State Workforce Development Board Meeting
Thursday, June 18, 2026, at 11:00 a.m.

S.C. Department of Employment and Workforce
C. Lem Harper Building
631 Hampton Street
Columbia, SC 29201

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AGENDA

I. Welcome and Opening Remarks ..... Mr. Thomas Freeland, SWDB Chair

II. Approval of March 31, 2026, Meeting Minutes* .....Mr. Thomas Freeland

III. SC Works Policy Approvals .....Ms. Nina Arnone
   i. SWDB Funding Allocation Policy*
   ii. Integrated Business Services Team*
   iii. SC Works Customer Satisfaction Surveys*
   iv. SC Works Certification Standards*

IV. DEW Director's Report ..... Mr. William Floyd

V. 2024-2027 SWDB: Strategic Plan Update.....Ms. Pamela Jones

VI. SWDB Member Acknowledgment.....Mr. Thomas Freeland

VII. Other Business/Adjourn.....Mr. Thomas Freeland

*Denotes voting item

State Workforce Development Board Meeting
Tuesday, March 31, 2026, at 11:00 a.m.

MEMBERS PRESENT:		MEMBERS ABSENT:
Mr. Thomas Freeland	Mr. George "GP" McLeer, Jr.	Mr. Warren Snead
Mr. William Floyd	Ms. Jennifer Moore	Mr. Cliff Bourke, Jr.
Mr. Charles Brave, Jr.	Ms. Elaine Morgan	Representative Don Chapman
Mr. Gregory C. Clark	Mr. Kevin Pak	Ms. Nancy Ray Foster
Ms. Susan Cohen	Mr. Matthew Pollard	Ms. Darline Graham
Col. Craig Currey (retd.)	Dr. Windsor W. Sherrill	Ms. Felicia Johnson
Mr. Chris Hall	Ms. April Simpkins	Mr. Tyler Servant
Dr. Tim Hardee	Ms. Britt D. Vergnolle	Mr. Michael W. Sexton
Mr. Jay Holloway		Mr. Jeremy Stephens
Ms. Lelia King		Mr. Gregory L. Tinnell
Mr. Mike King		Senator Ross Turner
Ms. Robyn Knox		Mr. John Uprichard

Welcome and Opening Remarks ..... Mr. Thomas Freeland, SWDB Chair
Mr. Thomas Freeland, State Workforce Development Board (SWDB) Chair, called the meeting to order at 11:00 a.m. A quorum was present.

Chairman Freeland welcomed guest speaker Ms. Betsy McWhite from the SC Vocational Rehabilitation Department. He also thanked everyone for participating in the High-Performing Workforce Award Ceremony during the December 11, 2025, SWDB meeting.

Approval of December 11, 2025, Meeting Minutes* ..... Mr. Thomas Freeland
Col. Craig Currey motioned to approve the December 11, 2025, meeting minutes. The motion was seconded by Charles Brave, Jr., and SWDB unanimously voted to approve the meeting minutes.

PY'25 Interim Funding Recommendations* ..... Ms. Pamela Jones
Ms. Pamela Jones presented the interim funding recommendation of $680,000 for PY'25.

- *SC Works Continuous Improvement Funding – Technology - $600,000*: Funding will be made available to Local Workforce Development Areas (LWDAs) for technology enhancements, software, and computer upgrades, prioritized according to each area's specific needs to ensure maximum impact and effectiveness.

- *Statewide Operating Costs – $20,000:* Increase funding for SWDB and SC Works operating costs by $20,000 to invest in staff training and professional development to ensure the delivery of quality workforce services through the SC Works system. Total PY'25 SWDB and SC Works Statewide operating cost will be $45,000.

- *SC Works Security Funding – $60,000:* Increase funding for security at SC Works centers to provide LWDAs with the total amounts requested to meet the requirements outlined in the Physical Security policy. The total PY'25 SC Works Security Funding will be $1,060,000.

Mr. Gregory Clark motioned to approve the PY'25 interim funding recommendation of $680,000. Mr. Charles Brave, Jr., seconded the motion. The State Workforce Development Board unanimously approved the PY'25 interim funding recommendation.

DEW Director's Report..... Mr. William Floyd
Mr. William Floyd, Executive Director, S.C. Department of Employment and Workforce (DEW), presented the state's employment situation, including current agency initiatives and projects, and an update from the Coordinating Council for Workforce Development (CCWD).

Director Floyd introduced Workforce Pell Grants that will be implemented by July 1, 2026. This is a federal tuition assistance program for short-term workforce training for in-demand, high-wage, or high-skill occupations.

Partner Spotlight.....SC Vocational Rehabilitation
The Partner Spotlight showcases the innovation and accomplishments of partner programs that significantly impact workforce development, enhance collaboration, and raise awareness of partner services. The 3rd quarter partner spotlight was SC Vocational Rehabilitation, presented by Ms. Betsy McWhite, Disability Program Coordinator. Ms. McWhite provided an overview of the services provided for the newly established W.R.I.G.H.T. School for Disability Education and as the Subject Matter Expert for the Policy and Internal Control Unit.

SCWOS Modernization Update ..... Ms. Nina Staggers
The SCWOS Modernization Project, previously known as the Case Management (CM) and Labor Exchange (LX) RFP Project, began in 2023 with a feasibility study aimed at evaluating options for integrating case management systems among WIOA Core Program partners. Ms. Nina Staggers, Assistant Executive Director of Workforce Development, provided an update outlining the progress made and the next steps for the SCWOS Modernization initiative.

SWDB Member Acknowledgment .....Mr. Thomas Freeland
Throughout the meeting agenda, Chairman Freeland welcomed the nine (9) newly appointed SWDB Members:

- Mrs. Hope Broadway, President, Palmetto HR Business Partners, LLC.
- Mr. Corey Epps, Director of HR Production, Scout Motors
- Ms. Nancy Foster, Lower Savannah Local Workforce Development Board; Founder and CEO, Foster & Company Real Estate

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- Mr. Stephen Gilchrest, Chairman, South Carolina African American Chamber of Commerce, and Commissioner of the US Commission on Civil Rights
- Ms. Lelia King, Founding Executive Director, Build Carolina
- Ms. Jennifer Moore, VP of Community Impact, United Way of the Midlands
- Mr. Kevin Pak, Chair of the Lowcountry Local Workforce Development Board; Technology Director, Paknet Technologies, LLC.
- Mr. Matthew Pollard, Senior Brokerage Associate, Colliers
- Ms. April Simpkins, President, Paragon Strategy Partners

Chairman Freeland recognized Mr. Cliff Bourke, Mr. Jay Holloway, Mr. Michael Sexton, and Mr. Greg Tinnell for their contributions to SWDB and for serving a combined total of 52 years as members of the State Workforce Development Board. These members received a plaque presented by the SWDB Chair and Governor Henry D. McMaster.

