **App# 9**

- Incumbent Worker Training (IWT) policy, when using local funds; - Not Applicable Local funding of Incumbent Worker Training is listed a permissible (not required) local employment and training activity under WIOA Section 134(d)(4). Historically there has not been a need in the Lowcountry for local funding of Incumbent Worker Training. The Lowcountry usually does not obligate or spend the full amount of the IWT State grants available. In the future, if there is a need identified for additional funding of IWT beyond what is available with State IWT or Rapid Response funds and if the local budget would support such a project, the Lowcountry Board would consider development of a policy for the use of local funds for IWT at that time. Any such policy would reserve not more than 20% of funds allocated to the local area under section 133(b) to pay for the Federal share of the cost of providing training through a training program for incumbent workers, it would take into account the characteristics of the participants in the program, the relationship of the training to the competitiveness of a participant and the employer and may include other factors identified by the local board such as the number of employees participating, the wage and benefit levels of those employees, and the existence of other training and advancement opportunities provided by the employer. Any policy would also reflect any recommendations from the Governor or State for providing incumbent worker training that has statewide impact. App#2

- Youth Incentives policy; **App# 7**

- Local training cap policy; **App#3**

- Local definition for youth who "require additional assistance"; **N/A**

- Adult and Dislocated Worker Self-sufficiency definition(s) for training. **N/A**

11. Copies of current local workforce area documents, including:

- Memorandum (s) of Understanding, including signature sheets; **App# 17**

- Resource Sharing Agreements, including signature sheets; **App# 17**

- All service provider grants, including statements of work and budgets; **App# 20**

- Statements of work for in-house operational staff (where applicable); **N/A**

- Current or most recent Grant Application Request(s)/Request(s) for Proposals, **N/A**

- Local Workforce Development Board By-Laws; **App# 16**

- Local Workforce Development Board and Committee meeting schedules; **App# 18**

- Local Workforce Development Board budgets; and, **App# 22**

- Local monitoring schedule, **App# 21**

Local Plan Signatures

Local Workforce Development Board:

_____Workforce Development Board
Name -   Chair

_____ _____
Signature   Date
Local Grant Recipient Signatory Official:

_____Workforce Development Board
Name -   Title

_____ _____

Signature   Date

TERMS (ACRONYMS) KEY DEFINITIONS:

Americans with Disabilities Act: A federal law providing for comprehensive civil rights protection to individuals with disabilities in areas of employment, public accommodations, state and local government services and telecommunications. (PL101-336)

Adult Basic Education: Academic instruction and education services below the postsecondary level that increase an individual's ability to—(A) read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent; (B) transition to postsecondary education and training; and (C) obtain employment."

Application: The process which requires the physical attainment of all necessary eligibility documentation regarding citizenship, age, income, selective service registration (if applicable) plus basic skills assessment for math and reading levels. Upon completion of eligibility determination, and signing of the application, eligible customers are placed into the applicant pool for consideration for enrollment into intensive services.

Apprenticeships: An employer-driven model that combines on-the-job learning with related classroom instruction that increases an apprentice's skill level and wages.

Assessment: A judgment of vocational interests, abilities, previous education and work experience, income requirements, and personal circumstances.

Barriers to Employment: Conditions that may make employment difficult for certain individuals. Individuals with such barriers may include: single parents, displaced homemakers, youth, public assistance recipients, older workers, substance abusers, teenage parents, veterans, ethnic minorities, and those with limited English-speaking ability or a criminal record or with a lack of education, work experience, credentials, transportation or child care arrangements.

Basic Education: Instruction usually conducted in an institutional setting that is directed towards imparting the basic skills of communication, computation, problem solving, health, consumer development, and citizenship. Instruction for youth could include, but not be limited to, enrollment in a secondary school. Adult Basic Education (ABE) would include upgrading the same basic skills, however, it is directed towards adults who are generally classified as functionally illiterate, undereducated, or whose inability to speak, read or write the English language constitutes a substantial impairment of their ability to get or retain employment commensurate with their readability. Such instruction is designed to raise the level of education of such individuals with a view to making them less likely to become depend on others, to improving their ability to benefit from occupational training and other wise increasing their opportunities for more productive and profitable employment.

Basic Literacy Skills: Reading, writing, mathematics, problem solving and interpersonal skills training that enable adults to communicate in English, use math, obtain a high school diploma or GED and become productive, employable citizens Basic Skills Deficient and Deficient in Basic Literacy Skills

Basic Skills Deficient: An individual has English reading, writing, or computing skill at or below the eighth-grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test. (WIA Section 101 (4))Deficient in Basic Literacy Skills: Is an individual who, at a minimum, meets the definition of Basic Skills Deficient; or is unable to compute or solve problems, read write, or speak English at a level necessary to function on the job, in the individual's family, or in society. (20 CFR Part 664.205(a))

Career Pathways: A series of connected education and training programs, work experiences, and student support services that enable individuals to secure a job or advance in an in-demand industry.

Career Services: Career Services Career services for adults and dislocated workers must be available in at least one Job Center in each local workforce development area. There are three types of career services, as identified in §678.430 of the NPRMs: Basic career services; Individualized career services; and Follow-up services.

Case Management/Intensive Service: A customer-centered approach in delivery of services, designed to:
1. Prepare and coordinate comprehensive employment plans, identifying barriers to participation and employment; devise service strategies for customers to ensure access to workforce investment activities and supportive services, using, where feasible, computer-based technologies; and
2. Assist in the enrollment of customers into allowable activities designed to enhance employability (i.e. motivation, assessment, job preparation workshops, educational classes and/or training, and/or employment services), providing job development and placement services, and assisting individuals and families in accessing community services, addressing emergency assistance and crisis intervention and immediate needs (i.e. food, housing, clothing, and transportation);
3. Provide job and career counseling during program participation and after job placement.

Categorical Income Eligibility: Categorical Income Eligibility may be used to determine whether a customer is income eligible for career services. The applicant meeting categorical eligibility for income must meet all the other eligibility criteria. Applicants are deemed to have met the income eligibility requirements if the applicant that:
1. Receives or a member of a household that receives, or has been determined eligible to receive, SNAP/food stamps within the six (6) month period prior to applicant to a WIA program;
2. Receives, or is a member of a household that receives cash payments under a Federal, State, or local income based public assistance program such as TANF, RCA, GA or SSI;
3. Homeless;
4. Youth in states sponsored foster care or youth aging out of state-sponsored foster care.

Chief Local Elected Official: The chief elected executive officer of a unit of general local government in a local area.

SCWOS: A website where job seekers can post their resumes and search for job openings. Employers can post job listings in the nation's largest online labor exchange, create customized job orders, and search resumes.

Core Services: Services available to all customers (universal access) of the One-Stop Center or affiliate partner agency. Core services include self-help services and services requiring minimal staff assistance as described under Section 134 (d) (2) of the Act. Note: When staff assistance is required to provide supportive services to Core service customers, registration is required and counted for performance measurement purposes.

Credentials: A credential is a nationally recognized degree or certificate or state recognized credential. Credentials include, but are not limited to, a high school diploma, GED, or other recognized equivalents, postsecondary degrees/certificates, recognized skill standards, licensure or industry-recognized certificates (i.e., ASE car repair, Hazmat, CAN, CDL, Boiler Operator, Flag Person, Heavy Equipment Operator, etc.), and all state education agency recognized credentials. (This definition applies to current WIOA statutory adult, older youth and dislocated worker measures only it does not apply to the common measures).

Customer: A Customer is any person seeking assistance to find employment or training, whether employed or unemployed, and employers who need qualified workers for their company or training for the workers who are already employed with them.

Customer-Centered: Services and improvements to the system are made based on customer feedback.

Customized Training:
1. Training that is designed to meet the special requirements of an employer (including a group of employers);
2. Training that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and
3. Training for which the employer pays for not less than 50 percent of the cost of training.

The training may occur at the employer's site or may be provided by a training vendor able to meet the employer's requirements. Such training usually requires a commitment from the employer to hire a specified number of trainees who satisfactorily complete the training.

Disabled Veteran: A veteran who is entitled to compensation under laws administered by the Veterans Administration, or an individual who was discharged or released from active duty because of service-connected disability.

Disabled Veteran Outreach Program: Disabled Veterans' Outreach Program (DVOP) specialists develop job and training opportunities for Veterans, with special emphasis on Veterans with service-connected disabilities.

Disadvantaged Adults: Educationally or skills disadvantaged adults are those persons who score below 8th grade level on standardized tests. They required educational assistance to bring their basic skills to a level that would make them eligible for secondary (high school) education or to hold a job with Basic English and math skills.

Dislocated Worker: An individual who: has been terminated or laid off from their job, or who received a notice of termination or layoff, from their employer; is eligible for or has exhausted their unemployment payments; or has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center, attachment to the workforce, but cannot get unemployment compensation because of low earnings or having done work for an employer not covered under a State unemployment compensation law; and is unlikely to return to a previous industry or occupation; has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility or enterprise; is employed at a facility which the employer
has made a general announcement that such facility will close within 180 days; or for purpose of eligibility to receive services other than training services, intensive services or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close; was self-employed (including employment as a farmer, rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters, is a displaced homemaker; or is the spouse of a member of the Armed Forces on active duty and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or is the spouse of a member of the Armed Forces on active duty and who meets the criteria.

DOL, USDOL: The U.S. Department of Labor, including its agencies and organizational units.

Economic Development: Local planning and zoning commissions or boards, community development agencies, and other local agencies and institutions responsible for regulating, promoting, or assisting in local economic development.

Eligible Provider: The term "eligible provider", used with respect to:
1. Training services, means an organization, such as a public or private college and university, or community-based organization whose application has been approved for the State list of training services as identified;
2. Intensive services, means a provider who is identified or awarded;
3. Youth activities, means a provider who is awarded a grant or a contract;
4. Other workforce investment activities, means a public or private entity selected to be responsible for such activities, such as a one-stop operator designated or certified.

Eligible Training Provider List (ETPL): A statewide collection of providers that are approved to give services through the One-Stop system. These lists contain consumer information, including cost and performance information for each of the providers, so that customers can make informed choices on where to use their Individual Training Accounts.

English as a Second Language (ESL): English language education for adults whose inability to understand, speak, read, or write the English language is a barrier to their ability to get or keep employment. This also has effects on their real ability to function in society or successfully complete the citizenship application process.

Firewall: Separation as a part of the procurement process.

GED-General Equivalency Diploma: A high school equivalency diploma, which is obtained by passing the General Educational Diploma Equivalency Test that, measures skills and knowledge generally associated with four years of traditional high school instruction.

In-Demand Industry Sector or Occupation: An industry sector that has a substantial current or potential impact (including through jobs that lead to economic self-sufficiency and opportunities for advancement) on the State, regional, or local economy, as appropriate, and that contributes to the growth or stability of other supporting businesses, or the growth of other industry sectors; or an occupation that currently has or is projected to have a number of positions (including positions that lead to economic self-sufficiency and opportunities for advancement) in an industry sector so as to have a significant impact on the State, regional, or local economy, as appropriate.

Individual with a Barrier to Employment: A member of one or more of the following populations: displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166; persons with disabilities, including youth who with disabilities; older individuals; ex-offenders; homeless individuals as defined in the Violence Against Women Act of 1994, or homeless children and youths as defined in the McKinney-Vento Homeless Assistance Act; youth/young adults who are in or have aged out of the foster care system; person who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; eligible migrant and seasonal farmworkers; persons within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act; single parents including single pregnant women; long-term unemployed person; and such other groups as the Governor involved determines to have barriers to employment.

Individual with a Disability:
1. In general. An individual with any disability (as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12`02)).
2. Individuals with disabilities. More than one individual with a disability.

Individual Training Accounts (ITA): An expenditure account established on behalf of an eligible customer in WIA Title IB adult, youth and dislocated worker programs to purchase training services from eligible providers they select in consultation with the case manager, counselor or coordinator.

Internships: WIOA considers an internship to be a form of paid or unpaid work experience, defined as an opportunity for exposure to the requirements of a particular occupation or industry, the work environment and the behavioral expectations for success on the job. Such work experiences are not expected to provide formal training for occupational skills, although some skills may be learned.

Justice Involved: An adult or juvenile who is or has been subject to any stage of the criminal justice process, and for whom services under this Act may be beneficial; or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction

Labor Force: The total of all civilians classified as employed and unemployed and members of the Armed Forces stationed in the United States. (Bureau of Labor Statistics Bulletin 2175).

Labor Market Area: An economically integrated geographic area within which individuals can reside and find employment within a reasonable distance or can readily change employment without changing their residence. Such an area shall be identified in accordance with criteria used by the Bureau of Labor Statistics of the Department of Labor in defining such areas or similar criteria established by a Governor.

Labor Market Information: Labor Market Information (LMI) must be provided to customers in every program. LMI generally involves four major areas of information, which include national job trends (including supply and demand), local job opportunities, education and skill requirements for jobs, and job seeking skills (writing resumes, job interview techniques, etc.).

Life Skills: Those skills which are included in adult literacy dealing with such topics as consumer economics, government and law, occupational knowledge, community resources, and health that are included into an educational agency's basic literacy skills course of study.

Local Area: The local workforce development area(s) designated by a Governor for delivery of WIOA services.

Local Workforce Development Board: A local workforce development board established under section 107 of WIOA, as one of the 12 federally recognized local areas in South Carolina.

Low Income Individuals: The term "low-income individual" means a person who: 1. receives, or is a member of a family that receives, cash payments under a Federal, State, or local income based public assistance program; 2. received an income, or is a member of a family that received a total family income, for the 6-month period before application for the program involved (besides unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402) that, for their family size, is not more than the higher of—(i) the poverty line, for an equivalent period; or (ii) 70 percent of the lower living standard income level, for a similar period; 3. belongs to a household that receives (or has been decided within the 6-month period before application for the program to be eligible to receive) food stamps according to the Food Stamp Act of 1977 (7 U.S.C. 2011 et seq.); 4. is a homeless person, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302); 5. is a foster child for whom State or local government payments are made; or 6. in cases permitted by rules decided by the Secretary of Labor, is a person with a disability whose own income meets the requirements of a program described in subparagraph (1) or of subparagraph (2), but who is a member of a family whose income does not meet such requirements

Mature Worker: An individual age 50 or older.

Migrant Seasonal Farm Worker (MSFW): a migrant farmworker, a seasonal farmworker, or a migrant food processing worker:

Seasonal Farmworkers - is a person who during the preceding 12 months worked at least an aggregate of 25 or more days or parts of days in which some work was performed in farm work earned at least half of his/her earned income from farm work, and was not employed in farm work year-round by the same employer.

Migrant Farmworkers -is a seasonal farmworker who had to travel to do the farm work so that he/she was unable to return to his/her permanent residence within the same date.

Occupational Skills Training: Includes both (1) vocational education which is designed to provide individuals with the technical skills and information required to perform a specific job or group of jobs, and (2) on-the-job training.

ONET: The Occupational Information Network for use matching the title of an occupation with its 5 or 6-digit occupational code (http://online.onetcenter.org/).

On-the-Job-Training: Training by an employer that is provided to a paid customer while
1. Engaged in productive work in a job that:
2. Provides knowledge or skills essential to the full and adequate performance of job;
3. Provides reimbursement to the employer of up to 50 percent of the wage rate of the customer, for the extraordinary costs of providing the training and the additional supervision related to the training; and
4. Is limited in duration as appropriate to the occupation for which the customer is being trained; taking into account the content of the training, the prior work experience of the customer, and the service strategy of the customer, as appropriate.

Pre-Apprenticeship: Services and programs, often including classroom instruction, designed to prepare individuals to enter and succeed in Registered Apprenticeship programs. These programs should have a documented partnership with at least one Registered Apprenticeship program sponsor and together, they expand the customer's career pathway opportunities with industry-based training coupled with classroom instruction.

Public Assistance: Federal, State or Local government support provided to families for which eligibility is determined by a needs or income test. Includes TANF, childcare, food stamps (SNAP), housing assistance, work subsidies, and allowances or other cash payments to meet living expenses.

Regional Areas: In WIOA, the terms are local area (the 4 federally recognized geographic areas that receive WIOA funding and are responsible for the administration and delivery of WIOA programs and services) or regional planning area (a group of local areas that have agreed to coordinate service delivery and develop regional WIOA plans).

Registered Apprenticeships: An employer-driven model that combines on-the-job learning with related classroom instruction that increases an apprentice's skill level and wages and is registered/approved with the US Department of Labor.

Sector Partnerships: Brings together employers, at a regional level, from the same industry with the education, training and other community support programs needed to implement solutions and services that ensure the target industry thrives.

Supplemental Nutrition Assistance Program (SNAP): Provides supplemental food and nutrition assistance to low income individuals. Replaced Food Stamp program.

Talent Development: Developing and guiding customer's skills, knowledge and abilities through understanding, managing and developing their talents in the best possible way; in conjunction with occupational training, classroom training and work-based learning strategies.

Temporary Assistance to Needy Families (TANF): Is a federal program providing cash, medical or food assistance for parents and children.

Trade Adjustment Assistance (TAA): Trade Adjustment Assistance service and allowances provided for achieving reemployment of adversely affected workers, including TRA, training, and other re-employment services, and job search allowance and relocation allowances

Trade Readjustment Allowance (TRA): A weekly allowance payable to an affected worker with respect to such worker's unemployment.

Training Services: The education and employment training services to be offered at no cost to One-Stop system customers who have been unable to get a job after having received one or more core services and one or more intensive services.

Veteran: An individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable.

Veteran (Recently separated): Any veteran who applies for participation under this title within 48 months after the discharge or release from active military, naval, or air service.

Vocational Rehabilitation: Is a process/program which enables persons with functional, psychological, developmental, cognitive and emotional impairments or health disabilities to overcome barriers to accessing, maintaining or returning to employment or other useful occupation.

Wagner-Peyser: Employment Service programs – Employment Service basic labor exchange and other services funding source.

Welfare and/or Public Assistance Recipient: A person who, during the course of the program year, receives or is a member of a family who receives cash welfare or public assistance payments under a Federal, State, or local welfare program.

WIOA Adult: An individual who is age 18 or older.

WIOA: Is a comprehensive legislation that reaffirms, reforms, and modernizes the public workforce system, bringing together and enhancing several key employment, education, and training programs. WIOA resources, services, and leadership tools for the workforce system to help individuals find and maintain good jobs and improves employer prospects for success in the global marketplace. It ensures that the workforce system operates as a comprehensive, integrated and streamlined system to provide pathways to prosperity for those it serves and continuously improves the quality and performance of its services.

Work-based Learning: Experiential learning opportunities that take place within a business or onsite with an employer.

Workforce Development: Is an American economic development approach that attempts to enhance a region's economic stability and prosperity by focusing on people rather than businesses. It is essentially a human resources strategy.

Youth/Young Adults: Means an individual between ages 18-24 who meets the Title I of WIOA Youth/Young Adult program eligibility.

South Coast Regional Plan

SC Works Lowcountry & SC Works Trident

Michael Butler & Sharon Goss
8/10/2020

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**Workforce Innovation and Opportunity Act
Regional Plan
July 1, 2020 – June 30, 2023**

<u>Planning Region Name</u>:
South Coast

<u>Local Areas within the Planning Region</u>:
SC Works Lowcountry
SC Works Trident

<u>Local Area Administrators and Contact Information</u>:
Michael Butler: 843-473-3969; MButler@lowcountrycog.org

Sharon Goss: 843-529-2582; sharong@bcdcog.com

Attachment A: Regional Plan Requirements

The regional plan serves as an action plan to develop, align, and integrate service delivery strategies and resources among multiple local areas within a region. Local boards and chief elected officials in each planning region are required to engage in a regional planning process that results in the preparation and submission of a single regional plan. Regional plans must incorporate the local plans for each local area within the planning region. The following guiding principles should be considered priorities and included in responses throughout the document:

- Partnership and collaboration
- Increased access to resources and services through the use of technology
- The impact of COVID-19 on the state's workforce and strategies to facilitate rapid reemployment

The South Coast Region recognizes the importance of collaborating with partner agencies to galvanize and assist individuals and business customers with achieving their workforce goals. The South Coast Region is also committed to working with our Core, Mandated, and other partners in the communities to ensure the best outcome for individuals and businesses. Partner collaboration and communication occurs through regular partner meetings, emails, and virtual meetings.