Other Business/Adjourn.....Mr. Thomas Freeland
The SWDB Onboarding and Training process has been updated to utilize the Learning Management System. Members were advised not to delete the email from SCWorkstraining@noverant.com with the subject line "Noverant LMS Welcome!" Members who did not receive the email or have questions were instructed to email swdb@dew.sc.gov.

Following the Q3 meeting, members received a survey to indicate their availability for session one of the SWDB Member Onboarding and Training that will be facilitated in person. All members are welcome to attend.

Chairman Freeland reminded SWDB members that the next full board meeting will be held on Thursday, June 18, 2026, at 11:00 a.m. in the C. Lem Harper Building and encouraged in-person attendance.

The meeting adjourned at 12:19 p.m.

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STATE INSTRUCTION NUMBER XX-XX

To: Local Workforce Area Signatory Officials
Local Workforce Area Board Chairs
Local Workforce Area Administrators
DEW Area Directors
DEW Regional Managers

Subject: **Reallocation or Adjustment of SWDB Approved Funding**

Issuance Date: DATE

Effective Date: DATE

Purpose: To provide guidance on the reallocation or adjustment of State Workforce Development Board (SWDB)-approved funding by the Department of Employment and Workforce (DEW) staff.

References:

- Workforce Innovation and Opportunity Act (WIOA) §§ 101(d); 127(b)(1)(C); 128(a); 129(b)(3); 132(b)(1)(B); 132(b)(2)(B); 134(a)(3)(B)
- 20 CFR Part 682; 20 CFR Part 683, Subpart B; 20 CFR Part 679
- South Carolina WIOA Combined State Plan for 2024-2027
- SWDB Strategic Plan Priorities for 2024-2027

Background: Statewide employment and training activities are supported by funds reserved by the Governor under WIOA section 128(a). Funds reserved by the Governor for statewide workforce investment activities may be combined and used for any of the activities authorized in WIOA section 129(b) or 134(a), regardless of whether the funds were allotted through the WIOA Title I Adult, Dislocated Worker, or Youth funding streams.

The SWDB assists the Governor in the review of statewide policies, of statewide programs, and of recommendations on actions that should be taken to align workforce development programs in a manner that supports a comprehensive and streamlined workforce development system. This, in turn, assists in the development and continuous improvement of the workforce development system in South Carolina.

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The SWDB retains 10% of the funds reserved by the Governor, set aside to incubate promising workforce development, education, and training models. Funding proposals are developed by DEW leadership staff and key stakeholders, based on the priorities identified in the WIOA State Plan and SWDB priorities. Proposals are presented to the SWDB for review, discussion, and approval. If the implementation costs exceed the requested funding allotment, requests for the necessary additional funds must be presented for approval at the following SWDB quarterly meeting.

This additional time requirement slows, or even stops, ongoing projects until the next funding request can be approved at a SWDB quarterly meeting.

Policy: In an effort to support ongoing SWDB projects and prevent interruptions in implementation of board directives, DEW may expend up to 10% above the approved amount for an ongoing board approved project without approval from the board. When these situations occur, DEW will inform the chairperson of the SWDB.

Additionally, the use of Governor's Reserve funds under $10,000 does not require approval from the board. DEW may instead inform the SWDB chairperson of such funding requirements to assist in the progression of statewide employment and training activities.

The reallocation or adjustment of funds must follow all necessary, internal DEW approval practices and guidelines.

DEW will report on, give justification for, and answer any questions on all funding reallocations or adjustments to the SWDB and relevant SWDB committees. The full SWDB will receive an update on the reallocation or adjustment of funding at the quarterly meeting.

Action: Please ensure that all appropriate staff receive and understand this policy.

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

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Nina Staggers, Assistant Executive Director
Workforce Development Division

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STATE INSTRUCTION NUMBER XX-XX

To: Local Workforce Area Signatory Officials
Local Workforce Area Board Chairs
Local Workforce Area Administrators
DEW Area Directors
DEW Regional Managers

Subject: **Integrated Business Services Team**

Issuance Date: DATE

Effective Date: DATE

Purpose: To provide guidance on the requirements for the Integrated Business Services Team (IBST) within each Local Workforce Development Area (LWDA).

References:

- Workforce Innovation and Opportunity Act, Public Law 113-128, §§ 107(d); 116; 121(b)(1); 134
- 20 CFR §§ 678.430-440; 20 CFR § 679.370; 20 CFR § 680.140
- Training and Employment Guidance Letters (TEGLs) 19-16; 10-16, Change 1; 07-22; 04-23; 21-22; 10-23; 05-25
- State Instruction Letters (SILs) 22-01; 24-01, Change 1; 24-02, Change 1; 24-03; 25-05, 25-08
- Combined Center Operations and Business Engagement (COBE) Plan Memorandum

Background: The Workforce Innovation and Opportunity Act (WIOA) requires Local Workforce Development Boards (LWDBs) to lead efforts to engage with a diverse range of employers and with entities in the region. This involves the promotion of business representation on the LWDB; the development of effective connections with employers in the region to support employer utilization of the local workforce development system, and to support local workforce investment activities; the assurance that those activities meet the needs of employers and support regional economic growth by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers; and the development and implementation of proven or promising strategies for meeting the employment and skill needs of

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workers and employers, that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations.

Policy: Each LWDB must create an IBST, responsible for establishing and developing relationships and networks with large and small employers, employer associations, or other such organizations within the LWDA. The IBST assists businesses in developing the long-term strength of their workforce by considering the specific needs of the business, as expressed by the employer.

IBST Structure and Function

The IBST is a coordinated, cross-partner, and collaborative effort to develop, maintain, and grow business relationships through the SC Works system. Establishing a unified approach helps reduce redundant outreach and engagement to businesses, improves productivity, and drives IBST members to engage with new businesses. The IBSTs must include the following WIOA partners:

1. WIOA Title I Adult, Dislocated Worker, and Youth
2. WIOA Title II Adult Education
3. WIOA Title III Wagner-Peyser Employment Services
4. WIOA Title IV Vocational Rehabilitation
5. WIOA Title IV Commission for the Blind
6. South Carolina Department of Social Services

LWDBs may include additional partners in the IBST who play a significant role in workforce investment activities within the LWDA. LWDBs may set appropriate expectations for partners on the IBST within local policy. Partners may include more than one person on the IBST and/or place the same individual on IBSTs in multiple LWDAs. Each partner will designate the staff member(s) to be their IBST representative.

The responsibilities of the IBST include, but is not limited to, the following:

- Conduct joint employer outreach in the LWDA to provide the business services outlined in this policy or to provide a referral to services
- Assist businesses in becoming eligible for employer services in SC Works Online Services (SCWOS), such as labor exchange and recruiting functionalities, through the Department of Employment and Workforce (DEW)
- Develop sector-based employer strategies
- Act as a liaison between businesses not currently in the SC Works system and industry partners to create a network
- Ensure compliance with all Federal, state, and local policies and guidance surrounding services to business, including the LWDA COBE Plan
- Maintain stakeholder engagement in the development of the LWDA COBE Plan

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- Provide information to businesses not yet in the SC Works system and updated information to businesses already in the SC Works system
- Review of IBST activities and performance, with the implementation of improvement strategies as needed

IBST Meetings. To carry out the responsibilities listed above, **the IBST must meet at least quarterly** within each program year. This meeting must include discussion of the following:

- Each IBST partner's method to engage with businesses, employers, employer associations, or other such organizations
- Services provided to businesses by each partner, as well as IBST strategies, so that all IBST members are well equipped to refer businesses to the appropriate partner and explain the services
- Any company locating to the area, leaving the area, expanding or contracting within the area, and the occupations/industries expected to expand or decline in the near future
- Coordination of layoff aversion and Rapid Response activities in the LWDA
- Creation and completion of IBST Action Items that are achievable, effective, and intentional for the next meeting. These items include, but are not limited to:
    - Research of local employers not currently a part of the SC Works system as well as activities that employers in the SC Works system would be interested in
    - Engagement with local employers who are not in the SC Works system
    - Communication by each IBST partner of their engagement with employers in the previous quarter
    - Alignment of IBST activities with LWDB strategic plans and priorities
- Any further ideas that would assist in the goal of providing business services in the LWDA

IBST Coordinator. The IBST must vote annually on a WIOA core partner to serve as the IBST Coordinator based on which program is available and interested. The partner then designates a staff member to step into the role; this may be the same individual designated to represent the partner on the IBST. LWDBs may set accountability expectations for the IBST Coordinator within local policy. The IBST Coordinator must ensure employer engagement is system-wide and coordinated and cannot operate independently of the other required partners.

The responsibilities of the IBST Coordinator include:

- Scheduling and facilitating the IBST meetings
- Publishing the schedule for upcoming year's IBST meetings so that all business services programs may attend and remain informed on business activities in the LWDA
- Ensuring the meetings include a discussion of the obligation set out in this policy
- Keeping meeting minutes that overview the discussion and track the IBST Action Items
- Coordinating outreach to employers by the IBST and organizing joint employer visits

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NOTE: The IBST Coordinator does not have the authority to supervise another partner's staff, control another partner's program funds, or require participation in activities outside another partner's program rules.

The IBST may also have multiple coordinators, a coordinator and an assistant coordinator, or any other structure they deem beneficial to ensure accountability. The IBST is encouraged to exhaust all partners in the IBST before returning to any partner to serve as the coordinator.

Single Point of Contact. This does not refer to a single point of contact for business services in the local area; it refers to a single point of contact as it pertains to the IBST. Strategic, coordinated outreach to businesses should be led by the IBST partner that has the best relationship with the employer. The single point of contact succeeds through collaboration, not through any direct control over any other partner. This partner is responsible for the management of specific client relationships and customer satisfaction by simplifying, building awareness, and seamlessly bringing partners to the table as needed to meet each client's needs. The remaining members of the IBST may offer support and assistance where needed or desired, with communication expectations outlined in local policy.

IBST Business Services

The services provided to business are given based on the expressed needs of the business. The IBST must create a portfolio of solutions with action plans and accountability to businesses; then the IBST single point of contact uses the full services of the IBST to develop flexible, customized solutions, and organize its delivery to each business.

At a minimum the following services must be provided:

- Access to labor market information
- Recruitment, screening, and referral of qualified applicants
- Access to economic development information and resources
- Posting job vacancies
- Offering customized job training options
- Connecting firms to SC Works information
- Technical assistance on assessment, recruitment, and human resource strategies
- Advocating for employers in key economic sectors
- Assistance with major layoffs and plant closures

Fee-for-Service

No fee may be charged for the career services that must be made available to local employers, specifically labor exchange activities and labor market information described in 20 CFR §§

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678.430(a)(4)(ii) and (a)(6). A fee-for-service may not be charged for recruitment and other business services on behalf of employers, including referrals to specialized business services. Additionally, a fee may not be charged for the provision of workforce and labor market information.

NOTE: General job fairs, open to all employers in the region, fall within labor exchange services and therefore are not included within the list of services for which a fee may be charged. SC Works services are to remain a no-cost option for employers regardless of the type of service requested; the SC Works logo/brand cannot be used to provide or promote fee-for-service activities.

Although WIOA allows the customized employer-related services described in 20 CFR §§ 678.435(b) and (c) to be provided on a fee-for-service basis, there is no requirement that a fee must be charged to employers. Services provided under 20 CFR § 678.435(c) may be provided through effective business intermediaries working in conjunction with the LWDB, either on a fee-for-service basis or through leveraging of economic development, philanthropic, and other public and private resources in a manner determined by the LWDB. When a LWDB provides business services on a fee-for-service basis, they must examine the services to be provided compared with the assets and resources available within the SC Works centers in their LWDA and through the SC Works partners to determine an appropriate cost structure for services, if any.