The South Coast Region partners include, but not limited to

- Wagner-Peyser Employment Services Program
- Adult Education and Family Literacy
- SC Vocational Rehabilitation and Commission of the Blind
- WIOA Adult, Dislocated Worker, and Youth Programs
- Technical Colleges (trident and The Technical College of the Lowcountry)
- Job Corps Program
- Veterans Employment and Training Activities
- SC Department of Social Services: Temporary Assistance for Needy Families (TANF)
- Migrant & Seasonal Farmworkers: Telamon
- Goodwill with the Senior Community Service Employment Programs (SCSEP)
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- YouthBuild Programs

Increase access to resources and services through the use of technology:
Virtual resources and services have become tremendously important during COVID-19. More and more services such as online orientation, eligibility, and enrollment in program services are accessible through technology such as WebEx, Zoom, google meets, and other types of virtual platforms that enable the provision of workforce services. Online appointment Schedulers has allowed customers to schedule an appointment to receive services as well.

Impact of COVID:

It is unarguably that COVID -19 has impacted South Carolina and the South Coast Region in major areas such as:

- Disproportionately impacted people of color, low-income and rural communities, and jails
- The Economy: Across the state and in our region, we have seen business closures and mass lay-offs. Some businesses are rebounding; however, due to the rise in cases, businesses have recently re-closed due to positive testing. Some businesses will not recover and remain closed. Although all industries have had a major impact from the pandemic, the hospitality & Food industry appears to be the hardest hit.
- Schools/Education: A lot of training providers have not returned to in-person training which is impacted the economy with getting individuals job-ready. With schools being closed, this has impacted parents' ability to return to work in some cases.
- Mental health: job loss has impacted mental health in increasing anxiety and depression.

Strategies to facilitate rapid reemployment:

The South Coast region offers many services to help businesses and workers deal with the effects of layoffs and plant closures, including those that result from increased competition from imports, natural disasters, and other events. One such service is Rapid Response. Rapid Response is a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Rapid Reemployment teams work with employers and any employee representative(s) to quickly maximize resources to minimize disruptions associated with job loss.

The Rapid Response Manual was developed and issued in 2019 by SCDEW to establish a comprehensive resource for Rapid Response information and operational guidance, and communicate expectations for delivery of Rapid Response services statewide across multiple programs. Rapid Response teams are comprised of representatives from the following programs:

- WIOA Title I – Dislocated Worker

- Wagner-Peyser

- Unemployment Insurance

- TAA

Additional core partners, such as Adult Education and Family Literacy are available to participate in the Rapid Response process and provide services to the company based on the needs identified by the Rapid Response Team.

The manual was distributed through a memo to all SC Works staff, including partners, to ensure high-quality, consistent, and timely services to businesses, supporting strategies 2.2 and 4.2, cross-partner staff training, and business outreach, respectively. Multiple training sessions regarding Rapid Response services and the manual were conducted and all staff providing Rapid Response services are required to complete the training and study the manual before attending any onsite Rapid Response event.

The regional plan must include:

1. **A description of how each local area within the region was afforded the opportunity to participate in the regional planning process, along with a description of the planning process undertaken to produce the regional plan. The description must include how the chief elected officials and local boards were involved in the development of the plan.**

A vision of the South Coast Region is to form an integrative force, bringing together business and industry, education, economic development, and other public entities striving to ensure adequate investment in today's workforce; and preparing tomorrow's workforce to ensure we have the skills to meet the demand of the region's growth sectors. In essence, the is to expand and develop a skilled workforce and a robust workforce system to ensure the regional economy's demands are met and are in alignment with the State's vision and goals as outlined in the State's plan.

The Goals of the South Coast Region are to support the State plan through the local workforce development board's goals as identified in the following principle goals and priorities:

- Invest in and support education and training strategies that will help to better prepare and expand the current workforce for emerging jobs;
- Align the resources of the partners in the SC Works Trident System to improve outcomes for businesses and individuals, including individuals with barriers;
- Identify the needs of SC Works Trident and South Coast Region businesses and industries to support career pathways in growing sectors; and
- Increase outreach and marketing strategies to engage job seekers and employers

South Carolina Department of Employment and Workforce (SCDEW) State Instruction number 15-16, change 1, provided an overview of the process used to identify planning regions. In making the determination, the state considered factors such as the extent to which the local areas in a proposed region are consistent with labor market areas in the state, are consistent with regional economic development areas in the state and have available federal and non-federal resources necessary to effectively administer activities under subtitle B and other applicable provisions of WIOA, including whether the areas have the appropriate education and training providers, such as institutions of higher education and area career and technical education schools. SC Department of Employment and Workforce (SCDEW) also considered population centers, labor force conditions, commuting patterns, industrial composition, location quotients, geographic boundaries, income, poverty, educational attainment, and in-demand occupation groups.

The Lowcountry and Trident Workforce Development areas and the South Coast Region included core partners, board members, Executive Directors of the Council of Governments, and chief elected officials in the development of the plans. The plans were disseminated to everyone for input, review, and

suggestions before releasing for public comments. The tentative plan is for the Local Boards to approve the local and regional plans in September 2020.

Timeline:
Core and Required Partner Review: July 22nd - July 28th
Local elected officials review: July 29th – August 10th
Public Comment: August 12th – September 10th
Approval by TWDB: September 25, 2020
Send to SC DEW for approval: September 25th

Public comments will be taken into consideration. The plan will be amended as necessary.

In 2018, SC Department of Employment and Workforce (SC DEW) launched Phase III of the Sector Planning, which is Sector Partnerships with NextGen Consulting team helping to facilitate and guide the regional teams through the next phase.

The goals of Phase III are:
- Develop regional, industry-led sector partnerships that will serve as coordinating bodies for multiple public partners to collaborate effectively with one another and with industry;
- Develop a collaborative state strategy for jointly supporting sector partnerships across SC Department of Commerce, SC Commission on Higher Education, SC Technical College System, SC Department of Employment and Workforce, and other key state-level partners. During phase III,
- The agenda is entirely defined and driven by business leaders and not defined by parameters of grants and existing programs;
- Focus on industry competitiveness and growth versus workforce only;
- Business leaders personally champion priorities and have a stake in solutions versus providing input only;
- A long-term way to respond to changing needs of industry versus a one-time focus group;
- Go-to, shared table to understand and respond to industry's needs versus one more meeting; it is a way of doing business versus a grant or special initiative and ;
- Regionally based versus jurisdiction-based

We will use the Next Generation Sector Partnerships model to accomplish this. We have launched a Healthcare industry-led sector partnership in July 2019. It was modeled after similar, successful partnerships across the country. For businesses, the launch is a forum to identify shared issues, network and troubleshoot together, and define solutions going forward. For public partners in the South Coast Region, they become an effective way for the many different economic developments, education, and training programs in our region to jointly understand the needs of the health care industry, and also help implement shared solutions.
- The priorities that come out of the Partnership might be related to specific training needs, talent attraction, or retention strategies; it could be related to regulatory challenges, technology needs, or care coordination. We will know more after the first launch meeting.
- The South Coast Region is in the process of launching a Manufacturing Sector Partnership in late fall 2020.

The original format of the regional team was given by SCDEW with the initial team configuration that has mostly been sustained for the Regional Core Team.

<u>**REGIONAL WORKFORCE PLANNING and IMPLEMENTATION TEAMS**</u> – The team participated in a self-assessment **(Attachment –B)** exercise designed to help determine each region's readiness to undertake a sector strategy approach. The team also attended the Regional Institute where planning activities began for the regional plan. The team was responsible for advocating and leading the development of sector strategies and integrated services in each region of the South Coast Region. The initial team constructed by DEW was comprised of a representative from each entity below:

- Workforce Development entities
- Technical/Community Colleges
- Economic Development entities
- K-12 Education
- Business representatives, especially those from likely targeted industry sectors/Non-Profit
- Adult Education
- Vocational Rehabilitation

The current model has a support team consisting of partners as stakeholders in the community, They are supported by a team of support partners that includes decision-makers from the workforce system (workforce development boards, Job Centers, Department of Human Services, Vocational Rehabilitation, Adult Education, Temporary Assistance to Needy Families, etc.), education (including K-12, Career and Technical Education, community and technical colleges, and 4-year institutions), community-based training organizations, apprenticeship programs, as well as key economic development organizations and Chambers of Commerce, and other stakeholders.

Core Team: This is the team that will be directly responsible for launching and supporting the sector partnership. They are the individuals who answer the call for a new approach and who commit to using the Next Gen Sector Partnership methodology to build and sustain an authentically industry-led partnership. Members of this team must represent multiple education, workforce development, and economic development organizations. This team will be responsible for brokering relationships with businesses to bring them to—and keep them at—the table. They will also be responsible for identifying partners from the broader network of supporters (other education, workforce development, or economic development organizations) that can help implement the industry's priorities. This team will also be responsible for making decisions about which organization (or pair of organizations) is best-positioned to serve as convener. Depending on the partnership priorities and needs partners are called to step in and out of "active" involvement.

The Convening Team will Coordinate, communicate, and facilitate the meetings.

2. **An analysis of regional labor market data and economic conditions, including existing and emerging in-demand industry sectors and occupations, and the employment needs of employers in those existing and emerging in-demand industry sectors and occupations. The analysis shall include:**
   - **The knowledge and skills necessary to meet the employment needs of the employers in the region, including those in in-demand industry sectors and occupations;**
   - **An analysis of the current workforce in the region, including employment and unemployment data, labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment; and**
   - **An analysis of workforce development activities in the region, including available education and training opportunities. This analysis must indicate the strengths and weaknesses of workforce development activities necessary to address the education**

6

and skill needs of job seekers, including individuals with barriers to employment, and the employment needs of employers in the region.

Through the analysis of data from the Community Profile by SCDEW and the original data provided by Maher & Maher, the South Coast Region will focus on the following sectors:

- Diversified Manufacturing
- HealthCare
- Information Technology & Business Services
- Transportation, Distribution & Logistics
- Construction Trade

Every regional economy consists of a mix of industries that play a greater or lesser role in the overall number of jobs that exist and in the overall value of goods and services produced. Economists speak of jobs as employment and the value of goods and services as output. Statistics related to employment and output allows researchers to compare growth in an economy over time (past or future) as well as to compare our economy to other regions around the country. By adding the workforce development component to an industry cluster in a regional economy, our strategy development requires us to identify those industry clusters, occupations, and career pathways that are most crucial to growing the regional economy. Doing so will provide the optimum mix of employment.

To make valid comparisons, researchers need consistent definitions. This study uses 22 industry clusters that were previously defined and used extensively around the country in helping workforce, economic development, and educational entities identify priority industry clusters. These industry clusters include:

Agriculture Production	Construction	Metals and Metal Fabricating
Food Processing	Chemicals, Rubber, and Plastics	Lumber and Wood Products
Communications and IT Manufacturing	Communications and IT Services	Textiles
Biotechnology	Transportation and Logistics	Wholesale Trade
Business Services	Financial Services	Health Care
Real Estate and Building Services	Government	Retail
Hospitality	Energy and Utilities	Personal Services
Education		

Using this way of conceiving clusters, a cluster like Construction would not only include the companies that build homes, commercial and industrial properties, and highways and bridges, but also the companies

that supply the stone for driveways, the lumber and drywall for walls, the trusses for roofs, and all of the other materials needed to build a house, as well as the realtors that sell the houses.

Once the clusters are defined, prioritizing the clusters that are the best bets for economic and workforce development investments is the next task.

This conceptual approach is primarily a demand-driven, industry-based approach. It is one that is used primarily in economic development circles. However, it offers benefits for workforce development because: (a) it bundles industries where occupations are likely to require transferable skills; (b) it still allows us to hone in on specific occupations that may be growing or changing/improving in nature; and (c) it makes it more likely that economic development officials will see the ultimate target industries through the same lens as workforce developers, thereby enhancing alignment. Implications for career pathways and training curriculum grow out of this analysis where the voice of the industry is loud and clear.

Local competitive advantage (location quotient or LQ) seeks to identify those industries where the local area has certain advantages and as a result does things better than the competition around the country. Competitive advantage may result from access to raw materials, access to markets, an effective transportation system, knowledge generated in local research institutions, the knowledge that is embedded in the skills of the local workforce, or just the presence of an entrepreneur who has located in the local region. LQ alerts us to the presence of competitive advantage but does not tell us exactly what that advantage is.

For us, competitive advantage (as measured by the location quotient statistic) is the primary metric for determining priority industries, followed by job growth projections and absolute size of employment in the industry.

Location quotient measures the concentration of employment in the industry locally relative to the concentration of employment in the industry nationally. The assumption is that an industry with a concentration above the national average (above the number "1" in our report tables) has some sort of local competitive advantage that we need to recognize and act upon. For example, in the listing below of top industry clusters and drivers in this region, Chemicals, Rubber, and Plastics, has an LQ of 2.23, which means that the region has 2.23 times the national average of employment concentration in that industry.

The following documents that are the source of the data for this analysis (*The Appendix contains all the data runs referred to in this discussion. The cover page to the Appendix explains the report structure and the general content of each report.*) See full report Attachment D

- **Cluster Summary Report (Report #1 in the Appendix)**, which includes charts with the 22 clusters ranked by size and average wage, growth, shift-share, and location quotient as well as a bubble chart that plots most of this information on a one-page graphic;
- **Highest Ranked Industry Report (Report #2 in the Appendix)**, which ranks the top 50 5-digit NAICS industries (industry drivers) by size and average wage, growth, shift-share, and location quotient;
- A document called Summary of **Clusters and Drivers by Region (Report #3 in the Appendix)**, which aligns the driver industries under each cluster title; and
- **Occupational Report (Report #4 in the Appendix)**, which includes a chart with projected occupational openings, another chart with the Top 100 openings, and a chart that organizes the

Top 100 occupations into prospective Career Pathways for occupations that are in multiple industries.

The above bubble chart for this region (also Report #1E in the Appendix) summarizes the Cluster Summary Report and location quotient, the projected percentage change in employment, and the size of employment in each of the 22 pre-determined industry clusters. Priority clusters can appear in any one of the first three quadrants. Bubbles representing the 22 clusters are shown on the graphic on the following page with four quadrants where:

- The upper right quadrant indicates high LQ and high projected growth;
- The upper left shows industries with high projected growth but less than average LQ;
- The lower left indicates negative projected growth and less than average LQ.
- The lower right depicts industries with high LQ but negative growth projections. This may be the case with so-called "legacy industries", which project as being in decline but maybe large industries in terms of jobs, and may present a significant competitive advantage for the region. In South Carolina, textiles would fall into the "legacy" category.

We do the Highest Ranked Industry Report (Report #2 in the Appendix) to ensure that we recognize industry drivers (five-digit NAICS code industries) that have high location quotients and rapid growth but that may show a lesser impact when they are consolidated into a cluster. Drivers point to highly competitive and rapidly growing industries that may be the essence of local competitive advantage.

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Matching drivers to clusters in the Summary of Clusters and Drivers by Region (See Report #3 in the Appendix) allows us to see other drivers that we may have missed in our cluster analysis.

THE SOUTH COAST REGION

Demographics

This Region includes seven counties including Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton, and Jasper.

The population reflected in the Community profile for the South Coast region indicates a current population of 985,950 with a projected population of 1,086,390 by 2030.   Based on the historical and projected data, the South Coast is on track to experience tremendous growth over the next few years.

Industry Analysis

A competitive advantage (as measured by the location quotient statistic) is the primary metric for determining priority industries, followed by job growth projections and absolute size of employment in the industry (See Reports #1D, #1B, and #1A in the Appendix).

Ranked only by projected location quotient in 2025 from previous data (number in parentheses is location quotient), the top industry clusters and drivers included (additional information can be seen in Report #3):

- Metal and Metal Fabricating (1.37)
    - Motor Vehicle Brake System Manufacturing (37.91)
    - Rolled Steel Shape Manufacturing (27.79)
    - Alumina Refining and Primary Aluminum Productions (7.17)
    - Residential Electric Lighting Fixture Manufacturing (17.69)
    - Aircraft Manufacturing (14.70)
    - Other Engine Equipment Manufacturing (7.25)
    - Aluminum Sheet, Plate, and Foil Manufacturing (4.74)
    - Boat Building (7.41)
    - Travel Trailer and Camper Manufacturing (2.89)
    - All Other Transportation Equipment Manufacturing (4.54)
- Hospitality (1.34)
    - Convention and Visitors Bureaus (5.71)
    - Scenic and Sightseeing Transportation, Land (4.59)
    - Recreational Goods Rental (5.29)
    - Historic Sites (4.07)
    - Scenic and Sightseeing Transportation, Water (3.18)
    - Amusement Arcades (3.42)
- Retail (1.21)
    - Boat Dealers (4.51)
- Government (1.16)
- Real Estate and Building Services (1.16)
    - Land Subdivision (7.62)
    - Hazardous Waste Collection (5.45)

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- o   Other Waste Collection (4.31)
- o   Solid Waste Combustors and Incinerators (2.08)
- Construction (1.11)
  - o   New Multifamily Housing Construction (6.19)
- Lumber and Wood Products (1.10)
  - o   Paperboard Mills (20.04)
  - o   Timber Tract Operations (6.97)
- Logistics and Transportation (1.08)
  - o   Marine Cargo Handling (11.68)
  - o   Port and Harbor Operations (8.20)
  - o   Coastal and Great Lakes Passenger Transportation (9.04)
  - o   Marinas (2.85)
  - o   Navigational Services to Shipping (2.49)

There are several sectors, which have a concentration of employment that is only slightly higher or slightly lower than the national average. However, they are larger sectors that are expected to generate good growth numbers over the period being examined. They need to be considered among the priority industries. They are listed below along with location quotient for the cluster and the expected job growth for the cluster and drivers for the decade ahead.

- Communications and IT Manufacturing (1.02, 729)
- Communications and IT Services (.99, 5,100)
  - o   Custom Computer Programming Services (1,237)
  - o   Computer Systems Design Services (1,034)
  - o   Wireless Telecommunications Carriers (498)
- Education (.94, 4,919)
  - o   Elementary and Secondary Schools (2,235)
  - o   Colleges and Universities (1,054)
- Health Care (.92, 13,817)
  - o   Hospitals (State Government) (7.81, 753)
  - o   Diagnostic Imaging Centers (4.96)
  - o   Offices of Physicians (3,214)
  - o   Home Health Care Services (1,407)
  - o   General Medical and Surgical Hospitals (1,058)
  - o   Services for the Elderly and Persons with Disabilities (925)
  - o   Continuing Care Retirement Centers (698)
  - o   Offices of Dentists (685)
  - o   Nursing Care Facilities (653)
  - o   Diagnostic Imaging Centers (475)
- Business Services (.86, 7,722)
  - o   Temporary Help Services (2,588)
  - o   Corporate, Subsidiary, and Regional Management Services (823)
  - o   Engineering Services (786)

This data was provided by Maher and Maher.

Based on data from the Community Profile, the State plan, and other resources such as One region and the Charleston Metro Chamber for the South Coast Region, the in-demand sectors continue to be:

- Diversified Manufacturing
- Healthcare
- IT & Business Services
- Transportation, Distribution & Logistics
- Construction

Knowledge and Skills:

These assumptions for the South Coast Region were prepared much before a sea change of economic and business impacts began in early 2020 due to COVID-19. A massive pandemic COVID-19 health issue led to record unemployment and business dislocation beginning in early 2020 (evidence of a downturn began in March 2020 nationally and locally when the National Bureau of Economic Research declared an official start of the nation's recession).

Unemployment Insurance claims hit record levels and economic stimulus legislation was passed to soften the impact in April 2020 (additional UI benefits, Small Business Loans, Payroll Protection, new unemployment program for self-employed, gig workers, and independent contractors were implemented to help businesses and laid off employees survive).