Any fees earned for customized employer-related services are considered program income and must be expended in accordance with the appropriate partner program's authorizing statute, implementing regulations, and Federal cost principles in the Uniform Guidance.

Effectiveness in Serving Employers

Effectiveness in Serving Employer's (ESE) can be evaluated via several methods. The Department of Labor (DOL) has identified the required reporting measure as a participant-based measure: Employed with the Same Employer in the 2nd and 4th Quarter after Exit. To effectively evaluate and measure employer service delivery and outcome, DEW continues to utilize the measures reported during DOL's ESE pilot phase. See SIL 25-08, *Employer Verification and Management*, for more information on ESE performance requirements.

Equal Opportunity

WIOA § 188 prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity. See the most updated SILs on equal opportunity (EO) requirements for more information.

Action: Please ensure that all appropriate staff receive and understand this policy.

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Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

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Nina Staggers, Assistant Executive Director
Workforce Development Division

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STATE INSTRUCTION NUMBER 24-02, Change 1

To: Local Workforce Area Signatory Officials
Local Workforce Area Board Chairs
Local Workforce Area Administrators

Subject: **SC Works Customer Satisfaction Surveys**

Issuance Date: DATE

Effective Date: DATE

Purpose: To provide standardized guidance for statewide customer satisfaction surveys. This guidance replaces State Instruction Letter 24-02.

References:

- Workforce Innovation and Opportunity Act, Public Law 113-128 § 116(e)(2)
- 20 CFR § 678.800
- Training and Employment Guidance Letter (TEGL) 5-18
- State Instruction Letters (SILs) 24-01, Change 1; Business Services
- Combined Center Operations and Business Engagement Plan (COBE Plan) Memorandum

Revision 1: The customer satisfaction feedback required for the Annual Report will now be disseminated through SC Works Online Services (SCWOS).

Background: The Workforce Innovation and Opportunity Act (WIOA) Annual Report requires states to describe their approach to customer satisfaction, which may include information used for one-stop center certification, in accordance with 20 CFR § 678.800. Additionally, the SC Works certification standards require LWDAs to have a customer feedback system in place that assesses jobseeker and employer customer satisfaction.

In 2023, the State Workforce Development Board (SWDB) conducted the Secret Shopper Pilot Program to assess the customer experience when interacting with the SC Works system. In order to best capture the jobseeker and employer customer experience, customer satisfaction survey questions were developed and recommended for implementation.

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Policy: The Department of Employment and Workforce (DEW) conducts customer satisfaction evaluations for both jobseekers and employers through surveys distributed by SCWOS using the users' preferred communication setting (i.e. through email or via their dashboard). The administration of these surveys captures ongoing feedback from jobseekers and employers in accordance with the SC Works centers Certification Standards requirements. These questions are attached to this guidance for ease of access, should a review be desired.

Local workforce development areas (LWDAs) must ensure that all customers who receive services through the SC Works delivery system are entered into SCWOS to ensure they are able to receive the customer satisfaction survey. The survey may be provided in a language other than English or alternative fomat, as required under applicable laws and regulations.

Local Workforce Development Boards (LWDBs) may conduct additional, LWDA-specific surveys to support continuous improvement and support their strategic direction. These may be distributed in the method preferred by the LWDA, including on paper, by phone, or virtually. Should these be administered, they are not required to be reported to the State.

The state-level survey data are collected by DEW, through SCWOS, for the WIOA Annual Report. DEW will also ensure that the LWDBs receive the data applicable to their LWDAs for compliance with the customer feedback requirements within the COBE Plan.

Action: Please ensure that all appropriate staff receive and understand this policy.

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

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Nina Staggers, Assistant Executive Director
Workforce Development Division

ATTACHMENTS

- Jobseeker Services Survey Questions
- Business Services Survey Questions

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SC Works Jobseeker Services Survey Questions

1. **In your most recent experience, how did you access SC Works services?**
    - I called my SC Works center.
    - I visited an SC Works center.
    - I received in-person services outside of an SC Works center.
    - I used the SC Works Online Services (SCWOS) website (jobs.scworks.org).
    - I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).

2. **What SC Works services did you receive?**
    - Unemployment assistance
    - Job search assistance
    - Apply for a job
    - Hiring event/job fair
    - Attend a workshop
    - Attend an appointment
    - Find center location
    - Career self-assessment
    - Résumé assistance
    - Education/testing/training opportunities
    - WIN testing
    - Veteran services
    - Agricultural Outreach
    - Youth services
    - Report a problem
    - Other: _____

3. **Were you able to complete the purpose of your visit/use of SC Works services?**
    - Yes
    - No

4. **Did you know that you could request accommodation or assistance if needed?**
    - Yes
    - No

5. **Did you experience any difficulties participating in services or appointments?**
    - Yes
        - Please describe
    - No

6. **Did you know you could request language assistance services (such as translation and interpretation) if needed?**
    - Yes
    - No
    - Not sure

7. **If you needed language assistance, were you able to get it?**
    - Yes
    - No
    - N/A – did not need language assistance

8. **If you used SC Works Online Services (jobs.scworks.org), how would you rate your satisfaction with the experience?**

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

    - N/A – did not use SC Works Online Services

9. **Overall, how would you rate your satisfaction with the customer service provided by the SC Works center staff?**

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

10. **Overall, how would you rate your satisfaction with the services you received?**

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

11. **Based on your experience, how likely are you to recommend SC Works services to other jobseekers?**

Not at all likely Extremely likely

1 2 3 4 5 6 7 8 9 10

12. **Please share comments and suggestions on how we can improve SC Works services.**

SC Works Business Services Survey Questions

1. **In your most recent experience, how did you access SC Works services?**
    - I called my SC Works center.
    - I visited an SC Works center.
    - I received in-person services outside of an SC Works center.
    - I used SC Works Online Services (jobs.scworks.org).
    - I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).

2. **What SC Works services did you receive?**
    - Attend an employer-related event
    - Attend a career fair
    - Host screenings/job interviews
    - Drop off job orders/pick up job applications
    - Inquire about SC Works services
    - Recruiting assistance
    - Assistance with SC Works Online Services (SCWOS; jobs.scworks.org)
    - Layoff or closure assistance
    - Assistance with training programs (on-the-job training [OJT], apprenticeship, customized training for workers)
    - Labor or job market information
    - Unemployment Insurance (UI) Tax assistance
    - Report a problem
    - Other: _____

3. **Were referred to the appropriate services to support your needs?**
    - Yes
    - No
    - N/A – did not need referral

4. **Were you able to complete the purpose of your visit/use of SC Works services?**
    - Yes
    - No

5. **Were you informed of your responsibilities regarding equal opportunity and nondiscrimination as they pertain to services delivered through the SC Works system?**
    - Yes
    - No
6. **If you used SC Works Online Services (jobs.scworks.org), how would you rate your satisfaction with the experience?**

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

- N/A – did not use SC Works Online Services

7. **Overall, how would you rate your satisfaction with the customer service provided by the SC Works center staff?**

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

8. **Overall, how would you rate your satisfaction with the services you received?**

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

9. **Based on your experience, how likely are you to recommend SC Works services to other employers or businesses?**

Not at all likely Extremely likely

1 2 3 4 5 6 7 8 9 10

10. **Please share comments and suggestions on how we can improve SC Works services.**

STATE INSTRUCTION NUMBER 24-01, Change 1

To: Local Workforce Area Signatory Officials
Local Workforce Development Board Chairs
Local Workforce Area Administrators

Subject: **SC Works Certification Standards**

Issuance Date: DATE

Effective Date: DATE

Purpose: To provide State guidance regarding the certification of SC Works centers and the SC Works service delivery system, including the SC Works Certification Standards and suggested methods for evaluating compliance. This guidance expires State Instruction Letter 24-01.

Reference:

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128
- 20 CFR § 678.800; 34 CFR § 361.800; 34 CFR § 463.800
- Training and Guidance Letters (TEGLs) 4-15; 16-16; 16-16, Change 1; 17-16
- State Instruction Letters (SILs) 11-11, Change 1; 16-12, Change 1; 16-13, Change 1; 19-03, Change 1; 20-12, Change 1; 21-04; 22-01; 24-02, Change 1; 24-04, Change 1; 24-08; 25-02; 25-04; 25-05; 25-08; Business Services
- Combined Center Operations and Business Engagement Plan (COBE Plan) Memo

Revision:

- The Management, Jobseeker Services, and Business Services Standards attached to the policy have been updated in accordance with updated Federal and State guidance
- Submission date requirement has been updated
- The LWDB must submit a completed version of the three standards attached to the policy
- The language has been revised for clarity and ease of use

Background: The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board (SWDB), in consultation with chief elected officials and Local Workforce Development Boards (LWDBs), establish objective criteria and procedures for LWDBs to use when certifying one-stop centers. The criteria must be used to evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical

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and programmatic accessibility, and continuous improvement. The SWDB, in consultation with chief elected officials and LWDBs, must review and update the criteria every two years as part of the review and modification of the State Plan.

LWDBs must assess, at least every three years, the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and one-stop delivery systems using the criteria and procedures developed by the SWDB. LWDBs must review and update the criteria every two years as part of the Local Plan update process. Certification is required for one-stop centers to be eligible to use infrastructure funds in the State funding mechanism as described in 20 CFR § 678.730.

Policy: LWDBs must develop objective policies and procedures to assess the Comprehensive and Affiliate SC Works centers and the SC Works service delivery system in their LWDA. To be certified, the SC Works centers, and the SC Works service delivery system, must meet or exceed the baseline measures outlined in the Management, Jobseeker Services, and Business Services Standards attached to this policy.

The LWDA must be able to provide supporting documentation for each baseline measure of the certification standards, when requested. The SC Works Center Operator is responsible for coordinating and facilitating the implementation of the certification standards.

Evaluations for effectiveness must include how well the SC Works center integrates available services for jobseekers and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost-efficient manner, coordinates services among the SC Works partner programs, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB. These evaluations must take into account feedback from SC Works customers, and apply if necessary; include evaluations of how well the SC Works center ensures equal opportunity (EO) for individuals with disabilities to participate in or benefit from SC Works center services; and include criteria evaluating how well the SC Works centers and SC Works delivery system takes action to comply with disability-related regulations implementing WIOA § 188.

Evaluation methods include, but are not limited to, the following:

- Interviews with staff, management, jobseekers, employers, and partners, such as economic development and education entities
- Questionnaires and/or surveys of jobseekers, employers, and staff
- Document reviews including, but not limited to:
    - The Integrated Business Services Team (IBST) and LWDB meeting minutes
    - SC Works center staff training and meeting agendas

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    - SC Works center schedules, sign-in sheets, referral forms, and posted signage
    - EO monitoring documentation and LWDB policies
    - The LWDA Memoranda of Understanding (MOU)
- Combined Center Operations and Business Engagement Plan (COBE Plan)
- Observations and inspections of SC Works center lobbies and triage practices, including secret shopping activities
- Use of SC Works Online Services (SCWOS), to include reports, the case management system, and the Customer Relationship Management (CRM) module

Each LWDB must submit the following to Workforce Support at WorkforceSupport@dew.sc.gov no later than June 30, 2027:

- A completed version of the Management, Jobseeker Services, and Business Services Standards attached to this policy
- A summary of the assessment process and evaluation methods
- Documentation of LWDB certification of the SC Works centers and SC Works service delivery system (e.g., meeting minutes, electronic votes)

Action: Ensure that appropriate staff, partners, and service providers receive and understand this policy.