Between March 2020 until July 2020, the South Coast area has undergone large changes to the business models in many industries, involving many of the key components of the Trident and Lowcountry areas economy (tourism – travel, restaurants. hotels/lodging, etc.; retail (stores on lockdown and now reduced customers); business services, auto (cutbacks because of reduced travel – with Mercedes, Volvo, etc.; aeronautical – Boeing; federal, state, and local governments, etc. and not many entities were immune as the virus continues to hit the area hard on another wave of incidents.

Existing and Emerging In-Demand Industry Sectors and Occupations

The South Coast Region incredible strides in recovering from the recession of the 2007-2010 periods; however, we are currently faced with another situation that has massively impacted the economy in the South Coast Region. Most economic indicators pointed to increasing employment and economic activity. The region bounced back strong in the manufacturing and transportation/logistics industries due to companies such as Boeing. Volvo Car Corporation selected the Charleston, S.C. area for the location of its first North American plant. These projects added to the momentum the region has experienced.

Utilizing the data from Maher and Maher, The One Region Plan, and the Community Profile from the SC Department of Employment and Workforce, The South Coast Region has seen tremendous job growth. Retail Trade has seen the highest growth followed by Healthcare and Social Assistance and then Food Services and Accommodation. Based on information from the One Region Plan and Talent Strategy Workforce Supply & Demand Analysis 2016 update, The South Coast region will create nearly 26,000 new jobs. The occupations forecasted to grow are software &IT, Production, Mathematics, Marketing

Engineering, Communications, Business, and Medical. The Clusters with the highest employment are Medical, Production, and Software & IT. According to the Talent Gap Analysis update, occupations are expected to have the largest workforce shortages are general assemblers, accounting support, and software developers.

Per the Community profile report by the SC Department of Employment and Workforce quarterly census of employment, the **top employment by Industry** is Retail Trade, Health Care & Social Assistance, Accommodation & Food Services, Administrative, Support & Waste Management & Remediation Services, and Manufacturing. The top five occupational openings are Retail Salespersons, First-Line Supervisors of Retail Sales Workers, Registered Nurses, Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products, and Customer Service. The top five new hires by industry are Accommodation & Food Services, Administrative & Support, and Waste Management and Remediation Services, Agriculture, Forestry, Fishing and Hunting, Arts, Entertainment, and Recreation and Construction. **Industries with the highest turnover** are Accommodation & Food Services, Administrative & Support, and Waste Management and Remediation Services, Agriculture, Forestry, Fishing & Hunting, Arts, Entertainment & Recreation, and Construction. The top average annual wage by Industries is Utilities, Professional, Scientific & Technical Services, Finance & Insurance, Management of Companies and Enterprises, and Manufacturing. **The labor market projections by industries** top five based on percent change Healthcare & Social Assistance, Accommodation& Food Services, Transportation and Warehousing, Administrative and Support and Waste Management and Remedial and real Estate and Rental and Leasing. Growing Occupations are Home Health Aides, Personal care Aides, Nurse Practitioners, Physician Assistants, Software Developers, Applications, Statisticians, Industrial Engineers, Computer Numerically Controlled Machine Tool Programmers, ME, Information Security Analysts and Medical Assistants. Data is based on information provided in the Community profile from the SC Department of Employment and Workforce.

Per data, the South Coast Region should focus on the following healthcare **industries** (incl. employment change from 2016 – 2026):
- o   Healthcare & Social Assistance
- o   Nursing Care Facilities Healthcare Assistants
- o   Home Health Care
- o   Hospitals, Medical/Surgical
- o   Ambulance Services
- o   Temporary Health
- o   Back Office
- Per data, the South Coast Region should focus on the following healthcare **occupations** (incl. employment change from 2016 – 2026 and required education/training):
  - o   Registered Nurse)
  - o   Personal Care/Home Health Aide
  - o   Nurse Assistants
  - o   Medical Assistants)
  - o   Medical Secretaries/Office Clerk General/Receptionists
  - o   First-Line Supervisors/Office Administrative Support Workers diploma/equivalent)
  - o   EMT/Paramedic
  - o   Patient Care Technician (PCT) (Phlebotomy
  - o   Customer Service Representatives – 287
- Per the Diversified Manufacturing Data, the South Coast Region should focus on the following manufacturing **occupations**:

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o   Aircraft Structure, Surfaces, Rigging, and Systems Assemblers
o   Inspectors, Testers, Sorters, Samplers, and Weighers
o   Team Assemblers
o   Computer-Controlled Machine Tool Operators, Metal and Plastic
o   Machinists
o   Aircraft Mechanics and Service Technicians
o   Industrial Machinery Mechanics
o   Heavy and Tractor-Trailer Truck Drivers
o   Purchasing Agents, Except Wholesale, Retail, and Farm Products
o   Production, Planning, and Expediting Clerks
o   Electrical and Electronic Equipment Assemblers
o   Industrial Engineering Technicians
o   Business Operations Specialists, All Other
o   First-Line Supervisors of Production and Operating Workers
o   Laborers and Freight, Stock, and Material Movers, Hand
o   Welders, Cutters, Solders, and Brazers
o   Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal, and Plastic
o   Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
o   Avionics Technicians
o   Tool and Die Makers
o   Aerospace Engineering and Operations Technicians
o   Electrical and Electronics Engineering Technicians
o   Engineering Technicians, Except Drafters, All Other
o   Computer User Support Specialists
o   Electrical and Electronics Repairers, Commercial and Industrial Equipment

It was noted that some of the occupations listed in the manufacturing sector cross over into other sectors as well (e.g., construction) and need training programs to fill positions in multiple sectors. Therefore, the data team recommended obtaining the staffing patterns for the remaining sectors (IT, TDL, and Construction Trades) right away to be analyzed and fused with the existing recommendations.

Challenges

Challenges to recruiting employers include accessibility to interstates, tax regulations, and infrastructure. For example, sectors such as manufacturing experiencing retirees in the workforce.

Other challenges include:

- Transportation
- Commuting
- Sharing/Marketing of these lists to various entities to create buy-in
- Aligning our Workforce vocabulary across all core programs and partners
  Messaging needs to start early with visual tools to show the skills needed and importance

Strengths and Weaknesses:

The team developed the SWOT analysis (strengths, weaknesses, opportunities, and threats) to identify the strengths, weaknesses, opportunities, and Threats in the region. The SWOT analysis revealed several regional patterns, including but not limited to:

Strengths	Weaknesses
▪ Still seeing Abundant job growth amid the pandemic ▪ Industries/employers have a desire to partner with workforce development entities ▪ Excellent geographic location and superb quality of life	▪ Pockets of geographic locations where access to education is extremely limited ▪ Large segments of the regional population lack reliable transportation ▪ There is a general lack of awareness of the available workforce system service repertoire ▪ COVID-19

Opportunities	Threats
▪ Strengthen the partnership between partner agencies ▪ change in marketing and partnership strategies for the chosen priority sectors ▪ Scale existing sector work/projects to a regional level	▪ Lack of complete system buy-in for sector strategies ▪ Funding for education in South Carolina is low in comparison to other states ▪ COVID-19

Employer's Needs:

The Community Profile indicates the region had fifteen thousand one hundred and forty-four job openings as of June 2020 with an unemployment rate of 8.7%. The charts below show the top certifications and soft skills needed in each of the counties that comprise the South Coast. Soft skills are those attributes not defined by technical accomplishments or certifications attained. Analysis of data over the past three years indicates that many soft skills are listed as a part of the job postings, such as communication skills, integrity, team-orientation, detail-orientation, problem-solving skills, and self-motivation. The team will still need to validate the data with employers from each chosen sector, which will include a focus group or a survey with employers utilizing predetermined questions. The Talent Demand Analysis update conducted by the Charleston Metro Chamber provided additional data on employer needs. It identified critical areas of need for current and future jobs that include Software & IT, Production, Mathematics, Marketing, Engineering, Communications, Business, and Medical. The Region has several programs in existence with technical colleges, private providers, and Adult Education to meet the needs of the customers. However, more specific programs will need to be developed.

Trident Region: Berkeley, Charleston & Dorchester Counties					
TOP 30 CERTIFICATIONS	**Jan-Jun 2016**	**TOP 30 SOFT SKILLS**	**Jan-Jun 2016**	**TOP 30 HARD SKILLS**	**Jan-Jun 2016**

Driver's License	6,668	Oral and written communication skills	13,364	Quality Assurance	1,555
Certified Registered Nurse	3,139	Marketing	6,816	Technical support	1,044
Commercial Driver's License	3,132	Team-oriented, teamwork	5,419	Quality control	939
Secret Clearance	1,557	Integrity	5,392	Customer relationship management	850
Basic Life Support	1,429	Microsoft Office	5,260	Java	817
HAZMAT	1,242	Customer service oriented	4,313	Linux	744
Occupational Safety & Health Administration Certification	871	Detail oriented	4,218	Robotic surgery	731
Certification in Cardiopulmonary Resuscitation	856	Creativity	3,785	Structured query language	729
Continuing Education	834	Self-starting / Self-motivated	3,364	Food preparation	698
Food safety programs	735	Problem-solving	3,280	Bilingual	697
Advanced Cardiac Life Support	703	Sales experience / ability	2,988	Preventive maintenance	630
Licensed Practical Nurse	545	Work independently	2,866	Preventative maintenance inspections	605
Real estate license	444	Management experience	2,816	Geriatrics	586
Health Insurance Portability and Accountability Act - HIPPA	353	Coaching	2,643	Critical care	548
DOT Medical card	350	Organizational skills	2,515	Computer-based training	522
Certified Information Systems Security Professional	343	Management skills	2,453	Pediatrics	497
Automotive Service Excellence	337	Oracle	2,363	Cybersecurity	490
DoD 8570 Certification	315	Troubleshooting	2,295	Systems Development Life Cycle	480
State insurance license	313	Strong leadership skills	2,286	Information assurance	479
Class A Commercial Driver's License	292	Basic computer skills	2,265	Software as a Service	465
Board Certified	291	Time management	2,188	Medicaid	458
Certified in Nursing Administration	289	Business development	2,185	JavaScript	453
First Aid certification	286	Project Management	2,184	Behavioral health	436
Basic Cardiac Life Support	283	Microsoft PowerPoint	2,104	VMware	413

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Top Secret Clearance	279	Negotiation skills	1,998	Firewall	407
Pediatric Advanced Life Support	275	Work ethics	1,878	User Experience design	392
EPA certification	267	Dependability	1,765	Material Handling	376
Accreditation Board for Engineering and Technology	242	Strong interpersonal skills	1,517	Scrum agile methodology	375
Project Management Professional	230	Analytical skills	1,413	UNIX	372
Tanker and Hazmat Endorsement	224	Software development	1,407	Pharmacy Benefit Management	368

Lowcountry: Beaufort, Colleton, Hampton & Jasper Counties

TOP 30 CERTIFICATIONS	Jan-Jun 2016	TOP 30 SOFT SKILLS	Jan-Jun 2016	TOP 30 HARD SKILLS	Jan-Jun 2016
Driver's License	1,593	Oral and written communication skills	3,235	Quality Assurance	477
Commercial Driver's License	1,274	Marketing	1,435	Bilingual	269
Certified Registered Nurse	945	Integrity	1,356	Pediatrics	203
Basic Life Support	694	Customer service oriented	1,080	Computer-based training	200
American Sign Language	520	Team-oriented, teamwork	1,072	Food preparation	189
HAZMAT	437	Microsoft Office	1,008	Preventive maintenance	187
Certification in Cardiopulmonary Resuscitation	412	Detail-oriented	878	Preventative maintenance inspections	150
Continuing Education	354	Coaching	726	Geriatrics	149
Advanced Cardiac Life Support	336	Creativity	621	Medical-Surgical Nursing	142
Occupational Safety & Health Administration Certification	225	Problem-solving	618	Marketing and Sales	139
Licensed Practical Nurse	222	Self-starting / Self-motivated	602	Quality control	136
Secret Clearance	218	Organizational skills	587	Medicaid	134
First Aid certification	177	Sales experience/ability	574	Critical care	127

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Hospice and Palliative Care	175	Work independently	563	Patient Electronic Medical Record	116
Pediatric Advanced Life Support	168	Management experience	516	Emergency room	108
Food safety programs	161	Basic computer skills	515	Technical support	95
Health Insurance Portability and Accountability Act - HIPPA	136	Management skills	426	Bilingual Spanish	92
Class A Commercial Driver's License	106	Strong leadership skills	395	Academic affairs	81
Tanker and Hazmat Endorsement	98	Work ethics	387	Customer relationship management	79
Certified in Nursing Administration	95	Owner operator	371	Pharmacy Benefit Management	79
Certified Purchasing Manager	95	Microsoft PowerPoint	353	Retail merchandising	77
Board Certified	94	Cash registers	348	Asset protection	70
DOT Medical card	91	Retail sales	348	Behavioral health	70
Certified Nursing Assistant	87	Time management	345	Internal audit	65
ICD-10 / ICD-9	72	Troubleshooting	343	Society for Worldwide Interbank Financial Telecommunication	63
American Registry of Radiologic Technologists	71	Dependability	298	Disaster recovery	62
Neonatal Resuscitation Program	71	Negotiation skills	295	Java Server Faces	61
Pharmacy Technician	68	Microsoft Word	292	Material Handling	57
Automotive Service Excellence	68	Business development	276	Time and attendance	56

Growing Jobs (2012-22) by Education for LWDAs		
BY NUMBER	Lowcountry	Trident
Associate's degree	646	3,274
Bachelor's degree	1,420	8,237
Doctoral or professional degree	237	1,067
High school diploma or equivalent	4,017	15,270
Less than high school	4,222	10,216

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Master's degree	181	678
Postsecondary non-degree award	810	3,534
Some college, no degree	65	484
TOTAL	11,598	42,760
BY PERCENT	Lowcountry	Trident
Associate's degree	5.6%	7.7%
Bachelor's degree	12.2%	19.3%
Doctoral or professional degree	2.0%	2.5%
High school diploma or equivalent	34.6%	35.7%
Less than high school	36.4%	23.9%
Master's degree	1.6%	1.6%
Postsecondary non-degree award	7.0%	8.3%
Some college, no degree	0.6%	1.1%
TOTAL	100.0%	100.0%

This data appears unchanged from the plan developed in 2016.

Education and Skill Levels
The current educational levels in the South Coast Region are provided by data from the SCDEW Community profile. The information is presented with seven levels of educational attainment:

 Less than 9th grade: 4.17%
9th to 12th No Diploma: 8.06%
High School Graduate: 26.49%
Some College: 21.90%
Associate Degree: 8.29%
Bachelor Degree: 19.80%
 Graduate Degree: 11.29%

Groups with barriers to Employment:
The South Coast region workforce is diverse. Different population groups often face varying challenges and barriers and may need more services to meet their employment and training needs. There are many programs and services described in the Workforce, Education, and Training Analysis that address the needs of individuals with barriers to employment. Additionally, measures are being taken to further improve programmatic and physical accessibility for Limited English Proficiency (LEP) individuals and individuals with disabilities, and to improve the overall education and employment outcomes for all individuals, especially individuals with barriers to employment.

Individuals with barriers to employment include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; farmworkers; eligible individual for the Temporary Assistance for Needy Families program (TANF); single parents (including single pregnant women); long-term unemployed individuals and Veterans, unemployed workers, youth, and others that the state may identify.

Hispanics

The Hispanic population has grown significantly in the region and state. This population more than doubled from 2000 to 2010 and has continued to grow. Though the growth has slowed, there is still a growing need for programs that serve the Hispanic community.

Homeless

There are a growing number of homeless individuals in the SC Works Trident and South Coast Region. This includes the number of homeless Veterans that need special programs devised to meet their needs. For many, living arrangements make it less conducive to become employed to restraints with transportation. Based on the information provided by the SC Department of Employment and Workforce, the homeless data is a point in time count of the sheltered and unsheltered homeless population. Based on information from the South Carolina Coalition for the Homeless, 2016 point in time report conducted by the Continuum of Care in South Carolina reported on the Lowcountry (Berkeley, Charleston, Beaufort, Colleton, Dorchester, Hampton, and Jasper counties): Emergency shelter was 1,834, Transitional Housing was 1,515 and unsheltered was 1,689.

Veterans

According to the 2017 American Community Survey, South Carolina had 362,000 civilian veterans aged 18 or older, comprising 9.3 percent of the state's civilian adult population. Veterans had a higher percentage having some college education or an associate's degree compared to the population aged 25 and older as a whole (37.7 percent for veterans, 29.8 percent for all). Veterans had a lower unemployment rate at 4.5 percent than the civilian population aged 18 to 64 (5.7 percent).[5]

Veterans may have to overcome stereotypes employers may have such as thinking that all post-9/11 veterans have post-traumatic stress disorder (PTSD). However, veterans have a great deal to contribute to any company. Many veterans have job skills that transfer directly to the civilian world, such as integrity, attention to detail, leadership, problem-solving, and a team-player mentality. COVID-19 has impacted the employment rate for veterans; however, it is still too early to know the outcomes.

Ex-Offenders

As of June 30, 2018, South Carolina had an inmate population of 18,958. For the FY 2018 (July 1, 2017 – June 30, 2018), S.C. Department of Corrections (SCDC) had 8,585 total releases from its base population. The average age of an inmate was 38.5 years old. African-Americans made up 60 percent of the total with whites at 37 percent and other races at 3 percent. The average sentence length is 14 years. Forty-nine percent of inmates do not have a high school diploma or GED upon incarceration.[6]

The SCDC had numerous individuals reaching achievements in FY 2018, including 324 GED/High School Diplomas earned and 2,333 vocational certificates earned. The SCDC has been authorized as a Department of Labor (DOL) Apprenticeship site, awarding 36 DOL apprenticeship credentials in FY 2018 and 636 WorkKeys certificates.

Beginning July 1, 2018, SCDC, in partnership with the Department of Employment and Workforce, transitioned to the new WIN Learning – Work Ready certification program. WIN replaced WorkKeys with similar skills assessment (Applied Math, Reading for Information, and Locating Information) while adding a soft skills component that will be of profound benefit to inmates post-release.[7]

People who have been imprisoned face several challenges re-entering society, such as overcoming their past criminal history when seeking employment. Lack of education, poor computer skills, poor people skills, low self-esteem, substance abuse problems, and access to reliable transportation are problems that may be faced by an ex-offender during the job search.

Juvenile Offenders

In Fiscal Year (FY) 2016-17, S.C. Department of Juvenile Justice (DJJ) handled 13,591 new cases, down from 15,429 in 2015-2016. The top five offenses putting a person into DJJ custody are assault and battery, shoplifting, public disorderly conduct, simple marijuana possession, and disturbing school.

DJJ's Career Readiness Center (CRC) had a total enrollment of 1,423 for its training classes in FY 2016-17. Students at JRTC took classes in financial literacy, culinary arts, leadership, interviewing skills, public speaking, interpersonal skills, and in many other areas related to life skills and job placement. During FY 2016-17, 901 youth completed job-readiness training in DJJ's 16 community job-readiness training sites, located throughout the state. DJJ doubled its number of training sites from the previous fiscal year and nearly doubled the number of participants.

Low-Income

In 2017, South Carolina had an estimated 752,000 people living below the poverty level or 15.4 percent of the population for whom poverty status is determined. Of this group, nearly 170,000 were employed, and 44,000 were unemployed.[8] Government and educational assistance can help many in this population raise their income to sustain levels. Again COVID-19 has greatly impacted this number and the expectations are the numbers are much higher now.

College Graduation Debt and Retention

A recent 2017 study analyzed the effects of rising post-secondary education costs in comparison to the levels of debt that South Carolinians are taking on and determined the employment outcomes of recent college graduates. Two cohorts of South Carolina college graduates were studied to determine: (1) the percentage of students found working in the state one and five years post-graduation, (2) their annual earnings, (3) their median earnings one and five years post-graduation, and (4) their industry of employment one and five years post-graduation.