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

_____
Nina Staggers, Assistant Executive Director
Workforce Development Division

ATTACHMENTS

- Management Standards
- Jobseeker Services Standards
- Business Services Standards

DRAFT

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. Partner integration is evident through non-duplication of services and efficient and effective service delivery.	• Customers have access to partner programs, services, and activities in accordance with Training and Employment Guidance Letter (TEGL) 16-16 and TEGL 16-16, Change 1. Access means (1) a center staff member is physically present, (2) an appropriately trained staff member from a different program is physically present, or (3) there is a direct linkage via technology to program staff who can provide meaningful information or services.	☐	☐	
	• On-site partners are knowledgeable about services available through the SC Works center and in the local workforce development area (LWDA).	☐	☐	
	• All staff who assist in the resource room are trained in customer service and can demonstrate knowledge of the full range of center and workforce system resources.	☐	☐	
	• Where appropriate, referrals for services are made through South Carolina's case management system, SC Works Online Services (SCWOS).	☐	☐	
	• When customers need to speak with a staff person from more than one program, subsequent Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP), Trade Adjustment Act (TAA), Jobs for Veterans State Grants (JVSG), and Reemployment Services and Eligibility Assessment Grants (RESEA) staff, and other partner staff where appropriate, utilize or receive notification from the	☐	☐	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	SCWOS Greeter to document and communicate the addressed visit reason.			
	• An integrated and unified approach to the workforce system is presented to the public through conformity to SC Works brand standards in signage, greetings, and public facing documents.	☐	☐	
	• The SC Works center publishes a staff accessible, single, unified monthly schedule of all center events and workshops.	☐	☐	
2. The SC Works center management structure is clear.	• The LWDA has a current Combined Operational Plan and Business Engagement Plan (COBE Plan).	☐	☐	
	• The Center Operator is the single point of contact for the center and is responsible for the activities outlined in the most updated state instruction letter on SC Works Center Leadership Team Roles and Responsibilities.	☐	☐	
	• The roles and responsibilities of the partners at the SC Works center as they relate to the management and governance of the center are understood.	☐	☐	
3. SC Works center staff are provided training and professional development opportunities.	• Upon hire, staff are trained in the following areas:			
	○ Functional work areas	☐	☐	
	○ Customer service	☐	☐	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	○ Workforce development	☐	☐	
	○ Greeting customers as they enter the center or as they wait in line	☐	☐	
	○ Maintenance of the SCWOS Greeter	☐	☐	
	• WIOA, WP, TAA, and JVSG case managers complete Career Development Facilitator (CDF), Certified Career Services Provider (CCSP), or similar case management training.	☐	☐	
	• Existing SC Works center staff have completed the SC Works 101 – Your Next Steps training program in the SC Works Training Center. New staff complete training within one month of hire.	☐	☐	
	• The Center Operator provides ongoing LWDA-related training and team building to enhance communication among partners and facilitate cross training.	☐	☐	
4. The SC Works center is accountable for results.	• The SC Works center uses the SCWOS Greeter to monitor utilization of services and center traffic.	☐	☐	
	• Assessment of center-wide effectiveness includes:			
	○ Customer satisfaction	☐	☐	
	○ Physical and programmatic accessibility	☐	☐	
	○ Continuous improvements	☐	☐	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	• The SC Works center management examines the center cost structure and looks for ways to operate effectively in a cost-efficient manner.	☐	☐	
5. The SC Works center has a system in place to assess projected employer demand and to align jobseeker resources with current and projected employer demand.	• SC Works center management conducts formal, data-driven analysis of employer needs, at least annually, to include input and feedback from employers and applicable partners, which must at a minimum, include all WIOA core partners.	☐	☐	
	• SC Works center management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs.	☐	☐	
6. The SC Works center is accessible so that all jobseekers and business customers can fully participate in the services offered.	• The SC Works center is compliant with the Americans with Disabilities Act (ADA). The LWDA cooperates with Vocational Rehabilitation partners and DEW Equal Opportunity (EO) staff to ensure ADA compliance.	☐	☐	
	• The SC Works center provides assistive technology for customers to use when accessing computers and other services.	☐	☐	
	• SC Works center staff are trained to assist people with disabilities, including individuals with service animals, at the first point of contact and in case of emergency.	☐	☐	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	• There is access to auxiliary aids and services available for people with disabilities.	☐	☐	
	• The SC Works center is accessible and provides resources to individuals with limited-English proficiency. Interpreter services are available, and staff are trained to access and utilize interpreter services when needed.	☐	☐	
	• The SC Works center provides free parking that is adequate for the average customer traffic flow, and the required number of accessible parking spaces under the ADA are available.	☐	☐	
	• The SC Works center has flexible scheduling and work hours to accommodate jobseekers and employers, when needed.	☐	☐	
7. The SC Works center maintains a professional appearance.	• The SC Works center has professional, clear, and sufficient signage that is prominent and unambiguous, including required ADA and EO signage.	☐	☐	
	• All staff maintain a professional appearance in accordance with LWDB approved policies.	☐	☐	
	• The SC Works center, including exterior, lobby, resource room, conference/training rooms, staff workstations/offices, restrooms, etc., are clean, well maintained, and visually appealing.	☐	☐	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
8. The SC Works center has access to sufficient space and capacity for key functions.	• The SC Works center has, or has access to, convenient and properly equipped space for group meetings and services.	☐	☐	
	• Comprehensive centers provide on-site private discussion areas.	☐	☐	
	• Affiliate centers provide access to private discussion areas as outlined in center policies and procedures.	☐	☐	
	• The resource room has sufficient access to telephones, high-speed Internet, printers, and copiers.	☐	☐	
9. The SC Works center adheres to the minimum physical security standards, procedures, and training requirements.	• Personably Identifiable Information (PII) and other sensitive information is stored securely in alignment with Federal and State policy.	☐	☐	
	• Building security is appropriate for the SC Works center based on the most updated SC Works Physical Security state instruction letter.	☐	☐	
	• LWDAs conduct training in the SC Works center on security situations as outlined in the most updated SC Works Physical Security state instruction letter.	☐	☐	
	• All staff who work in the SC Works center receive safety and security training at least annually.	☐	☐	

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. Satisfaction with both processes and outcomes is measured for existing jobseeker customers.	• The local workforce development area (LWDA) utilizes jobseeker feedback that measures jobseeker outcomes and satisfaction.	☐	☐	
	• The LWDA Combined Center Operations and Business Engagement Plan (COBE Plan) outlines the tools, methods, and protocols used to measure jobseeker feedback.	☐	☐	
	• The LWDA disaggregates and reviews data for each SC Works center for analysis and action.	☐	☐	
2. Feedback from jobseekers is used to improve services.	• The SC Works center and LWDA have a system in place to improve services based on the feedback received from jobseekers.	☐	☐	
3. Jobseekers have multiple access points to SC Works services.	• Services are provided through Comprehensive and Affiliate SC Works centers, up-to-date and useful websites, and remote or virtual service strategies.	☐	☐	
	• The SC Works center encourages jobseekers to utilize virtual services, as appropriate. This may include the Virtual Engagement Center (VEC), web-based assessments and career planning tools, job search and job readiness assistance, applying for unemployment benefits, and access to a wide range of job offerings found on SC Works Online Services (SCWOS).	☐	☐	

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
4. The SC Works center offers a consistent menu of jobseeker services.	• All basic and individual career services, training services, and information outlined in the Workforce Innovation and Opportunity Act (WIOA) § 134(c) and Training and Employment Guidance Letter (TEGL) 4-15 are available and accessible to each jobseeker at the SC Works center.	☐	☐	
5. The SC Works center staff provides jobseeker services efficiently while maintaining a customer-oriented focus.	• The SC Works center has a process, including monitoring the SCWOS Greeter, to minimize lines and wait times.	☐	☐	
	• The SC Works center has a process for effectively handling large-scale events or heavy customer traffic.	☐	☐	
	• SC Works center staff promptly engage customers with self-service activities, staff assistance, or acknowledgement upon entry to the SC Works center or virtual system.	☐	☐	
	• The SC Works center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff.	☐	☐	
6. The SC Works center has a well-equipped resource room with trained SC Works center staff to provide a broad range of jobseeker services.	• The resource room has at least one SC Works center staff present at all times to provide orientation and guidance on accessing and using resources.	☐	☐	
	• The resource room has computers to accommodate the needs of customers.	☐	☐	

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	• SC Works center staff present the services of all partners based on individual customer needs.	☐	☐	
	• The resource room offers a broad range of current and relevant information on job seeking websites, workshops, partner services, community resources, employment opportunities, and affords jobseekers access to all of these.	☐	☐	
7. Jobseekers learn about the full range of services available through the SC Works system in a customer-focused, program-neutral way.	• The LWDA website provides a virtual orientation to the workforce system.	☐	☐	
	• The SC Works center provides information on the full range of services at the first visit via multiple delivery mechanisms (e.g., welcome folders, pamphlets, group orientation, signage, help desk, etc.).	☐	☐	
	• SC Works center staff are knowledgeable to be able to education visitors about SC Works services.	☐	☐	
8. The SC Works center offers effective assessment and career guidance services to all jobseekers.	• SC Works center staff are aware of and are trained in assisting or directing jobseekers to available career development assessments.	☐	☐	
	• The SC Works center offers basic skills assessments through direct provision, partners, or contracts.	☐	☐	
	• The SC Works center makes available computer literacy assessments through direct provision, partners, or contracts.	☐	☐	

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
9. The SC Works center provides resources to assist jobseekers in marketing themselves for employment.	• The following services or workshops, at minimum, are provided on-site, but may also be provided virtually, individually or in group settings, at Comprehensive SC Works centers:			
	○ Résumé preparation	☐	☐	
	○ Interviewing techniques	☐	☐	
	○ Networking groups	☐	☐	
	○ Basic computer skills	☐	☐	
	○ Job search assistance	☐	☐	
10. The SC Works center has information on SCWOS job openings.	• SCWOS is used to provide information to jobseekers on open jobs.	☐	☐	
	• The SC Works center promotes recent, in-demand job postings through the Hot Jobs Flyer.	☐	☐	
11. The SC Works center helps jobseekers advance their skills and education.	• The SC Works center has a diverse selection of career enhancement options, including short-term and long-term training.	☐	☐	
	• SC Works center staff assist jobseekers in developing a plan to finance education and training, which may include WIOA, Job Corps, Trade Adjustment Act (TAA), or other partner resources, or Pell Grants, part-time work, and scholarships.	☐	☐	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. There is a fully integrated, multi-agency business services team that, at minimum, must include representatives from each of the WIOA core partners.	• The local workforce development area (LWDA) has designated business services staff.	☐	☐	
	• WIOA core partners who provide services to businesses actively participate in the Integrated Business Services Team (IBST).	☐	☐	
	• All IBST members are educated on each other's program goals, services, and methods to engage with businesses.	☐	☐	
2. The IBST is structured and facilitated as a unified activity.	• The IBST selects the IBST Coordinator(s) from among the WIOA core partners on the IBST based on availability and interest. The IBST reviews and appoints/reappoints the IBST Coordinator(s) annually.	☐	☐	
	• IBST members present the full range of relevant/appropriate services to businesses.	☐	☐	
	• The IBST meets at least quarterly, in-person or virtually, to carry out the responsibilities outlined in the most updated state instruction letter on the Integrated Business Services Team.	☐	☐	
	• The IBST Coordinator(s) meets the responsibilities outlined in the most updated state instruction letter on the Integrated Business Services Team.	☐	☐	
	• There is consistent, real-time, documented communication between the members of the IBST.	☐	☐	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
3. Businesses are consulted on their workforce needs.	• There is evidence that businesses have been consulted through focus groups, written or online surveys, and/or targeted interviews.	☐	☐	
	• The services provided to businesses are given based on the expressed needs of the business.	☐	☐	
4. The LWDA operates from the Combined Operational and Business Engagement Plan (COBE Plan).	• SC Works center staff, as appropriate, are knowledgeable in and engage with the COBE Plan.	☐	☐	
	• The IBST maintains stakeholder engagement in the development of the COBE Plan.	☐	☐	
	• The IBST targets and serves businesses according to the COBE Plan.	☐	☐	
	• The LWDA outreach strategy is done according to the COBE Plan.	☐	☐	
	• SC Works center staff, as appropriate, use SCWOS to track delivery of employer services.	☐	☐	
5. There is a link between the activities of the IBST, economic development, and education entities in the LWDA.	• There is evidence that the LWDA maintains partnerships between all appropriate education and economic development entities and the IBST. Such evidence includes:	☐	☐	
	○ The relevant economic development and education entities are engaged in strategic planning sessions and business forums.	☐	☐	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	○ The IBST is informed of any company locating to the area, leaving the area, expanding or contracting within the area, and the occupations/industries expected to expand or decline in the near future.	☐	☐	
6. Satisfaction with both processes and outcomes is measured for existing business customers.	• The LWDA utilizes employer feedback that measures outcomes and satisfaction.	☐	☐	
	• The COBE Plan outlines the tools, methods, and protocols used to measure the employer feedback.	☐	☐	
	• The LWDA disaggregates and reviews data for each SC Works center for analysis and action.	☐	☐	
7. The SC Works center offers a consistent menu of demand-driven services.	• The menu of available business services is posted on the LWDA's website and at the SC Works center with links to relevant information for businesses in the LWDA and to each IBST partner website.	☐	☐	