Major findings of that report showed:

- 64.9 percent of South Carolina college graduates from FY2009-10 was employed one-year post-graduation, and 50.0 percent were employed five years post-graduation

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- Women, African-Americans, in-state students, and those pursuing less than a bachelor's degree were more likely to be found in wage records in S.C. one and five years post-graduation. Students majoring in Science, Technology, Engineering, or Math (STEM) fields were the least likely to be found in wages records post-graduation.

- Retention rates were higher for students that are native to South Carolina (78.6 percent) than those from out-of-state (50.2 percent).

- STEM graduates had the fastest median annual wage growth (9.6 percent) one to five years post-graduation; Trades was second (8.2 percent), and third was Business and Communication (8.1 percent).

- The college majors associated with South Carolina's Talent Pipeline Initiative[11] showed either above-average wages ($35,238) one-year post-graduation or higher than average wage growth (6.3 percent per year) between the first and fifth years. Many of the fields of the study funded through the Workforce Innovation and Opportunity Act (WIOA) will likely have similar wage outcomes.

Individuals with Disabilities

The diversity of disabilities ranges from those seen such as necessitating the use of a wheelchair or cane, to those unseen, invisible disabilities such as mental illness or substance use disorders. Although many innovative programs and collaborative efforts are in place in South Carolina to expand competitively, integrated employment opportunities for individuals with disabilities, data shows that a continued focus on increasing rates of employment and labor force participation is necessary.

Estimates from the American Community Survey in 2017 show that 14.8 percent of the state's civilian, the non-institutionalized population was disabled.[9] The disabled employed equaled nearly 123,000 people aged 18 to 64. Nearly 18,600 more people were unemployed, yielding a disabled unemployment rate of 13.2 percent, substantially over the state's average unemployment levels. The ambulatory difficulty was the most common disability for both those employed and those not in the labor force, while a cognitive difficulty was reported as the most common disability for those who were unemployed.[10] Therefore, this group will continue to need focused services to overcome substantial barriers to employment.

Employment and Unemployment

An important component of the economy is the labor force. The labor force measures people at their resident location and equals the sum of the employed and the unemployed. The trends in the labor force, the number of people employed, and the number of people unemployed from 2005 forward. Employment in SC Works Trident Area declined sharply during the recession. The steady increases in employment encouraged more individuals to join the labor force and since early 2014, the region's labor force has experienced solid growth.

Unemployment

By early 2008, conditions began to deteriorate, and unemployment skyrocketed to a high in June 2009. It then began a slow decline to March 2014. The unemployment rate is the percent of the labor force that is unemployed. In SC Works Trident Area in early 2008, the rate began to climb and accelerated in the fall of that year to reach an all-time high by December 2009 and January 2010. The unemployment

rate then began to fall, reaching 5.6 percent in early 2014. The rate continued to decline reaching 5.3 percent by 2015. In 2018, the unemployment rate in SC Works Trident was at 2.9% and in December of 2019, it was at an all-time low of 2%. Due to the impact of COVID-19, it started to increase in January 2020 and steadily rose to 9.0% in June 2020.

3. **A description of plans for the development and implementation or expansion of sector initiatives for in-demand industry sectors or occupations for the region. Regions should consider:**
   - **Current in-demand industry sectors and occupations within the region;**
   - **The status of regional collaboration in support of the sector initiatives;**
   - **Current sector-based partnerships within the region;**
   - **Data-driven sector priorities within the region;**
   - **The extent of business involvement in current initiatives; and**
   - **Potential public-private partnerships in the region to support sector strategies.**

In 2018, SC Department of Employment and Workforce (SC DEW) launched Phase III of the Sector Planning, which is Sector Partnerships with NextGen Consulting team helping to facilitate and guide the regional teams through the next phase.

The goals of Phase III are:
- Develop regional, industry-led sector partnerships that will serve as coordinating bodies for multiple public partners to collaborate effectively with one another and with industry;
- Develop a collaborative state strategy for jointly supporting sector partnerships across SC Department of Commerce, SC Commission on Higher Education, SC Technical College System, SC Department of Employment and Workforce, and other key state-level partners. During phase III,
- The agenda is entirely defined and driven by business leaders and not defined by parameters of grants and existing programs;
- Focus on industry competitiveness and growth versus workforce only;
- Business leaders personally champion priorities and have a stake in solutions versus providing input only;
- A long-term way to respond to changing needs of industry versus a one-time focus group;
- Go-to, shared table to understand and respond to industry's needs versus one more meeting; it is a way of doing business versus a grant or special initiative and ;
- Regionally based versus jurisdiction-based

We will use the Next Generation Sector Partnerships model to accomplish this. The South Coast Region launched a Healthcare industry-led sector partnership in July of 2019. It is being modeled after similar, successful partnerships across the country. For businesses, the launch is a forum to identify shared issues, network and troubleshoot together, and define solutions going forward. For public partners in the South Coast Region, they become an effective way for the many different economic developments, education, and training programs in our region to jointly understand the needs of the health care industry, and also help implement shared solutions.
The priorities that come out of the Partnership might be related to specific training needs, talent attraction, or retention strategies; it could be related to regulatory challenges, technology needs, or care

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coordination. The healthcare Sector Partnership is on-going and the South Coast Region is in the process of launching the Manufacturing Sector partnership.

The team analyzed a comprehensive set of data relating to regional economies, industry sectors, and clusters. The data for each industry cluster was organized by the following three metrics: 1) location quotient (concentration of industry employment in the area as compared to the national average), 2) percentage increase in employment from 2015-2025, and 3) size of employment in the industry.

In conclusion, the following focus areas were agreed upon:

Primary Target Sectors	Secondary Target Sectors
• Diversified Manufacturing • Healthcare	• Construction • Information Technology (IT) & Business Services • Transportation, Distribution, and Logistics (TDL)

The Sector Industries identified in the South Coast Region will align career pathways and career and training services. Both the Trident Workforce and Lowcountry Workforce Development Areas, which is comprised of the South Coast Region, are in full support of the regional sector strategies and are working together on sector strategies to ensure the region meets the in-demand occupational needs. Based on data from multiple sources to include SC Department of Employment and Workforce, previous data from Maher & Maher that runs through 2025, The One Region plan, the Talent Gap Analysis update, and the Technical colleges, the highest two in-demand industry sectors that are common across the South Coast Region are Manufacturing and Healthcare. Data indicate that the occupational skill needs for Diversified Manufacturing are**:** assemblers, production workers, and machinists. The occupational skill needs identified for healthcare are home health caretakers, personal care aides, medical assistants, and nurses. The data also shows that there are current gaps and predicts future gaps in filling these positions. The next step in the region plan is to assemble a group of regional employers to validate the data and determine the needs of the employers. Professional services such as back-office (business Services) positions will also be included under the sectors. Data shows as industries expand there will be a growing need for positions such as accountants, office managers, and administrative positions**.**

- **The extent of business involvement in current initiatives; and**
- **Potential public-private partnerships in the region to support sector strategies.**

The Region put together a joint regional business service strategy below:

A Regional Integrated Business Services Team (RIBST) that will consist of representatives from the core partner agencies that will work together to deliver coordinated and efficient business services. The team will be responsible for taking the pan and strategies to their perspective local area for delivery and implementation. They will meet at least quarterly to develop strategies that align with the state plan and coordinate. The RIBST will organize employer contacts, job fairs, and hiring events.

Business services staff will focus on building relationships with employers, trade associations, community, civic and non-profit organizations, and use these relationships to better understand the needs of employers and to provide awareness of the available employer services and resources.
Engage with Business Community & Business Organizations

Strategy 1: Business Services Engagement
The team will engage with the business community to create alliances, relationships, partnerships, and strategic alignments by having a presence and being visible where business leaders are. This will include staff engagement in Chambers of Commerce, trade organizations were appropriate and effective, and the Society of Human Resource Management meetings. The RIBST will meet to develop joint strategies on how they will engage businesses.

Strategy 2: Business Services & Talent Acquisition & Retention
The RIBST will develop presentations to business leaders helping them understand the array of services that the South Coast Region can offer such as:
1. Talent Acquisition
2. Talent Retention
3. Customized Training
4. Assistive Technology Services
5. ADA Consultation

Talent Acquisition Portal (TAP)
The RIBST will develop resources to enable the agencies to fully utilize the Talent Acquisition Portal (TAP) to connect qualified quality applicants to South Coast businesses who are engaged in the
TAP program.

Increase Coordination with WIOA Partner's Business Services
Strategy 3: Coordination of Business Services with WIOA Partners
Regional Integrated Business Service Team (RIBST) will coordinate and collaborate with the core WIOA partner's efforts to build a customer-centered delivery system to South Carolina's businesses by linking the Talent Pipeline Project, Job Driven, Sector Strategies, and Talent Pool Development. This will be accomplished by scheduling regular coordination meetings, sharing information and contacts, and collaborating on meeting business needs.

Seek Opportunities for Customized Training Partnerships
Strategy 4: Technical & Community College Relationship Building
Customized training is a focus of WIOA and all partners including required partners. During PY 2016 RIBST in collaboration with WIOA partners will conduct outreach and relationship building with South Carolina's technical and community colleges to explore potential partnerships for industry responsive customized training initiatives that are accessible to individuals with disabilities.

The status of regional collaboration in support of the sector initiatives is imperative for meeting current and future workforce demands. Collaboratively, educators, school leaders, and industry representatives discuss opportunities for partnerships and work-based learning activities to introduce students to in-demand occupations. Through this collaboration and educational advisory committees, teams can create and implement strategic long-range plans for students' pathways. Currently, there are sector base partnerships with the technical colleges, Adult Education & Family Literacy programs, Vocational

Rehabilitation and Commission of the Blind and Local DEW programs. These pathways address the areas of shortage and growth opportunities in the region. Specific examples of secondary education include:

- Youth apprenticeship opportunities
- Career academies
- Student-run credit unions on high school campuses

This is in agreement with the analysis and recommendations outlined in the Charleston Region Talent Strategy and the One Region plan.

4. **A description of regional service strategies that may be established as a result of the regionally coordinated delivery of services, including the use of cooperative service delivery agreements, when appropriate. Regions should consider:**
   - **Existing service delivery strategies that will be expanded, streamlined, or eliminated;**
   - **New service strategies necessary to address regional education and training needs;**
   - **Strategies to address geographic advantages;**
   - **Approaches to improve services to individuals with disabilities, veterans, youth in or aged out of the foster care system, offenders, or other hard-to-serve populations;**
   - **Strategies to connect the unemployed with work-based learning opportunities; and**
   - **Strategies to integrate existing regional planning efforts among core partners.**

The South Coast Region will engage in service strategies to support the local workforce development system that meets the workforce needs across the planning region. These will include:

- ➢ When it is appropriate, leverage the collective resources of the local area workforce development boards to develop collaborative initiatives that engage with industry-specific associations and aim to reduce duplication in efforts
- ➢ Coordinate and convene with the appropriate stakeholders in the communities to encourage collaboration and increase communication of services or activities related to preparation for priority/unemployed job seekers entering the workforce.
- ➢ Promote a consistent voice and systems across all local area workforce centers and regional partners to ensure a more seamless continuum of services for employer and jobseeker customers throughout the region
- ➢ Combine expertise across the partners to work with priority populations in a concerted effort in collaborating services thus allowing all partner staff to address talent gaps, basic skills deficiency, effectively regardless of the funding stream or targeted populations they may represent
- ➢ Coordinate service delivery and partnership alignment to maximize resources and identify and utilize the strengths available through each system

WIOA provides a focus on servicing individuals with barriers to employment as defined in section II and those that are on in the priority population. The Priority population consists of those receiving public assistance, other low-income individuals, and individuals who are basic skills deficient. WIOA will serve K-12 students and other youth, dislocated workers, veterans, career-changers, up-skill, etc.

The South Coast Region has made work-based learning opportunities (OJT, work-experience, apprenticeships, school-to-work) for the unemployed a top priority for the local areas. The Business Services Team has been given the task of ensuring all facets of customers such as youth, adults and dislocated workers have accurate, up to date knowledge/information concerning Work-Based Learning Programs. For youth, programs such as career assessments, work experience and On the Job training is

designed to lead to career pathway choices. The region will be adding additional worksites for work experiences and summer employment opportunities each year by partnering with other agencies and new prior partner employers. This will require networking of partnering priorities to address the ever-changing workplace and its requirements. Real-world knowledge is required for the youth to have adequate preparation to be competitive in the workplace.   For adults/dislocated workers, our Region will be working on increasing the numbers of hard to serve populations in career pathway through various programs. Job seekers will be provided career assessments for job placement, establish and increase workshops to provide additional real-world skills so adults can reenter the workplace with skills to compete. Our Business Services staff has a priority to search out opportunities to match employer's job requirements to increasing skills training such as On the Job training plus assisting job seekers to develop a priority to seek employment in high demand sectors. Geographic advantages for the South Coast Region include the partner services that are already existing. There is an existing outreach approach in each area and we will collaborate to strengthen the outreach to the seven counties that incorporate the South Coast region. Strategies to address regional services will be:

- To Create the Regional Business Service team
- Create strategies that will address industry needs
- Create recruitment/outreach strategies for the region based on the industry needs
- Cross-training staff and partners so we are speaking the same language
- Strategize on transportation gaps to assist the region

This will require all staff from intake to partners to understand their respective roles and execute the plan to seamlessly serve all customers to include those listed under customers with barriers to employment. Staff and partner training will be done on a local and regional level to ensure everyone is using the same language and executing the plan once approved.

South Carolina Vocational Rehabilitation Department (SCVRD) provides individualized services across the state through a network of area offices, job readiness training centers, comprehensive evaluation centers, substance abuse treatment centers and staff that serve clients at various itinerant sites such as SC Works, local high schools, and community mental health centers. The South Coast region has four VR area offices and four job readiness training centers with locations in Beaufort, Charleston, Moncks Corner, and Walterboro.

Through a team approach, SCVRD staff work to prepare consumers for employment opportunities within their local labor market, as well as develop relationships with business and industry to individually match consumers with employment opportunities that fit their strengths, abilities, capabilities, and skill sets. Comprehensive programs, including occupational therapy and physical therapy services, rehabilitation engineering, IT training centers, and a residential alcohol and drug recovery center further expand the capacity of SCVRD to meet the individualized needs of eligible individuals with disabilities.

SCVRD also works with employers and employees by providing job retention services. Individuals experiencing physical or emotional concerns jeopardizing work performance (including alcohol and

other substance abuse) may seek assistance. Employees can apply for VR services on their own, or an employer can make the referral.

People with disabilities who exit the SCVRD program with a successful employment outcome enhance the quality of their lives and their families' lives by earning paychecks, lessening their reliance on government assistance, and stimulating the state's economy by paying taxes, making purchases, and ultimately contributing to the state's return on its investment in their services.

5. **A description of any administrative cost arrangements that currently exist or that will be established within the region, including the pooling of funds for administrative costs, as appropriate. Regions should consider:**
    - **Current or proposed resource leveraging agreements; and**
    - **The establishment of a process to evaluate cost-sharing arrangements.**

The South Coast Region will not pursue administrative cost agreements. Currently, each local area has its unique budget structure and cost allocation plan that does not permit a regional administrative cost arrangement at this time.

6. **A description of how transportation, access to childcare, or other supportive services are coordinated within the region, as appropriate. Regions should consider:**
    - **How the provision of transportation or other supportive services could be enhanced regionally;**
    - **What organizations currently provide or could provide supportive services; and**
    - **Establishing a process to promote coordination of the delivery of supportive services.**

Van Pool is a form of transportation that is being discussed and may serve as a regional transportation solution. The idea is to have vans that will serve a specific population/employer's needs for transportation. Best practice for childcare is to partner with agencies that provide childcare such as First Steps, ABC Vouchers through DSS and the on-site head start programs.

The South Coast Planning Region's strategy for the coordination of transportation and other supportive services will center on using the collective voice of the region to approach agencies and negotiate competitive rates. This should improve the accessibility and affordability of these services to its customers. The region anticipates that the size and volume of its customer base will contribute to its ability to negotiate the best possible value for these services. The region will prioritize these efforts based on the most prevalent needs of customers across the region (e.g., transportation services, childcare). This will require the local area workforce development boards to develop a comprehensive understanding of each other's local area needs and available resources. Workforce boards will acquire this knowledge through regular informal meetings as well as through formal regional planning sessions, as described above.

Transportation has always been an issue in rural areas of the South Coast Region - there is a lack of infrastructure and accessible availability of regional public transportation. Even in higher population areas, such as Charleston, where there are city buses, the hours and geographic coverage area is limited. This is important especially for night shift or swing shift workers who rely on public transit as their only

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option. There is also a significant shortage in the area of CDL drivers, including school bus drivers. There is also a need for services to assist individuals with medical transportation, including access to hospitals and mental health treatment centers. There are several local efforts, but there are many barriers to a coordinated regional solution. This is also a focus for expansion of the Tourism and Hospitality sectors - having public transportation options for visitors is a key factor for increasing tourism. This is also important for offenders - when offenders are released back into the community, they rarely have transportation of their own and thus rely on public transportation options when looking for work.

The South Coast region will advocate for more infrastructure to address transportation and other support services deficiencies.

7. **A description of how workforce development services are coordinated with economic development services and providers within the region. Regions should consider:**
    - **Current economic development organizations engaged in regional planning; and**
    - **Education and training providers involved with economic development.**

Economic Development organizations, Education, and training providers are essential to the success of the South Coast Region in sector strategies partnerships. Economic Development and Education service providers serve on the South Coast Core regional team as we move forward with sector partnerships. The first launch will be in Healthcare. These organizations have been involved with the development of the launch plans from the very beginning, and all partners have worked together to develop the action plan to ensure a successful launch of the healthcare sector and we are continuing to work together for the launch of the Manufacturing Sector partnership.

Workforce development services are coordinated with education and training providers throughout the region. Collaboration with providers is included in conversations revolving around planning for growth and economic development. Regional planning assesses training needs for upcoming employment opportunities while sustaining current industry needs. Education and training providers collaborate through civic organizations, government agencies, private industries, and public forums to address economic development. Various groups meet regularly to maintain an open line of communication. Locally, chambers of commerce provide public school districts with data detailing workforce talent demands. Workforce data drives skills-based training programs in high schools. Completion of those programs coupled with industry credentials provides industries with graduates prepared for entry-level positions. A specific example includes the partnership with Trident Technical College, the Charleston Metro Chamber of Commerce, and public school districts in the tri-county to fulfill workforce needs in specific occupational areas as defined in the Talent Demand Study for the Charleston Metro area.

Through Career and Technology, Education (CATE) students are exposed to a variety of viable career options and are prepared for fast-growing, high paying jobs in high-growth occupations – including healthcare, the skilled trades, STEM, information technology, and marketing[45]. Classroom instruction and student experiences are linked to career clusters. Career clusters connect what students learn in school with the knowledge and skills they need for success in college and careers. Each career cluster identifies different pathways from secondary school to two- and four-year colleges, graduate school, and the workplace. Exposure to career pathways in these fields is one way to change the outdated perception of manufacturing and other STEM-related fields that contributes to the SC workforce skills gap.

Over 300 Career and Technical Education (CTE) courses were offered in secondary schools in 2012-13 and approximately 186,000 students were enrolled in at least one CTE course in the same academic year. The Graduation Rate for CTE students who complete at least four courses in a state-approved CTE program was 95% (as compared to the state average of 77.5%) and the Placement Rate into post-secondary education, employment, or military service was 96.5%. High school students also have the opportunity to participate in dual enrollment, which allows students to be enrolled in high school while earning credits toward a college degree, diploma, or certificate. The Community College Research Center's recent study found that dual enrollment participation is positively related to a range of college outcomes, including college enrollment and persistence, greater credit accumulation, and a higher college GPA.

S.C. Technical College System provides 95% of the state's dual enrollment programs[49]; serves more than a quarter-million South Carolinians each year and educates more undergraduates than all other public higher education institutions combined[50]. The System has three main components – the technical colleges, ReadySC™, and Apprenticeship Carolina™. The 16 colleges combined offer 77 degrees, 28 diplomas, and 1,078 certificates. Nearly 90% of graduates from SC Technical College System are placed in a job related to their field of study or continuing their studies and further their education. The colleges also provide education and training for WIOA participants and SCVRD/SCCB, clients. Adult Education has MOAs with all 16 local technical colleges to provide reciprocal referrals where appropriate and many Adult Education programs are partnering with technical colleges to establish dual enrollment programs.

S.C. Technical College System and S.C. Department of Education are co-chairs and key partners serving on the Talent Pipeline State Leadership Team. Regionally, local technical colleges, guidance counselors, superintendents, and other education partners will collaborate with the workforce, economic development, and other significant stakeholders to develop regional sector initiatives that help close the workforce skills gap. The colleges also partner with business and industry to provide training for new and incumbent workers. The other components of the System - ReadySC™ and Apprenticeship Carolina™ - focus on the recruiting and initial training needs of new and expanding organizations, and building awareness and increasing the use of Registered Apprenticeships. ReadySC™ and Apprenticeship Carolina™ representatives serve on the BSTs, which include core partner programs and several mandatory and optional one-stop partners as well, and work closely with workforce and economic development to identify and meet the needs of business and industry. Additionally, an apprenticeship liaison in each LWDA serves as the link between businesses and Apprenticeship Carolina™.

There are several economic development entities, including, but not limited to S.C. Department of Commerce, ReadySC™, and county and regional economic alliances. Workforce development programs and activities are well coordinated with economic development entities.

Sector Strategies/South Carolina Talent Pipeline Project
S.C. Department of Commerce is a co-chair of the Talent Pipeline State Leadership Team partnering with DEW, S.C. Technical College System, and S.C. Department of Education to adopt a sector strategies approach to developing a skilled talent pipeline for South Carolina's business community. S.C. Department of Commerce Regional Workforce Advisors (RWA) and economic alliances are partnering with workforce and education entities to develop and implement sector strategies on a regional basis.

S.C. Certified Work Ready Communities
S.C. Department of Commerce was a member of the CWRC state leadership team formed to implement this initiative and continues to be a strong supporter. Likewise, at the county-level, economic developers

have played a vital role in recruiting business support and helping counties earn the Certified Work Ready Community designation as a strategy for meeting the talent needs of employers. The state of South Carolina is no longer engaged in the Work Ready initiative. WIN is currently the career readiness assessment tool used in South Carolina to gauge an individual's job readiness skills.

Business Services Teams
South Coast Integrated Business Services Team (IBST) consisting of members who represent a variety of workforce and economic development entities.

Regional Alliances and other economic development organizations engaged in workforce development that is partnering with the South Coast are the economic development directors in each workforce area, ReadySC representative, and SC Department of Commerce. The Economic Directors or a representative participates on a committee to review Incumbent Worker Training (IWT) applications. This keeps all organizations aware of business services and on-going initiatives. Economic partners from the counties that make up the region have been involved in the region plan committee and instrumental in writing the plan. The Charleston Regional Development Alliance (CRDA) that supports all counties in the Trident Area has been involved in the writing or the region plan and is instrumental in providing crucial information that involved both Trident and Lowcountry regarding the growth and commuting patterns between the areas. The region's plan closely aligned with the CRDA's goals and strategies. A strong relationship is established with the Charleston Metro-Chamber. They have a representative to partner with us on the Business Service Team and have provided data to support findings on in-demand occupational skill needs for the region that can be found in the Talent Demand Analysis update.

8. **A description of the region's plan regarding the coordination of local performance negotiations. Each local area will continue to negotiate performance goals with the state and will remain ultimately responsible for ensuring performance meets or exceeds the agreed-upon goals.**

   Listed below are the Performance Measures as outlined in the WIOA Law that the programs will be held accountable for and evaluated on.

   1. **Employment Rate 2nd Quarter After Exit**: Percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program

   2. **Youth Education or training, or employment 2$_{nd}$ quarter after program exit:** Title I Youth Program Only: "percentage of program participants who are in education or training, or unsubsidized employment during the second quarter after exit from the program"

   3. **Employment Rate 4th Quarter After Exit:** Percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program

   4. **Youth Education or training, or employment 4th quarter after program exit:** Title I Youth Program Only: "percentage of program participants who are in education or training, or unsubsidized employment during the fourth quarter after exit from the program

5. **Median Earnings 2nd Quarter After Exit** Median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program Median is the middle number of a series. 1, 3, 5, 7, 9, 12, 20

6. **Post-secondary credential attainment during program participation or within 1 year after program exit or secondary school diploma or equivalent:** Percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exiting from the program. Secondary School Diploma/Equivalent Diploma: Counts only if the participant is employed or enrolled in a training program leading to a recognized postsecondary credential within 1 year after exiting from the program.

7. **Measure Skills gains:** Percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment. Percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary.

- **Indicator(s) of effectiveness in serving employers**: Based on State Instruction number 17-01, Change 1, one of the primary indicators of performance required by WIOA is Effectiveness in Serving Employers (ESE). The performance measures currently used in South Carolina include:
- Employer Penetration Rate and
- Repeat Business Customers

The new ESE performance indicator makes tracking employer services in SC Works Online System (SCWOS) vitally important. Employers that receive services outlined in the employer service activity codes must be registered and approved in SCWOS.

Regional Plan Signatures

Local Workforce Development Boards:

Lowcountry Workforce Development Board
Name: Chair

_____ _____
Signature   Date

Trident Workforce Development Board
Name: Dottie Karst   Chair

_____ _____
Signature   Date

Local Grant Recipient Signatory Officials:

Lowcountry Workforce Development Area

Name: Title:

_____ _____

Signature   Date

Trident Workforce Development Area

Name: Ronald E. Mitchum   **Title:** Executive Director of the BCDCOG

_____ _____   _____ _____
Signature   Date   Signature   Date

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Workforce Innovation and Opportunity Act
Regional Plan
July 1, 2020 – June 30, 2023

Planning Region Name:
South Coast

Local Areas within the Planning Region:
SC Works Lowcountry
SC Works Trident

Local Area Administrators and Contact Information:
Michael Butler: 843-473-3969; MButler@lowcountrycog.org

Sharon Goss: 843-529-2582; sharong@bcdcog.com

Attachment A: Regional Plan Requirements

The regional plan serves as an action plan to develop, align, and integrate service delivery strategies and resources among multiple local areas within a region. Local boards and chief elected officials in each planning region are required to engage in a regional planning process that results in the preparation and submission of a single regional plan. Regional plans must incorporate the local plans for each local area within the planning region. The following guiding principles should be considered priorities and included in responses throughout the document:

- Partnership and collaboration
- Increased access to resources and services through the use of technology
- The impact of COVID-19 on the state's workforce and strategies to facilitate rapid reemployment

The South Coast Region recognizes the importance of collaborating with partner agencies to galvanize and assist individuals and business customers with achieving their workforce goals. The South Coast Region is also committed to working with our Core, Mandated, and other partners in the communities to ensure the best outcome for individuals and businesses. Partner collaboration and communication occurs through regular partner meetings, emails, and virtual meetings.

The South Coast Region partners include, but not limited to

- Wagner-Peyser Employment Services Program
- Adult Education and Family Literacy
- SC Vocational Rehabilitation and Commission of the Blind
- WIOA Adult, Dislocated Worker, and Youth Programs
- Technical Colleges (trident and The Technical College of the Lowcountry)
- Job Corps Program
- Veterans Employment and Training Activities
- SC Department of Social Services: Temporary Assistance for Needy Families (TANF)
- Migrant & Seasonal Farmworkers: Telamon
- Goodwill with the Senior Community Service Employment Programs (SCSEP)
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- YouthBuild Programs

Increase access to resources and services through the use of technology:
Virtual resources and services have become tremendously important during COVID-19. More and more services such as online orientation, eligibility, and enrollment in program services are accessible through technology such as WebEx, Zoom, google meets, and other types of virtual platforms that enable the provision of workforce services. Online appointment Schedulers has allowed customers to schedule an appointment to receive services as well.

Impact of COVID:

It is unarguably that COVID -19 has impacted South Carolina and the South Coast Region in major areas such as:

- Disproportionately impacted people of color, low-income and rural communities, and jails
- The Economy: Across the state and in our region, we have seen business closures and mass lay-offs. Some businesses are rebounding; however, due to the rise in cases, businesses have recently re-closed due to positive testing. Some businesses will not recover and remain closed. Although all industries have had a major impact from the pandemic, the hospitality & Food industry appears to be the hardest hit.
- Schools/Education: A lot of training providers have not returned to in-person training which is impacted the economy with getting individuals job-ready. With schools being closed, this has impacted parents' ability to return to work in some cases.
- Mental health: job loss has impacted mental health in increasing anxiety and depression.

Strategies to facilitate rapid reemployment:

The South Coast region offers many services to help businesses and workers deal with the effects of layoffs and plant closures, including those that result from increased competition from imports, natural disasters, and other events. One such service is Rapid Response. Rapid Response is a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Rapid Reemployment teams work with employers and any employee representative(s) to quickly maximize resources to minimize disruptions associated with job loss.

The Rapid Response Manual was developed and issued in 2019 by SCDEW to establish a comprehensive resource for Rapid Response information and operational guidance, and communicate expectations for delivery of Rapid Response services statewide across multiple programs. Rapid Response teams are comprised of representatives from the following programs:

- WIOA Title I – Dislocated Worker

- Wagner-Peyser

- Unemployment Insurance

- TAA

The manual was distributed through a memo to all SC Works staff, including partners, to ensure high-quality, consistent, and timely services to businesses, supporting strategies 2.2 and 4.2, cross-partner staff training, and business outreach, respectively. Multiple training sessions regarding Rapid Response services and the manual were conducted and all staff providing Rapid Response services are required to complete the training and study the manual before attending any onsite Rapid Response event.

The regional plan must include:

1. **A description of how each local area within the region was afforded the opportunity to participate in the regional planning process, along with a description of the planning process undertaken to produce the regional plan. The description must include how the chief elected officials and local boards were involved in the development of the plan.**

A vision of the South Coast Region is to form an integrative force, bringing together business and industry, education, economic development, and other public entities striving to ensure adequate investment in today's workforce; and preparing tomorrow's workforce to ensure we have the skills to meet the demand of the region's growth sectors. In essence, the is to expand and develop a skilled workforce and a robust workforce system to ensure the regional economy's demands are met and are in alignment with the State's vision and goals as outlined in the State's plan.

The Goals of the South Coast Region are to support the State plan through the local workforce development board's goals as identified in the following principle goals and priorities:

- Invest in and support education and training strategies that will help to better prepare and expand the current workforce for emerging jobs;
- Align the resources of the partners in the SC Works Trident System to improve outcomes for businesses and individuals, including individuals with barriers;
- Identify the needs of SC Works Trident and South Coast Region businesses and industries to support career pathways in growing sectors; and
- Increase outreach and marketing strategies to engage job seekers and employers

South Carolina Department of Employment and Workforce (SCDEW) State Instruction number 15-16, change 1, provided an overview of the process used to identify planning regions. In making the determination, the state considered factors such as the extent to which the local areas in a proposed region are consistent with labor market areas in the state, are consistent with regional economic development areas in the state and have available federal and non-federal resources necessary to effectively administer activities under subtitle B and other applicable provisions of WIOA, including whether the areas have the appropriate education and training providers, such as institutions of higher education and area career and technical education schools. SC Department of Employment and Workforce (SCDEW) also considered population centers, labor force conditions, commuting patterns, industrial composition, location quotients, geographic boundaries, income, poverty, educational attainment, and in-demand occupation groups.

The Lowcountry and Trident Workforce Development areas and the South Coast Region included core partners, board members, Executive Directors of the Council of Governments, and chief elected officials in the development of the plans. The plans were disseminated to everyone for input, review, and suggestions before releasing for public comments.   The tentative plan is for the Local Boards to approve the local and regional plans in September 2020.

Timeline:
Core and Required Partner Review: July 22nd - July 28th
Local elected officials review: July 29th – August 10th

Public Comment: August 12th – September 10th
Approval by TWDB: September 25, 2020
Send to SC DEW for approval: September 25th

Public comments will be taken into consideration. The plan will be amended as necessary.

In 2018, SC Department of Employment and Workforce (SC DEW) launched Phase III of the Sector Planning, which is Sector Partnerships with NextGen Consulting team helping to facilitate and guide the regional teams through the next phase.

The goals of Phase III are:
- Develop regional, industry-led sector partnerships that will serve as coordinating bodies for multiple public partners to collaborate effectively with one another and with industry;
- Develop a collaborative state strategy for jointly supporting sector partnerships across SC Department of Commerce, SC Commission on Higher Education, SC Technical College System, SC Department of Employment and Workforce, and other key state-level partners. During phase III,
- The agenda is entirely defined and driven by business leaders and not defined by parameters of grants and existing programs;
- Focus on industry competitiveness and growth versus workforce only;
- Business leaders personally champion priorities and have a stake in solutions versus providing input only;
- A long-term way to respond to changing needs of industry versus a one-time focus group;
- Go-to, shared table to understand and respond to industry's needs versus one more meeting; it is a way of doing business versus a grant or special initiative and ;
- Regionally based versus jurisdiction-based

We will use the Next Generation Sector Partnerships model to accomplish this. We have launched a Healthcare industry-led sector partnership in July 2019. It was modeled after similar, successful partnerships across the country. For businesses, the launch is a forum to identify shared issues, network and troubleshoot together, and define solutions going forward. For public partners in the South Coast Region, they become an effective way for the many different economic developments, education, and training programs in our region to jointly understand the needs of the health care industry, and also help implement shared solutions.
- The priorities that come out of the Partnership might be related to specific training needs, talent attraction, or retention strategies; it could be related to regulatory challenges, technology needs, or care coordination. We will know more after the first launch meeting.
- The South Coast Region is in the process of launching a Manufacturing Sector Partnership in late fall 2020.

The original format of the regional team was given by SCDEW with the initial team configuration that has mostly been sustained for the Regional Core Team.

REGIONAL WORKFORCE PLANNING and IMPLEMENTATION TEAMS – The team participated in a self-assessment **(Attachment –B)** exercise designed to help determine each region's readiness to undertake a sector strategy approach. The team also attended the Regional Institute where planning activities began for the regional plan. The team was responsible for advocating and leading the development of sector

strategies and integrated services in each region of the South Coast Region. The initial team constructed by DEW was comprised of a representative from each entity below:

- Workforce Development entities
- Technical/Community Colleges
- Economic Development entities
- K-12 Education
- Business representatives, especially those from likely targeted industry sectors/Non-Profit
- Adult Education
- Vocational Rehabilitation

The current model has a support team consisting of partners as stakeholders in the community, They are supported by a team of support partners that includes decision-makers from the workforce system (workforce development boards, Job Centers, Department of Human Services, Vocational Rehabilitation, Adult Education, Temporary Assistance to Needy Families, etc.), education (including K-12, Career and Technical Education, community and technical colleges, and 4-year institutions), community-based training organizations, apprenticeship programs, as well as key economic development organizations and Chambers of Commerce, and other stakeholders.

Core Team: This is the team that will be directly responsible for launching and supporting the sector partnership. They are the individuals who answer the call for a new approach and who commit to using the Next Gen Sector Partnership methodology to build and sustain an authentically industry-led partnership. Members of this team must represent multiple education, workforce development, and economic development organizations. This team will be responsible for brokering relationships with businesses to bring them to—and keep them at—the table. They will also be responsible for identifying partners from the broader network of supporters (other education, workforce development, or economic development organizations) that can help implement the industry's priorities. This team will also be responsible for making decisions about which organization (or pair of organizations) is best-positioned to serve as convener. Depending on the partnership priorities and needs partners are called to step in and out of "active" involvement.

The Convening Team will Coordinate, communicate, and facilitate the meetings.

2. **An analysis of regional labor market data and economic conditions, including existing and emerging in-demand industry sectors and occupations, and the employment needs of employers in those existing and emerging in-demand industry sectors and occupations. The analysis shall include:**
   - **The knowledge and skills necessary to meet the employment needs of the employers in the region, including those in in-demand industry sectors and occupations;**
   - **An analysis of the current workforce in the region, including employment and unemployment data, labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment; and**
   - **An analysis of workforce development activities in the region, including available education and training opportunities. This analysis must indicate the strengths and weaknesses of workforce development activities necessary to address the education and skill needs of job seekers, including individuals with barriers to employment, and the employment needs of employers in the region.**

Through the analysis of data from the Community Profile by SCDEW and the original data provided by Maher & Maher, the South Coast Region will focus on the following sectors:

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- Diversified Manufacturing
- HealthCare
- Information Technology & Business Services
- Transportation, Distribution & Logistics
- Construction Trade

Every regional economy consists of a mix of industries that play a greater or lesser role in the overall number of jobs that exist and in the overall value of goods and services produced. Economists speak of jobs as employment and the value of goods and services as output. Statistics related to employment and output allows researchers to compare growth in an economy over time (past or future) as well as to compare our economy to other regions around the country. By adding the workforce development component to an industry cluster in a regional economy, our strategy development requires us to identify those industry clusters, occupations, and career pathways that are most crucial to growing the regional economy. Doing so will provide the optimum mix of employment.

To make valid comparisons, researchers need consistent definitions. This study uses 22 industry clusters that were previously defined and used extensively around the country in helping workforce, economic development, and educational entities identify priority industry clusters. These industry clusters include:

Agriculture Production	Construction	Metals and Metal Fabricating
Food Processing	Chemicals, Rubber, and Plastics	Lumber and Wood Products
Communications and IT Manufacturing	Communications and IT Services	Textiles
Biotechnology	Transportation and Logistics	Wholesale Trade
Business Services	Financial Services	Health Care
Real Estate and Building Services	Government	Retail
Hospitality	Energy and Utilities	Personal Services
Education		

Using this way of conceiving clusters, a cluster like Construction would not only include the companies that build homes, commercial and industrial properties, and highways and bridges, but also the companies that supply the stone for driveways, the lumber and drywall for walls, the trusses for roofs, and all of the other materials needed to build a house, as well as the realtors that sell the houses.

Once the clusters are defined, prioritizing the clusters that are the best bets for economic and workforce development investments is the next task.

This conceptual approach is primarily a demand-driven, industry-based approach. It is one that is used primarily in economic development circles. However, it offers benefits for workforce development because: (a) it bundles industries where occupations are likely to require transferable skills; (b) it still allows us to hone in on specific occupations that may be growing or changing/improving in nature; and (c) it makes it more likely that economic development officials will see the ultimate target industries through the same lens as workforce developers, thereby enhancing alignment. Implications for career pathways and training curriculum grow out of this analysis where the voice of the industry is loud and clear.
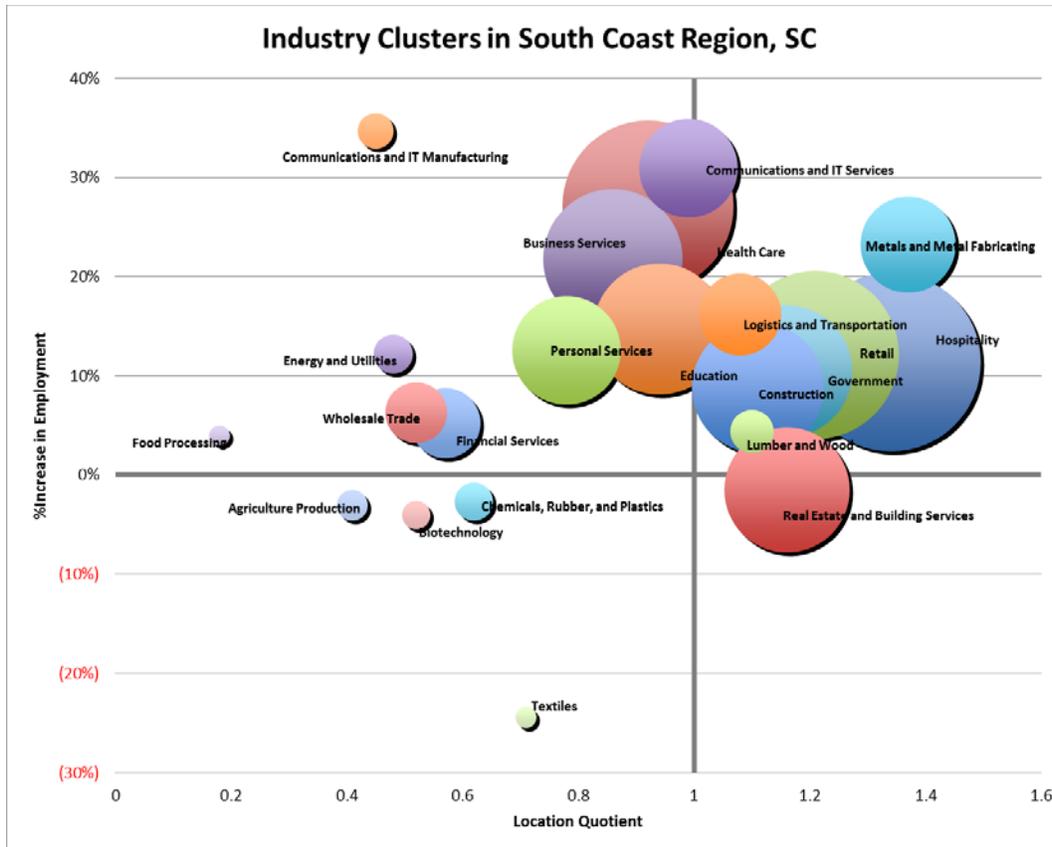
Local competitive advantage (location quotient or LQ) seeks to identify those industries where the local area has certain advantages and as a result does things better than the competition around the country. Competitive advantage may result from access to raw materials, access to markets, an effective transportation system, knowledge generated in local research institutions, the knowledge that is embedded in the skills of the local workforce, or just the presence of an entrepreneur who has located in the local region. LQ alerts us to the presence of competitive advantage but does not tell us exactly what that advantage is.

For us, competitive advantage (as measured by the location quotient statistic) is the primary metric for determining priority industries, followed by job growth projections and absolute size of employment in the industry.

Location quotient measures the concentration of employment in the industry locally relative to the concentration of employment in the industry nationally. The assumption is that an industry with a concentration above the national average (above the number "1" in our report tables) has some sort of local competitive advantage that we need to recognize and act upon. For example, in the listing below of top industry clusters and drivers in this region, Chemicals, Rubber, and Plastics, has an LQ of 2.23, which means that the region has 2.23 times the national average of employment concentration in that industry.

The following documents that are the source of the data for this analysis (*The Appendix contains all the data runs referred to in this discussion. The cover page to the Appendix explains the report structure and the general content of each report.*) See full report Attachment D

- **Cluster Summary Report (Report #1 in the Appendix)**, which includes charts with the 22 clusters ranked by size and average wage, growth, shift-share, and location quotient as well as a bubble chart that plots most of this information on a one-page graphic;
- **Highest Ranked Industry Report (Report #2 in the Appendix)**, which ranks the top 50 5-digit NAICS industries (industry drivers) by size and average wage, growth, shift-share, and location quotient;
- A document called Summary of **Clusters and Drivers by Region (Report #3 in the Appendix)**, which aligns the driver industries under each cluster title; and
- **Occupational Report (Report #4 in the Appendix)**, which includes a chart with projected occupational openings, another chart with the Top 100 openings, and a chart that organizes the Top 100 occupations into prospective Career Pathways for occupations that are in multiple industries.

Industry Clusters in South Coast Region, SC

The above bubble chart for this region (also Report #1E in the Appendix) summarizes the Cluster Summary Report and location quotient, the projected percentage change in employment, and the size of employment in each of the 22 pre-determined industry clusters. Priority clusters can appear in any one of the first three quadrants. Bubbles representing the 22 clusters are shown on the graphic on the following page with four quadrants where:

- The upper right quadrant indicates high LQ and high projected growth;
- The upper left shows industries with high projected growth but less than average LQ;
- The lower left indicates negative projected growth and less than average LQ.
- The lower right depicts industries with high LQ but negative growth projections. This may be the case with so-called "legacy industries", which project as being in decline but maybe large industries in terms of jobs, and may present a significant competitive advantage for the region. In South Carolina, textiles would fall into the "legacy" category.

We do the Highest Ranked Industry Report (Report #2 in the Appendix) to ensure that we recognize industry drivers (five-digit NAICS code industries) that have high location quotients and rapid growth but that may show a lesser impact when they are consolidated into a cluster. Drivers point to highly competitive and rapidly growing industries that may be the essence of local competitive advantage. Matching drivers to clusters in the Summary of Clusters and Drivers by Region (See Report #3 in the Appendix) allows us to see other drivers that we may have missed in our cluster analysis.

THE SOUTH COAST REGION

Demographics

This Region includes seven counties including Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton, and Jasper.

The population reflected in the Community profile for the South Coast region indicates a current population of 985,950 with a projected population of 1,086,390 by 2030. Based on the historical and projected data, the South Coast is on track to experience tremendous growth over the next few years.

Industry Analysis

A competitive advantage (as measured by the location quotient statistic) is the primary metric for determining priority industries, followed by job growth projections and absolute size of employment in the industry (See Reports #1D, #1B, and #1A in the Appendix).

Ranked only by projected location quotient in 2025 from previous data (number in parentheses is location quotient), the top industry clusters and drivers included (additional information can be seen in Report #3):

- Metal and Metal Fabricating (1.37)
  o Motor Vehicle Brake System Manufacturing (37.91)
  o Rolled Steel Shape Manufacturing (27.79)
  o Alumina Refining and Primary Aluminum Productions (7.17)
  o Residential Electric Lighting Fixture Manufacturing (17.69)
  o Aircraft Manufacturing (14.70)
  o Other Engine Equipment Manufacturing (7.25)
  o Aluminum Sheet, Plate, and Foil Manufacturing (4.74)
  o Boat Building (7.41)
  o Travel Trailer and Camper Manufacturing (2.89)
  o All Other Transportation Equipment Manufacturing (4.54)
- Hospitality (1.34)
  o Convention and Visitors Bureaus (5.71)
  o Scenic and Sightseeing Transportation, Land (4.59)
  o Recreational Goods Rental (5.29)
  o Historic Sites (4.07)
  o Scenic and Sightseeing Transportation, Water (3.18)
  o Amusement Arcades (3.42)
- Retail (1.21)
  o Boat Dealers (4.51)
- Government (1.16)
- Real Estate and Building Services (1.16)
  o Land Subdivision (7.62)
  o Hazardous Waste Collection (5.45)
  o Other Waste Collection (4.31)
  o Solid Waste Combustors and Incinerators (2.08)
- Construction (1.11)
  o New Multifamily Housing Construction (6.19)

- Lumber and Wood Products (1.10)
    o Paperboard Mills (20.04)
    o Timber Tract Operations (6.97)
- Logistics and Transportation (1.08)
    o Marine Cargo Handling (11.68)
    o Port and Harbor Operations (8.20)
    o Coastal and Great Lakes Passenger Transportation (9.04)
    o Marinas (2.85)
    o Navigational Services to Shipping (2.49)

There are several sectors, which have a concentration of employment that is only slightly higher or slightly lower than the national average. However, they are larger sectors that are expected to generate good growth numbers over the period being examined. They need to be considered among the priority industries. They are listed below along with location quotient for the cluster and the expected job growth for the cluster and drivers for the decade ahead.

- Communications and IT Manufacturing (1.02, 729)
- Communications and IT Services (.99, 5,100)
    o Custom Computer Programming Services (1,237)
    o Computer Systems Design Services (1,034)
    o Wireless Telecommunications Carriers (498)
- Education (.94, 4,919)
    o Elementary and Secondary Schools (2,235)
    o Colleges and Universities (1,054)
- Health Care (.92, 13,817)
    o Hospitals (State Government) (7.81, 753)
    o Diagnostic Imaging Centers (4.96)
    o Offices of Physicians (3,214)
    o Home Health Care Services (1,407)
    o General Medical and Surgical Hospitals (1,058)
    o Services for the Elderly and Persons with Disabilities (925)
    o Continuing Care Retirement Centers (698)
    o Offices of Dentists (685)
    o Nursing Care Facilities (653)
    o Diagnostic Imaging Centers (475)
- Business Services (.86, 7,722)
    o Temporary Help Services (2,588)
    o Corporate, Subsidiary, and Regional Management Services (823)
    o Engineering Services (786)

This data was provided by Maher and Maher.

Based on data from the Community Profile, the State plan, and other resources such as One region and the Charleston Metro Chamber for the South Coast Region, the in-demand sectors continue to be:

- Diversified Manufacturing
- Healthcare
- IT & Business Services
- Transportation, Distribution & Logistics
- Construction

Knowledge and Skills:

These assumptions for the South Coast Region were prepared much before a sea change of economic and business impacts began in early 2020 due to COVID-19. A massive pandemic COVID-19 health issue led to record unemployment and business dislocation beginning in early 2020 (evidence of a downturn began in March 2020 nationally and locally when the National Bureau of Economic Research declared an official start of the nation's recession).

Unemployment Insurance claims hit record levels and economic stimulus legislation was passed to soften the impact in April 2020 (additional UI benefits, Small Business Loans, Payroll Protection, new unemployment program for self-employed, gig workers, and independent contractors were implemented to help businesses and laid off employees survive).

Between March 2020 until July 2020, the South Coast area has undergone large changes to the business models in many industries, involving many of the key components of the Trident and Lowcountry areas economy (tourism – travel, restaurants. hotels/lodging, etc.; retail (stores on lockdown and now reduced customers); business services, auto (cutbacks because of reduced travel – with Mercedes, Volvo, etc.; aeronautical – Boeing; federal, state, and local governments, etc. and not many entities were immune as the virus continues to hit the area hard on another wave of incidents.

<u>**Existing and Emerging In-Demand Industry Sectors and Occupations**</u>
The South Coast Region incredible strides in recovering from the recession of the 2007-2010 periods; however, we are currently faced with another situation that has massively impacted the economy in the South Coast Region. Most economic indicators pointed to increasing employment and economic activity. The region bounced back strong in the manufacturing and transportation/logistics industries due to companies such as Boeing. Volvo Car Corporation selected the Charleston, S.C. area for the location of its first North American plant. These projects added to the momentum the region has experienced.

Utilizing the data from Maher and Maher, The One Region Plan, and the Community Profile from the SC Department of Employment and Workforce, The South Coast Region has seen tremendous job growth. Retail Trade has seen the highest growth followed by Healthcare and Social Assistance and then Food Services and Accommodation. Based on information from the One Region Plan and Talent Strategy Workforce Supply & Demand Analysis 2016 update, The South Coast region will create nearly 26,000 new jobs. The occupations forecasted to grow are software &IT, Production, Mathematics, Marketing Engineering, Communications, Business, and Medical. The Clusters with the highest employment are Medical, Production, and Software & IT. According to the Talent Gap Analysis update, occupations are

expected to have the largest workforce shortages are general assemblers, accounting support, and software developers.

Per the Community profile report by the SC Department of Employment and Workforce quarterly census of employment, the **top employment by Industry** is Retail Trade, Health Care & Social Assistance, Accommodation & Food Services, Administrative, Support & Waste Management & Remediation Services, and Manufacturing. The top five occupational openings are Retail Salespersons, First-Line Supervisors of Retail Sales Workers, Registered Nurses, Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products, and Customer Service. The top five new hires by industry are Accommodation & Food Services, Administrative & Support, and Waste Management and Remediation Services, Agriculture, Forestry, Fishing and Hunting, Arts, Entertainment, and Recreation and Construction. **Industries with the highest turnover** are Accommodation & Food Services, Administrative & Support, and Waste Management and Remediation Services, Agriculture, Forestry, Fishing & Hunting, Arts, Entertainment & Recreation, and Construction. The top average annual wage by Industries is Utilities, Professional, Scientific & Technical Services, Finance & Insurance, Management of Companies and Enterprises, and Manufacturing. **The labor market projections by industries** top five based on percent change Healthcare & Social Assistance, Accommodation& Food Services, Transportation and Warehousing, Administrative and Support and Waste Management and Remedial and real Estate and Rental and Leasing. Growing Occupations are Home Health Aides, Personal care Aides, Nurse Practitioners, Physician Assistants, Software Developers, Applications, Statisticians, Industrial Engineers, Computer Numerically Controlled Machine Tool Programmers, ME, Information Security Analysts and Medical Assistants. Data is based on information provided in the Community profile from the SC Department of Employment and Workforce.

Per data, the South Coast Region should focus on the following healthcare **industries** (incl. employment change from 2016 – 2026):
- o   Healthcare & Social Assistance
- o   Nursing Care Facilities Healthcare Assistants
- o   Home Health Care
- o   Hospitals, Medical/Surgical
- o   Ambulance Services
- o   Temporary Health
- o   Back Office
- Per data, the South Coast Region should focus on the following healthcare **occupations** (incl. employment change from 2016 – 2026 and required education/training):
    - o   Registered Nurse)
    - o   Personal Care/Home Health Aide
    - o   Nurse Assistants
    - o   Medical Assistants)
    - o   Medical Secretaries/Office Clerk General/Receptionists
    - o   First-Line Supervisors/Office Administrative Support Workers diploma/equivalent)
    - o   EMT/Paramedic
    - o   Patient Care Technician (PCT) (Phlebotomy
    - o   Customer Service Representatives – 287
- Per the Diversified Manufacturing Data, the South Coast Region should focus on the following manufacturing **occupations**:
    - o   Aircraft Structure, Surfaces, Rigging, and Systems Assemblers
    - o   Inspectors, Testers, Sorters, Samplers, and Weighers

- o Team Assemblers
- o Computer-Controlled Machine Tool Operators, Metal and Plastic
- o Machinists
- o Aircraft Mechanics and Service Technicians
- o Industrial Machinery Mechanics
- o Heavy and Tractor-Trailer Truck Drivers
- o Purchasing Agents, Except Wholesale, Retail, and Farm Products
- o Production, Planning, and Expediting Clerks
- o Electrical and Electronic Equipment Assemblers
- o Industrial Engineering Technicians
- o Business Operations Specialists, All Other
- o First-Line Supervisors of Production and Operating Workers
- o Laborers and Freight, Stock, and Material Movers, Hand
- o Welders, Cutters, Solders, and Brazers
- o Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal, and Plastic
- o Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
- o Avionics Technicians
- o Tool and Die Makers
- o Aerospace Engineering and Operations Technicians
- o Electrical and Electronics Engineering Technicians
- o Engineering Technicians, Except Drafters, All Other
- o Computer User Support Specialists
- o Electrical and Electronics Repairers, Commercial and Industrial Equipment

It was noted that some of the occupations listed in the manufacturing sector cross over into other sectors as well (e.g., construction) and need training programs to fill positions in multiple sectors. Therefore, the data team recommended obtaining the staffing patterns for the remaining sectors (IT, TDL, and Construction Trades) right away to be analyzed and fused with the existing recommendations.

Challenges

Challenges to recruiting employers include accessibility to interstates, tax regulations, and infrastructure. For example, sectors such as manufacturing experiencing retirees in the workforce.

Other challenges include:

- Transportation
- Commuting
- Sharing/Marketing of these lists to various entities to create buy-in
- Aligning our Workforce vocabulary across all core programs and partners
  Messaging needs to start early with visual tools to show the skills needed and importance

Strengths and Weaknesses:

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The team developed the SWOT analysis (strengths, weaknesses, opportunities, and threats) to identify the strengths, weaknesses, opportunities, and Threats in the region. The SWOT analysis revealed several regional patterns, including but not limited to:

Strengths

- Still seeing Abundant job growth amid the pandemic
- Industries/employers have a desire to partner with workforce development entities
- Excellent geographic location and superb quality of life

Weaknesses

- Pockets of geographic locations where access to education is extremely limited
- Large segments of the regional population lack reliable transportation
- There is a general lack of awareness of the available workforce system service repertoire
- COVID-19

Opportunities

- Strengthen the partnership between partner agencies
- change in marketing and partnership strategies for the chosen priority sectors
- Scale existing sector work/projects to a regional level

Threats

- Lack of complete system buy-in for sector strategies
- Funding for education in South Carolina is low in comparison to other states
- COVID-19

Employer's Needs:

The Community Profile indicates the region had fifteen thousand one hundred and forty-four job openings as of June 2020 with an unemployment rate of 8.7%. The charts below show the top certifications and soft skills needed in each of the counties that comprise the South Coast. Soft skills are those attributes not defined by technical accomplishments or certifications attained. Analysis of data over the past three years indicates that many soft skills are listed as a part of the job postings, such as communication skills, integrity, team-orientation, detail-orientation, problem-solving skills, and self-motivation. The team will still need to validate the data with employers from each chosen sector, which will include a focus group or a survey with employers utilizing predetermined questions. The Talent Demand Analysis update conducted by the Charleston Metro Chamber provided additional data on employer needs. It identified critical areas of need for current and future jobs that include Software & IT, Production, Mathematics, Marketing, Engineering, Communications, Business, and Medical. The Region has several programs in existence with technical colleges, private providers, and Adult Education to meet the needs of the customers. However, more specific programs will need to be developed.

Trident Region: Berkeley, Charleston & Dorchester Counties				
TOP 30 CERTIFICATIONS	**Jan-Jun 2016**	**TOP 30 SOFT SKILLS**	**Jan-Jun 2016**	**TOP 30 HARD SKILLS**	**Jan-Jun 2016**
Driver's License	6,668	Oral and written communication skills	13,364	Quality Assurance	1,555
Certified Registered Nurse	3,139	Marketing	6,816	Technical support	1,044
Commercial Driver's License	3,132	Team-oriented, teamwork	5,419	Quality control	939
Secret Clearance	1,557	Integrity	5,392	Customer relationship management	850
Basic Life Support	1,429	Microsoft Office	5,260	Java	817
HAZMAT	1,242	Customer service oriented	4,313	Linux	744
Occupational Safety & Health Administration Certification	871	Detail oriented	4,218	Robotic surgery	731
Certification in Cardiopulmonary Resuscitation	856	Creativity	3,785	Structured query language	729
Continuing Education	834	Self-starting / Self-motivated	3,364	Food preparation	698
Food safety programs	735	Problem-solving	3,280	Bilingual	697
Advanced Cardiac Life Support	703	Sales experience / ability	2,988	Preventive maintenance	630
Licensed Practical Nurse	545	Work independently	2,866	Preventative maintenance inspections	605
Real estate license	444	Management experience	2,816	Geriatrics	586
Health Insurance Portability and Accountability Act - HIPPA	353	Coaching	2,643	Critical care	548
DOT Medical card	350	Organizational skills	2,515	Computer-based training	522
Certified Information Systems Security Professional	343	Management skills	2,453	Pediatrics	497
Automotive Service Excellence	337	Oracle	2,363	Cybersecurity	490
DoD 8570 Certification	315	Troubleshooting	2,295	Systems Development Life Cycle	480
State insurance license	313	Strong leadership skills	2,286	Information assurance	479
Class A Commercial Driver's License	292	Basic computer skills	2,265	Software as a Service	465

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Board Certified	291	Time management	2,188	Medicaid	458
Certified in Nursing Administration	289	Business development	2,185	JavaScript	453
First Aid certification	286	Project Management	2,184	Behavioral health	436
Basic Cardiac Life Support	283	Microsoft PowerPoint	2,104	VMware	413
Top Secret Clearance	279	Negotiation skills	1,998	Firewall	407
Pediatric Advanced Life Support	275	Work ethics	1,878	User Experience design	392
EPA certification	267	Dependability	1,765	Material Handling	376
Accreditation Board for Engineering and Technology	242	Strong interpersonal skills	1,517	Scrum agile methodology	375
Project Management Professional	230	Analytical skills	1,413	UNIX	372
Tanker and Hazmat Endorsement	224	Software development	1,407	Pharmacy Benefit Management	368

Lowcountry: Beaufort, Colleton, Hampton & Jasper Counties

TOP 30 CERTIFICATIONS	Jan-Jun 2016	TOP 30 SOFT SKILLS	Jan-Jun 2016	TOP 30 HARD SKILLS	Jan-Jun 2016
Driver's License	1,593	Oral and written communication skills	3,235	Quality Assurance	477
Commercial Driver's License	1,274	Marketing	1,435	Bilingual	269
Certified Registered Nurse	945	Integrity	1,356	Pediatrics	203
Basic Life Support	694	Customer service oriented	1,080	Computer-based training	200
American Sign Language	520	Team-oriented, teamwork	1,072	Food preparation	189
HAZMAT	437	Microsoft Office	1,008	Preventive maintenance	187
Certification in Cardiopulmonary Resuscitation	412	Detail-oriented	878	Preventative maintenance inspections	150
Continuing Education	354	Coaching	726	Geriatrics	149
Advanced Cardiac Life Support	336	Creativity	621	Medical-Surgical Nursing	142
Occupational Safety & Health Administration Certification	225	Problem-solving	618	Marketing and Sales	139

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Licensed Practical Nurse	222	Self-starting / Self-motivated	602	Quality control	136
Secret Clearance	218	Organizational skills	587	Medicaid	134
First Aid certification	177	Sales experience/ability	574	Critical care	127
Hospice and Palliative Care	175	Work independently	563	Patient Electronic Medical Record	116
Pediatric Advanced Life Support	168	Management experience	516	Emergency room	108
Food safety programs	161	Basic computer skills	515	Technical support	95
Health Insurance Portability and Accountability Act - HIPPA	136	Management skills	426	Bilingual Spanish	92
Class A Commercial Driver's License	106	Strong leadership skills	395	Academic affairs	81
Tanker and Hazmat Endorsement	98	Work ethics	387	Customer relationship management	79
Certified in Nursing Administration	95	Owner operator	371	Pharmacy Benefit Management	79
Certified Purchasing Manager	95	Microsoft PowerPoint	353	Retail merchandising	77
Board Certified	94	Cash registers	348	Asset protection	70
DOT Medical card	91	Retail sales	348	Behavioral health	70
Certified Nursing Assistant	87	Time management	345	Internal audit	65
ICD-10 / ICD-9	72	Troubleshooting	343	Society for Worldwide Interbank Financial Telecommunication	63
American Registry of Radiologic Technologists	71	Dependability	298	Disaster recovery	62
Neonatal Resuscitation Program	71	Negotiation skills	295	Java Server Faces	61
Pharmacy Technician	68	Microsoft Word	292	Material Handling	57
Automotive Service Excellence	68	Business development	276	Time and attendance	56

Growing Jobs (2012-22) by Education for LWDAs		
BY NUMBER	Lowcountry	Trident
Associate's degree	646	3,274
Bachelor's degree	1,420	8,237

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Doctoral or professional degree	237	1,067
High school diploma or equivalent	4,017	15,270
Less than high school	4,222	10,216
Master's degree	181	678
Postsecondary non-degree award	810	3,534
Some college, no degree	65	484
TOTAL	11,598	42,760
BY PERCENT	Lowcountry	Trident
Associate's degree	5.6%	7.7%
Bachelor's degree	12.2%	19.3%
Doctoral or professional degree	2.0%	2.5%
High school diploma or equivalent	34.6%	35.7%
Less than high school	36.4%	23.9%
Master's degree	1.6%	1.6%
Postsecondary non-degree award	7.0%	8.3%
Some college, no degree	0.6%	1.1%
TOTAL	100.0%	100.0%

This data appears unchanged from the plan developed in 2016.

Education and Skill Levels
The current educational levels in the South Coast Region are provided by data from the SCDEW Community profile. The information is presented with seven levels of educational attainment:

Less than 9th grade: 4.17%
9th to 12th No Diploma: 8.06%
High School Graduate: 26.49%
Some College: 21.90%
Associate Degree: 8.29%
Bachelor Degree: 19.80%
Graduate Degree: 11.29%

Groups with barriers to Employment:

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The South Coast region workforce is diverse. Different population groups often face varying challenges and barriers and may need more services to meet their employment and training needs. There are many programs and services described in the Workforce, Education, and Training Analysis that address the needs of individuals with barriers to employment. Additionally, measures are being taken to further improve programmatic and physical accessibility for Limited English Proficiency (LEP) individuals and individuals with disabilities, and to improve the overall education and employment outcomes for all individuals, especially individuals with barriers to employment.

Individuals with barriers to employment include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; farmworkers; eligible individual for the Temporary Assistance for Needy Families program (TANF); single parents (including single pregnant women); long-term unemployed individuals and Veterans, unemployed workers, youth, and others that the state may identify.

Hispanics

The Hispanic population has grown significantly in the region and state. This population more than doubled from 2000 to 2010 and has continued to grow. Though the growth has slowed, there is still a growing need for programs that serve the Hispanic community.

Homeless

There are a growing number of homeless individuals in the SC Works Trident and South Coast Region. This includes the number of homeless Veterans that need special programs devised to meet their needs. For many, living arrangements make it less conducive to become employed to restraints with transportation. Based on the information provided by the SC Department of Employment and Workforce, the homeless data is a point in time count of the sheltered and unsheltered homeless population. Based on information from the South Carolina Coalition for the Homeless, 2016 point in time report conducted by the Continuum of Care in South Carolina reported on the Lowcountry (Berkeley, Charleston, Beaufort, Colleton, Dorchester, Hampton, and Jasper counties): Emergency shelter was 1,834, Transitional Housing was 1,515 and unsheltered was 1,689.

Veterans

According to the 2017 American Community Survey, South Carolina had 362,000 civilian veterans aged 18 or older, comprising 9.3 percent of the state's civilian adult population. Veterans had a higher percentage having some college education or an associate's degree compared to the population aged 25 and older as a whole (37.7 percent for veterans, 29.8 percent for all). Veterans had a lower unemployment rate at 4.5 percent than the civilian population aged 18 to 64 (5.7 percent).[5]

Veterans may have to overcome stereotypes employers may have such as thinking that all post-9/11 veterans have post-traumatic stress disorder (PTSD). However, veterans have a great deal to contribute to any company. Many veterans have job skills that transfer directly to the civilian world, such as integrity, attention to detail, leadership, problem-solving, and a team-player mentality. COVID-19 has impacted the employment rate for veterans; however, it is still too early to know the outcomes.

Ex-Offenders

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As of June 30, 2018, South Carolina had an inmate population of 18,958. For the FY 2018 (July 1, 2017 – June 30, 2018), S.C. Department of Corrections (SCDC) had 8,585 total releases from its base population. The average age of an inmate was 38.5 years old. African-Americans made up 60 percent of the total with whites at 37 percent and other races at 3 percent. The average sentence length is 14 years. Forty-nine percent of inmates do not have a high school diploma or GED upon incarceration.[6]

The SCDC had numerous individuals reaching achievements in FY 2018, including 324 GED/High School Diplomas earned and 2,333 vocational certificates earned. The SCDC has been authorized as a Department of Labor (DOL) Apprenticeship site, awarding 36 DOL apprenticeship credentials in FY 2018 and 636 WorkKeys certificates.

Beginning July 1, 2018, SCDC, in partnership with the Department of Employment and Workforce, transitioned to the new WIN Learning – Work Ready certification program. WIN replaced WorkKeys with similar skills assessment (Applied Math, Reading for Information, and Locating Information) while adding a soft skills component that will be of profound benefit to inmates post-release.[7]

People who have been imprisoned face several challenges re-entering society, such as overcoming their past criminal history when seeking employment. Lack of education, poor computer skills, poor people skills, low self-esteem, substance abuse problems, and access to reliable transportation are problems that may be faced by an ex-offender during the job search.

Juvenile Offenders

In Fiscal Year (FY) 2016-17, S.C. Department of Juvenile Justice (DJJ) handled 13,591 new cases, down from 15,429 in 2015-2016. The top five offenses putting a person into DJJ custody are assault and battery, shoplifting, public disorderly conduct, simple marijuana possession, and disturbing school.

DJJ's Career Readiness Center (CRC) had a total enrollment of 1,423 for its training classes in FY 2016-17. Students at JRTC took classes in financial literacy, culinary arts, leadership, interviewing skills, public speaking, interpersonal skills, and in many other areas related to life skills and job placement. During FY 2016-17, 901 youth completed job-readiness training in DJJ's 16 community job-readiness training sites, located throughout the state. DJJ doubled its number of training sites from the previous fiscal year and nearly doubled the number of participants.

Low-Income

In 2017, South Carolina had an estimated 752,000 people living below the poverty level or 15.4 percent of the population for whom poverty status is determined. Of this group, nearly 170,000 were employed, and 44,000 were unemployed.[8] Government and educational assistance can help many in this population raise their income to sustain levels. Again COVID-19 has greatly impacted this number and the expectations are the numbers are much higher now.

College Graduation Debt and Retention

A recent 2017 study analyzed the effects of rising post-secondary education costs in comparison to the levels of debt that South Carolinians are taking on and determined the employment outcomes of recent college graduates. Two cohorts of South Carolina college graduates were studied to determine: (1) the percentage of students found working in the state one and five years post-graduation, (2) their annual

earnings, (3) their median earnings one and five years post-graduation, and (4) their industry of employment one and five years post-graduation.

Major findings of that report showed:

- 64.9 percent of South Carolina college graduates from FY2009-10 was employed one-year post-graduation, and 50.0 percent were employed five years post-graduation

- Women, African-Americans, in-state students, and those pursuing less than a bachelor's degree were more likely to be found in wage records in S.C. one and five years post-graduation. Students majoring in Science, Technology, Engineering, or Math (STEM) fields were the least likely to be found in wages records post-graduation.

- Retention rates were higher for students that are native to South Carolina (78.6 percent) than those from out-of-state (50.2 percent).

- STEM graduates had the fastest median annual wage growth (9.6 percent) one to five years post-graduation; Trades was second (8.2 percent), and third was Business and Communication (8.1 percent).

- The college majors associated with South Carolina's Talent Pipeline Initiative[11] showed either above-average wages ($35,238) one-year post-graduation or higher than average wage growth (6.3 percent per year) between the first and fifth years. Many of the fields of the study funded through the Workforce Innovation and Opportunity Act (WIOA) will likely have similar wage outcomes.

Individuals with Disabilities
The diversity of disabilities ranges from those seen such as necessitating the use of a wheelchair or cane, to those unseen, invisible disabilities such as mental illness or substance use disorders. Although many innovative programs and collaborative efforts are in place in South Carolina to expand competitively, integrated employment opportunities for individuals with disabilities, data shows that a continued focus on increasing rates of employment and labor force participation is necessary.

Estimates from the American Community Survey in 2017 show that 14.8 percent of the state's civilian, the non-institutionalized population was disabled.[9] The disabled employed equaled nearly 123,000 people aged 18 to 64. Nearly 18,600 more people were unemployed, yielding a disabled unemployment rate of 13.2 percent, substantially over the state's average unemployment levels. The ambulatory difficulty was the most common disability for both those employed and those not in the labor force, while a cognitive difficulty was reported as the most common disability for those who were unemployed.[10] Therefore, this group will continue to need focused services to overcome substantial barriers to employment.

Employment and Unemployment
An important component of the economy is the labor force. The labor force measures people at their resident location and equals the sum of the employed and the unemployed. The trends in the labor force, the number of people employed, and the number of people unemployed from 2005 forward.

Employment in SC Works Trident Area declined sharply during the recession. The steady increases in employment encouraged more individuals to join the labor force and since early 2014, the region's labor force has experienced solid growth.

Unemployment
By early 2008, conditions began to deteriorate, and unemployment skyrocketed to a high in June 2009. It then began a slow decline to March 2014. The unemployment rate is the percent of the labor force that is unemployed. In SC Works Trident Area in early 2008, the rate began to climb and accelerated in the fall of that year to reach an all-time high by December 2009 and January 2010. The unemployment rate then began to fall, reaching 5.6 percent in early 2014. The rate continued to decline reaching 5.3 percent by 2015. In 2018, the unemployment rate in SC Works Trident was at 2.9% and in December of 2019, it was at an all-time low of 2%. Due to the impact of COVID-19, it started to increase in January 2020 and steadily rose to 9.0% in June 2020.

3. **A description of plans for the development and implementation or expansion of sector initiatives for in-demand industry sectors or occupations for the region. Regions should consider:**
   - **Current in-demand industry sectors and occupations within the region;**
   - **The status of regional collaboration in support of the sector initiatives;**
   - **Current sector-based partnerships within the region;**
   - **Data-driven sector priorities within the region;**
   - **The extent of business involvement in current initiatives; and**
   - **Potential public-private partnerships in the region to support sector strategies.**

In 2018, SC Department of Employment and Workforce (SC DEW) launched Phase III of the Sector Planning, which is Sector Partnerships with NextGen Consulting team helping to facilitate and guide the regional teams through the next phase.

The goals of Phase III are:
- Develop regional, industry-led sector partnerships that will serve as coordinating bodies for multiple public partners to collaborate effectively with one another and with industry;
- Develop a collaborative state strategy for jointly supporting sector partnerships across SC Department of Commerce, SC Commission on Higher Education, SC Technical College System, SC Department of Employment and Workforce, and other key state-level partners. During phase III,
- The agenda is entirely defined and driven by business leaders and not defined by parameters of grants and existing programs;
- Focus on industry competitiveness and growth versus workforce only;
- Business leaders personally champion priorities and have a stake in solutions versus providing input only;
- A long-term way to respond to changing needs of industry versus a one-time focus group;
- Go-to, shared table to understand and respond to industry's needs versus one more meeting; it is a way of doing business versus a grant or special initiative and ;
- Regionally based versus jurisdiction-based

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We will use the Next Generation Sector Partnerships model to accomplish this. The South Coast Region launched a Healthcare industry-led sector partnership in July of 2019. It is being modeled after similar, successful partnerships across the country. For businesses, the launch is a forum to identify shared issues, network and troubleshoot together, and define solutions going forward. For public partners in the South Coast Region, they become an effective way for the many different economic developments, education, and training programs in our region to jointly understand the needs of the health care industry, and also help implement shared solutions.

The priorities that come out of the Partnership might be related to specific training needs, talent attraction, or retention strategies; it could be related to regulatory challenges, technology needs, or care coordination. The healthcare Sector Partnership is on-going and the South Coast Region is in the process of launching the Manufacturing Sector partnership.

The team analyzed a comprehensive set of data relating to regional economies, industry sectors, and clusters. The data for each industry cluster was organized by the following three metrics: 1) location quotient (concentration of industry employment in the area as compared to the national average), 2) percentage increase in employment from 2015-2025, and 3) size of employment in the industry.

In conclusion, the following focus areas were agreed upon:

Primary Target Sectors	Secondary Target Sectors
• Diversified Manufacturing • Healthcare	• Construction • Information Technology (IT) & Business Services • Transportation, Distribution, and Logistics (TDL)

The Sector Industries identified in the South Coast Region will align career pathways and career and training services. Both the Trident Workforce and Lowcountry Workforce Development Areas, which is comprised of the South Coast Region, are in full support of the regional sector strategies and are working together on sector strategies to ensure the region meets the in-demand occupational needs. Based on data from multiple sources to include SC Department of Employment and Workforce, previous data from Maher & Maher that runs through 2025, The One Region plan, the Talent Gap Analysis update, and the Technical colleges, the highest two in-demand industry sectors that are common across the South Coast Region are Manufacturing and Healthcare. Data indicate that the occupational skill needs for Diversified Manufacturing are**:** assemblers, production workers, and machinists. The occupational skill needs identified for healthcare are home health caretakers, personal care aides, medical assistants, and nurses. The data also shows that there are current gaps and predicts future gaps in filling these positions. The next step in the region plan is to assemble a group of regional employers to validate the data and determine the needs of the employers. Professional services such as back-office (business Services) positions will also be included under the sectors. Data shows as industries expand there will be a growing need for positions such as accountants, office managers, and administrative positions**.**

- **The extent of business involvement in current initiatives; and**
- **Potential public-private partnerships in the region to support sector strategies.**

The Region put together a joint regional business service strategy below:

A Regional Integrated Business Services Team (RIBST) that will consist of representatives from the core partner agencies that will work together to deliver coordinated and efficient business services. The team will be responsible for taking the pan and strategies to their perspective local area for delivery and implementation. They will meet at least quarterly to develop strategies that align with the state plan and coordinate. The RIBST will organize employer contacts, job fairs, and hiring events.

Business services staff will focus on building relationships with employers, trade associations, community, civic and non-profit organizations, and use these relationships to better understand the needs of employers and to provide awareness of the available employer services and resources.

Engage with Business Community & Business Organizations

Strategy 1: Business Services Engagement

The team will engage with the business community to create alliances, relationships, partnerships, and strategic alignments by having a presence and being visible where business leaders are. This will include staff engagement in Chambers of Commerce, trade organizations were appropriate and effective, and the Society of Human Resource Management meetings. The RIBST will meet to develop joint strategies on how they will engage businesses.

Strategy 2: Business Services & Talent Acquisition & Retention

The RIBST will develop presentations to business leaders helping them understand the array of services that the South Coast Region can offer such as:

1. Talent Acquisition
2. Talent Retention
3. Customized Training
4. Assistive Technology Services
5. ADA Consultation

Talent Acquisition Portal (TAP)

The RIBST will develop resources to enable the agencies to fully utilize the Talent Acquisition Portal (TAP) to connect qualified quality applicants to South Coast businesses who are engaged in the TAP program.

Increase Coordination with WIOA Partner's Business Services

Strategy 3: Coordination of Business Services with WIOA Partners

Regional Integrated Business Service Team (RIBST) will coordinate and collaborate with the core WIOA partner's efforts to build a customer-centered delivery system to South Carolina's businesses by linking the Talent Pipeline Project, Job Driven, Sector Strategies, and Talent Pool Development. This will be accomplished by scheduling regular coordination meetings, sharing information and contacts, and collaborating on meeting business needs.

Seek Opportunities for Customized Training Partnerships

Strategy 4: Technical & Community College Relationship Building

Customized training is a focus of WIOA and all partners including required partners. During PY 2016 RIBST in collaboration with WIOA partners will conduct outreach and relationship building with South Carolina's technical and community colleges to explore potential partnerships for industry responsive customized training initiatives that are accessible to individuals with disabilities.

The status of regional collaboration in support of the sector initiatives is imperative for meeting current and future workforce demands. Collaboratively, educators, school leaders, and industry representatives discuss opportunities for partnerships and work-based learning activities to introduce students to in-demand occupations. Through this collaboration and educational advisory committees, teams can create and implement strategic long-range plans for students' pathways. These pathways address the areas of shortage and growth opportunities in the region. Specific examples of secondary education include:

- Youth apprenticeship opportunities
- Career academies
- Student-run credit unions on high school campuses

This is in agreement with the analysis and recommendations outlined in the Charleston Region Talent Strategy and the One Region plan.

4. **A description of regional service strategies that may be established as a result of the regionally coordinated delivery of services, including the use of cooperative service delivery agreements, when appropriate. Regions should consider:**
   - **Existing service delivery strategies that will be expanded, streamlined, or eliminated;**
   - **New service strategies necessary to address regional education and training needs;**
   - **Strategies to address geographic advantages;**
   - **Approaches to improve services to individuals with disabilities, veterans, youth in or aged out of the foster care system, offenders, or other hard-to-serve populations;**
   - **Strategies to connect the unemployed with work-based learning opportunities; and**
   - **Strategies to integrate existing regional planning efforts among core partners.**

The South Coast Region will engage in service strategies to support the local workforce development system that meets the workforce needs across the planning region. These will include:

➤ When it is appropriate, leverage the collective resources of the local area workforce development boards to develop collaborative initiatives that engage with industry-specific associations and aim to reduce duplication in efforts

➤ Coordinate and convene with the appropriate stakeholders in the communities to encourage collaboration and increase communication of services or activities related to preparation for priority/unemployed job seekers entering the workforce.

➤ Promote a consistent voice and systems across all local area workforce centers and regional partners to ensure a more seamless continuum of services for employer and jobseeker customers throughout the region

➤ Combine expertise across the partners to work with priority populations in a concerted effort in collaborating services thus allowing all partner staff to address talent gaps, basic skills deficiency, effectively regardless of the funding stream or targeted populations they may represent

➤ Coordinate service delivery and partnership alignment to maximize resources and identify and utilize the strengths available through each system

SCVRD provides individualized services across the state through a network of area offices, job readiness training centers, comprehensive evaluation centers, substance abuse treatment centers, and staff that serve clients at various itinerant sites such as SC Works, local high schools, and community mental health centers. People with disabilities who exit the SCVRD program with a successful employment outcome enhance the quality of their lives and their families' lives by earning paychecks, lessening their reliance on

government assistance, and stimulating the state's economy by paying taxes, making purchases, and ultimately contributing to the state's return on its investment in their services.

WIOA provides a focus on servicing individuals with barriers to employment as defined in section II and those that are on in the priority population. The Priority population consists of those receiving public assistance, other low-income individuals, and individuals who are basic skills deficient. WIOA will serve K-12 students and other youth, dislocated workers, veterans, career-changers, up-skill, etc.

The South Coast Region has made work-based learning opportunities (OJT, work-experience, apprenticeships, school-to-work) for the unemployed a top priority for the local areas. The Business Services Team has been given the task of ensuring all facets of customers such as youth, adults and dislocated workers have accurate, up to date knowledge/information concerning Work-Based Learning Programs. For youth, programs such as career assessments, work experience and On the Job training is designed to lead to career pathway choices. The region will be adding additional worksites for work experiences and summer employment opportunities each year by partnering with other agencies and new prior partner employers. This will require networking of partnering priorities to address the ever-changing workplace and its requirements. Real-world knowledge is required for the youth to have adequate preparation to be competitive in the workplace.   For adults/dislocated workers, our Region will be working on increasing the numbers of hard to serve populations in career pathway through various programs. Job seekers will be provided career assessments for job placement, establish and increase workshops to provide additional real-world skills so adults can reenter the workplace with skills to compete. Our Business Services staff has a priority to search out opportunities to match employer's job requirements to increasing skills training such as On the Job training plus assisting job seekers to develop a priority to seek employment in high demand sectors. Geographic advantages for the South Coast Region include the partner services that are already existing. There is an existing outreach approach in each area and we will collaborate to strengthen the outreach to the seven counties that incorporate the South Coast region. Strategies to address regional services will be:

- To Create the Regional Business Service team
- Create strategies that will address industry needs
- Create recruitment/outreach strategies for the region based on the industry needs
- Cross-training staff and partners so we are speaking the same language
- Strategize on transportation gaps to assist the region

This will require all staff from intake to partners to understand their respective roles and execute the plan to seamlessly serve all customers to include those listed under customers with barriers to employment. Staff and partner training will be done on a local and regional level to ensure everyone is using the same language and executing the plan once approved.

5. **A description of any administrative cost arrangements that currently exist or that will be established within the region, including the pooling of funds for administrative costs, as appropriate. Regions should consider:**

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- **Current or proposed resource leveraging agreements; and**
- **The establishment of a process to evaluate cost-sharing arrangements.**

The South Coast Region will not pursue administrative cost agreements. Currently, each local area has its unique budget structure and cost allocation plan that does not permit a regional administrative cost arrangement at this time.

6. **A description of how transportation, access to childcare, or other supportive services are coordinated within the region, as appropriate. Regions should consider:**
   - **How the provision of transportation or other supportive services could be enhanced regionally;**
   - **What organizations currently provide or could provide supportive services; and**
   - **Establishing a process to promote coordination of the delivery of supportive services.**

Van Pool is a form of transportation that is being discussed and may serve as a regional transportation solution. The idea is to have vans that will serve a specific population/employer's needs for transportation. Best practice for childcare is to partner with agencies that provide childcare such as First Steps, ABC Vouchers through DSS and the on-site head start programs.

The South Coast Planning Region's strategy for the coordination of transportation and other supportive services will center on using the collective voice of the region to approach agencies and negotiate competitive rates. This should improve the accessibility and affordability of these services to its customers. The region anticipates that the size and volume of its customer base will contribute to its ability to negotiate the best possible value for these services. The region will prioritize these efforts based on the most prevalent needs of customers across the region (e.g., transportation services, childcare). This will require the local area workforce development boards to develop a comprehensive understanding of each other's local area needs and available resources. Workforce boards will acquire this knowledge through regular informal meetings as well as through formal regional planning sessions, as described above.

Transportation has always been an issue in rural areas of the South Coast Region - there is a lack of infrastructure and accessible availability of regional public transportation. Even in higher population areas, such as Charleston, where there are city buses, the hours and geographic coverage area is limited. This is important especially for night shift or swing shift workers who rely on public transit as their only option. There is also a significant shortage in the area of CDL drivers, including school bus drivers. There is also a need for services to assist individuals with medical transportation, including access to hospitals and mental health treatment centers. There are several local efforts, but there are many barriers to a coordinated regional solution. This is also a focus for expansion of the Tourism and Hospitality sectors - having public transportation options for visitors is a key factor for increasing tourism. This is also important for offenders - when offenders are released back into the community, they rarely have transportation of their own and thus rely on public transportation options when looking for work.

The South Coast region will advocate for more infrastructure to address transportation and other support services deficiencies.

7. **A description of how workforce development services are coordinated with economic development services and providers within the region. Regions should consider:**
    - **Current economic development organizations engaged in regional planning; and**
    - **Education and training providers involved with economic development.**

Economic Development organizations, Education, and training providers are essential to the success of the South Coast Region in sector strategies partnerships. Economic Development and Education service providers serve on the South Coast Core regional team as we move forward with sector partnerships. The first launch will be in Healthcare. These organizations have been involved with the development of the launch plans from the very beginning, and all partners have worked together to develop the action plan to ensure a successful launch of the healthcare sector and we are continuing to work together for the launch of the Manufacturing Sector partnership.

Workforce development services are coordinated with education and training providers throughout the region. Collaboration with providers is included in conversations revolving around planning for growth and economic development. Regional planning assesses training needs for upcoming employment opportunities while sustaining current industry needs. Education and training providers collaborate through civic organizations, government agencies, private industries, and public forums to address economic development. Various groups meet regularly to maintain an open line of communication. Locally, chambers of commerce provide public school districts with data detailing workforce talent demands. Workforce data drives skills-based training programs in high schools. Completion of those programs coupled with industry credentials provides industries with graduates prepared for entry-level positions. A specific example includes the partnership with Trident Technical College, the Charleston Metro Chamber of Commerce, and public school districts in the tri-county to fulfill workforce needs in specific occupational areas as defined in the Talent Demand Study for the Charleston Metro area.

Through Career and Technology, Education (CATE) students are exposed to a variety of viable career options and are prepared for fast-growing, high paying jobs in high-growth occupations – including healthcare, the skilled trades, STEM, information technology, and marketing[45]. Classroom instruction and student experiences are linked to career clusters. Career clusters connect what students learn in school with the knowledge and skills they need for success in college and careers. Each career cluster identifies different pathways from secondary school to two- and four-year colleges, graduate school, and the workplace. Exposure to career pathways in these fields is one way to change the outdated perception of manufacturing and other STEM-related fields that contributes to the SC workforce skills gap.

Over 300 Career and Technical Education (CTE) courses were offered in secondary schools in 2012-13 and approximately 186,000 students were enrolled in at least one CTE course in the same academic year. The Graduation Rate for CTE students who complete at least four courses in a state-approved CTE program was 95% (as compared to the state average of 77.5%) and the Placement Rate into post-secondary education, employment, or military service was 96.5%. High school students also have the opportunity to participate in dual enrollment, which allows students to be enrolled in high school while earning credits toward a college degree, diploma, or certificate. The Community College Research Center's recent study found that dual enrollment participation is positively related to a range of college outcomes, including college enrollment and persistence, greater credit accumulation, and a higher college GPA.

S.C. Technical College System provides 95% of the state's dual enrollment programs[49]; serves more than a quarter-million South Carolinians each year and educates more undergraduates than all other public

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higher education institutions combined[50]. The System has three main components – the technical colleges, ReadySC™, and Apprenticeship Carolina™. The 16 colleges combined offer 77 degrees, 28 diplomas, and 1,078 certificates. Nearly 90% of graduates from SC Technical College System are placed in a job related to their field of study or continuing their studies and further their education. The colleges also provide education and training for WIOA participants and SCVRD/SCCB, clients. Adult Education has MOAs with all 16 local technical colleges to provide reciprocal referrals where appropriate and many Adult Education programs are partnering with technical colleges to establish dual enrollment programs.

S.C. Technical College System and S.C. Department of Education are co-chairs and key partners serving on the Talent Pipeline State Leadership Team. Regionally, local technical colleges, guidance counselors, superintendents, and other education partners will collaborate with the workforce, economic development, and other significant stakeholders to develop regional sector initiatives that help close the workforce skills gap. The colleges also partner with business and industry to provide training for new and incumbent workers. The other components of the System - ReadySC™ and Apprenticeship Carolina™ - focus on the recruiting and initial training needs of new and expanding organizations, and building awareness and increasing the use of Registered Apprenticeships. ReadySC™ and Apprenticeship Carolina™ representatives serve on the BSTs, which include core partner programs and several mandatory and optional one-stop partners as well, and work closely with workforce and economic development to identify and meet the needs of business and industry. Additionally, an apprenticeship liaison in each LWDA serves as the link between businesses and Apprenticeship Carolina™.

There are several economic development entities, including, but not limited to S.C. Department of Commerce, ReadySC™, and county and regional economic alliances. Workforce development programs and activities are well coordinated with economic development entities.

Sector Strategies/South Carolina Talent Pipeline Project
S.C. Department of Commerce is a co-chair of the Talent Pipeline State Leadership Team partnering with DEW, S.C. Technical College System, and S.C. Department of Education to adopt a sector strategies approach to developing a skilled talent pipeline for South Carolina's business community. S.C.
Department of Commerce Regional Workforce Advisors (RWA) and economic alliances are partnering with workforce and education entities to develop and implement sector strategies on a regional basis.

S.C. Certified Work Ready Communities
S.C. Department of Commerce was a member of the CWRC state leadership team formed to implement this initiative and continues to be a strong supporter. Likewise, at the county-level, economic developers have played a vital role in recruiting business support and helping counties earn the Certified Work Ready Community designation as a strategy for meeting the talent needs of employers. The state of South Carolina is no longer engaged in the Work Ready initiative. WIN is currently the career readiness assessment tool used in South Carolina to gauge an individual's job readiness skills.

Business Services Teams
South Coast Integrated Business Services Team (IBST) consisting of members who represent a variety of workforce and economic development entities.

Regional Alliances and other economic development organizations engaged in workforce development that is partnering with the South Coast are the economic development directors in each workforce area, ReadySC representative, and SC Department of Commerce. The Economic Directors or a representative

participates on a committee to review Incumbent Worker Training (IWT) applications. This keeps all organizations aware of business services and on-going initiatives. Economic partners from the counties that make up the region have been involved in the region plan committee and instrumental in writing the plan. The Charleston Regional Development Alliance (CRDA) that supports all counties in the Trident Area has been involved in the writing or the region plan and is instrumental in providing crucial information that involved both Trident and Lowcountry regarding the growth and commuting patterns between the areas. The region's plan closely aligned with the CRDA's goals and strategies. A strong relationship is established with the Charleston Metro-Chamber. They have a representative to partner with us on the Business Service Team and have provided data to support findings on in-demand occupational skill needs for the region that can be found in the Talent Demand Analysis update.

8. **A description of the region's plan regarding the coordination of local performance negotiations. Each local area will continue to negotiate performance goals with the state and will remain ultimately responsible for ensuring performance meets or exceeds the agreed-upon goals.**

Listed below are the Performance Measures as outlined in the WIOA Law that the programs will be held accountable for and evaluated on.

1. **Employment Rate 2nd Quarter After Exit**: Percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program

2. **Youth Education or training, or employment 2nd quarter after program exit:** Title I Youth Program Only: "percentage of program participants who are in education or training, or unsubsidized employment during the second quarter after exit from the program"

3. **Employment Rate 4th Quarter After Exit:** Percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program

4. **Youth Education or training, or employment 4th quarter after program exit:** Title I Youth Program Only: "percentage of program participants who are in education or training, or unsubsidized employment during the fourth quarter after exit from the program

5. **Median Earnings 2nd Quarter After Exit** Median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program Median is the middle number of a series. 1, 3, 5, 7, 9, 12, 20

6. **Post-secondary credential attainment during program participation or within 1 year after program exit or secondary school diploma or equivalent:** Percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exiting from the program. Secondary School Diploma/Equivalent Diploma: Counts only if the participant is employed or enrolled in a training program leading to a recognized postsecondary credential within 1 year after exiting from the program.

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7. **Measure Skills gains:** Percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment. Percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary.

- **Indicator(s) of effectiveness in serving employers**: Based on State Instruction number 17-01, Change 1, one of the primary indicators of performance required by WIOA is Effectiveness in Serving Employers (ESE). The performance measures currently used in South Carolina include:
- Employer Penetration Rate and
- Repeat Business Customers

The new ESE performance indicator makes tracking employer services in SC Works Online System (SCWOS) vitally important. Employers that receive services outlined in the employer service activity codes must be registered and approved in SCWOS.

Regional Plan Signatures

Local Workforce Development Boards:

Lowcountry Workforce Development Board
Name: Chair

_____ _____

Signature   Date

Trident Workforce Development Board
Name: Dottie Karst   Chair

_____   _____
Signature   Date

Local Grant Recipient Signatory Officials:

Lowcountry **Workforce Development Area**

Name: **Title:**

_____   _____
Signature   Date

Trident Workforce Development Area

Name: Ronald E. Mitchum   **Title:** Executive Director of the BCDCOG

_____ _____   _____   _____
Signature   Date   Signature   Date

BEAUFORT COUNTY COUNCIL

Agenda Item Summary

Item Title:

Appointment to Daufuskie Island Fire District

Committee:

Community Services Committee

Meeting Date:

August 31, 2020

Committee Presenter (Name and Title):

Enter Text Here

Issues for Consideration:

George Rafferty to Daufuskie Island

Points to Consider:

Funding & Liability Factors:

Council Options:

Approve, Modify, or Reject

Recommendation:

Daufuskie Island Fire District

Board of Commissioners

400 Haig Point Road, Daufuskie Island

South Carolina 29915

Beaufort County Council

100 Ribaut Road

Beaufort, South Carolina

July 17th, 2020

Ladies and gentlemen,

Daufuskie Island Fire District

Appointment of Commissioner

Following the resignation of Commissioner William Crabtree, there is a vacancy on the DIFD Board of Commissioners. Please accept this letter as confirmation of the unanimous agreement of the Daufuskie Island Fire District Board of Commissioners to propose that Mr. George Rafferty of Daufuskie Island be appointed as a Commissioner to complete the term of William Crabtree.

Sincerely,

Geoffrey D. Brunning, Chairman

Daufuskie Island Fire District, Board of Commissioners

County Council of Beaufort County selects citizens for service on Council appointed Boards, Agencies, Commissions, Authorities and Committees from a roster of individuals who have either volunteered or have been recommended for appointment. The Clerk to Council uses this form to keep an up-to-date roster of volunteers and to provide Council basic information about each volunteer.

Three Priorities: Please indicate by placing a "1", , or "3" alongside your choices.

BOARDS AND COMMISSIONS

_ Accommodations Tax (2% State)
_ Airports
_ Alcohol and Drug Abuse
_ Assessment Appeals
_ Beaufort County Transportation
_ Beaufort-Jasper Economic Opportunity
_ Beaufort-Jasper Water & Sewer
_ Beaufort Memorial Hospital
_ Bluffton Township Fire
_ Burton Fire
_ Coastal Zone Management Appellate (inactive)
_ Construction Adjustments and Appeals
X Daufuskie Island Fire
_ Design Review
_ Disabilities and Special Needs
_ Economic Development Corporation
_ Forestry (inactive)
_ Historic Preservation Review
_ Keep Beaufort County Beautiful
_ Lady's Island / St. Helena Island Fire
_ Library
_ Lowcountry Council of Governments
_ Lowcountry Regional Transportation Authority
_ Parks and Recreation
_ Planning *
_ Rural and Critical Lands Preservation
_ Sheldon Fire
_ Social Services (inactive)
_ Solid Waste and Recycling
_ Southern Beaufort County Corridor Beautification
_ Stormwater Management Utility
_ Zoning

DATE: 7-14-20   NAME: George M Rafferty

BEAUFORT COUNTY VOTER REGISTRATION NUMBER: ▮▮▮▮▮

OCCUPATION: **Retired New York City Police Dept.   Lieutenant**

TELEPHONE: (Home) ▮▮▮▮ (Office) _____ EMAIL: ▮▮▮▮

HOME ADDRESS: ▮▮▮▮▮ STATE: S.C. ZIP CODE: ▮▮▮

MAILING ADDRESS: S/A STATE: S.C. ZIP CODE: ▮▮▮

COUNTY COUNCIL DISTRICT: 1○ 2○ 3○ 4○ 5○ 6○ 7○ 8○ 9⦿ 10○ 11○

ETHNICITY: Caucasian ⦿   African American ○   Other ○

Are you presently serving on a Board, Agency, Commission, Authority or Committee? Yes ⦿   No ○

If "yes", what is the name of the board and when does term expire? **Melrose Property Owners Assoc. :**

- Please return completed form **and a brief resume'** either Email or U.S. Mail:
  o Email:
  o U.S. Mail: Clerk to Council, County Council of Beaufort County, P.O. Drawer 1228, Beaufort, SC 29901
- Applications without a brief resume' cannot be considered.
- Applications will be held **three (3) years** for consideration.
- All information contained on this application is subject to public disclosure.

* Anyone submitting an application to serve on the Planning Commission must fill out the questionnaire on page 2.

Applicant's Signature: _George M. Rafferty_

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Beaufort County Planning Commission
Supplemental Application Questionnaire

This questionnaire will assist the County Council in assessing your qualifications and experience for the Planning Commission vacancy.

Please explain why you want to serve on the Planning Commission.

I would like to volunteer my time to give back to the fine community in which I live in.

What qualifications, experience and expertise make you a good candidate for the Planning Commission?

I have 20 years of Civil Service experience. I am able to make decisions after learning the facts. Using common sense works.

What role do you feel the Planning Commission plays in making Beaufort County a desirable community in which to live and work?

I feel the Commission plays a major role. When you have the right people on the Commission, it syncs and things get accomplished.

What do you believe are the most important planning issues facing the County during the next five years?

Some issues I feel facing the County are: Training & Safety of Firefighters, updating equipment, working within the budget.

What previous experience have you had in serving on a Planning Commission? Give some examples of the items typically handled by the Planning Commission.

I feel a good commissioner can represent the tax paying citizen, as well as the personnel of the fire department.

Brief Resume for Daufuskie Island Fire Commissioner

George Rafferty and his wife Karen are full-time residents on Daufuskie Island living in Melrose on Tigers Court for the past 5 years. They have 4 grown children. George attended Manhattan College before doing 20 years in the New York City Police Department before retiring in the rank of Lieutenant. George is presently on the Melrose Property Owners Association Board and the Daufuskie Island Farm Board. George also has volunteered on numerous projects on Daufuskie Island. George's hobbies are boating and fishing.

From: Weitz, Kristina
To: Vaughn, Tithanie
Subject: RE: George Rafferty
Date: Wednesday, August 5, 2020 11:10:06 AM
Attachments: image001.png

Everything is perfect for him. He's in CC 9.

Kris

From: Vaughn, Tithanie <tithanie.vaughn@bcgov.net>
Sent: Wednesday, August 5, 2020 09:44
To: Weitz, Kristina <kweitz@bcgov.net>
Subject: George Rafferty

Good Morning,

Can you check

George Rafferty
VR#███████

███████
████████████████

T. Vaughn
Senior Administrative Assistant to Clerk to Council
Beaufort County Government, SC
843-255-2182 (Office)

Stay Safe ! Stay Healthy !