State Workforce Development Board

PY'25 Q4

Thursday, June 18, 2026

South Carolina WORKFORCE Development Board

Artificial Intelligence Usage: To safeguard the privacy and confidentiality of our conversations, we do not permit the use of AI bots in virtual meetings. If an attendee is identified as an AI bot, then it will be removed from the meeting. Thank you for your understanding and cooperation.

SWDB MEETING AGENDA

I. WELCOME AND OPENING REMARKS

II. APPROVAL OF MARCH 31, 2026, MEETING MINUTES*

III. SC WORKS POLICY APPROVALS*

- i. SWDB FUNDING ALLOCATION POLICY
- ii. INTEGRATED BUSINESS SERVICES TEAM
- iii. SC WORKS CUSTOMER SATISFACTION SURVEYS
- iv. SC WORKS CERTIFICATION STANDARDS

IV. DEW DIRECTOR'S REPORT

V. 2024-2027 SWDB STRATEGIC PLAN UPDATE

VI. SWDB MEMBER RECOGNITION

VII. OTHER BUSINESS/ADJOURN

APPROVAL OF MARCH 31, 2026 MEETING MINUTES*

South Carolina WORKFORCE Development Board

State Workforce Development Board Meeting
Tuesday, March 31, 2026, at 11:00 a.m.

MEMBERS PRESENT:		MEMBERS ABSENT:
Mr. Thomas Freeland	Mr. George "GP" McLeer, Jr.	Mr. Warren Snead
Mr. William Floyd	Ms. Jennifer Moore	Mr. Cliff Bourke, Jr.
Mr. Charles Brave, Jr.	Ms. Elaine Morgan	Representative Don Chapman
Mr. Gregory C. Clark	Mr. Kevin Pak	Ms. Nancy Ray Foster
Ms. Susan Cohen	Mr. Matthew Pollard	Ms. Darline Graham
Col. Craig Currey (retd.)	Dr. Windsor W. Sherrill	Ms. Felicia Johnson
Mr. Chris Hall	Ms. April Simpkins	Mr. Tyler Servant
Dr. Tim Hardee	Ms. Britt D. Vergnolle	Mr. Michael W. Sexton
Mr. Jay Holloway		Mr. Jeremy Stephens
Ms. Lelia King		Mr. Gregory L. Tinnell
Mr. Mike King		Senator Ross Turner
Ms. Robyn Knox		Mr. John Uprichard

Welcome and Opening Remarks..... Mr. Thomas Freeland, SWDB Chair
Mr. Thomas Freeland, State Workforce Development Board (SWDB) Chair, called the meeting to order at 11:00 a.m. A quorum was present.

Chairman Freeland welcomed guest speaker Ms. Betsy McWhite from the SC Vocational Rehabilitation Department. He also thanked everyone for participating in the High-Performing Workforce Award Ceremony during the December 11, 2025, SWDB meeting.

Approval of December 11, 2025, Meeting Minutes* ..... Mr. Thomas Freeland
Col. Craig Currey motioned to approve the December 11, 2025, meeting minutes. The motion was seconded by Charles Brave, Jr., and SWDB unanimously voted to approve the meeting minutes.

PY'25 Interim Funding Recommendations* ..... Ms. Pamela Jones
Ms. Pamela Jones presented the interim funding recommendation of $680,000 for PY'25.

- *SC Works Continuous Improvement Funding – Technology - $600,000*: Funding will be made available to Local Workforce Development Areas (LWDAs) for technology enhancements, software, and computer upgrades, prioritized according to each area's specific needs to ensure maximum impact and effectiveness.

- *Statewide Operating Costs – $20,000:* Increase funding for SWDB and SC Works operating costs by $20,000 to invest in staff training and professional development to ensure the delivery of quality workforce services through the SC Works system. Total PY'25 SWDB and SC Works Statewide operating cost will be $45,000.

DRAFT

*Denotes voting item

Policy Presentation

Executive Committee

June 18, 2026

Nina Arnone
Workforce Research and Policy Manager





Reallocation or Adjustment of SWDB Approved Funding

Background

Reallocation or Adjustment of SWDB Approved Funding

1

SWDB retains 10%

Incubate promising workforce development, education, and training models

2

DEW brings funding proposals

Based on priorities identified in WIOA State Plan and SWDB priorities

3

Implementation exceeds request

Requests for the necessary additional funds must be presented at the following SWDB quarterly meeting





Context

- Originates with the SC Works Physical Security Grant
- $1 million distributed amongst local areas
- Application includes funding request and detailed budget
- Necessity of local areas totaled around $60,000 over original grant

Reallocation or Adjustment of SWDB Approved Funding



DEW may expend up to 10% above the approved amount for an ongoing board approved project without approval from the board.

The use of Governor's Reserve funds under $10,000 does not required approval from the board.

The reallocation or adjustment of funds must follow all necessary internal DEW approval practices and guidelines.

DEW will inform the chairperson of the board of either.

Update to SWDB

- DEW will report on, give justification for, and answer any questions to the SWDB and relevant SWDB committees.
- The full SWDB will receive an update on the reallocation or adjustment of funding at the quarterly meeting.



QUESTIONS?



Integrated Business Services Team



Background

WIOA

LWDBs are required to engage with a range of employers and entities in their region.

WIOA State Plan

Strategy 2.3: Improve strategic outreach and service delivery to employers to effectively match jobseekers with employers.

IBST Structure and Function

Each LWDB must create an IBST, responsible for establishing and developing relationships and networks.

Required Partners

The IBST must include the WIOA Core Partners.

Additional Partners

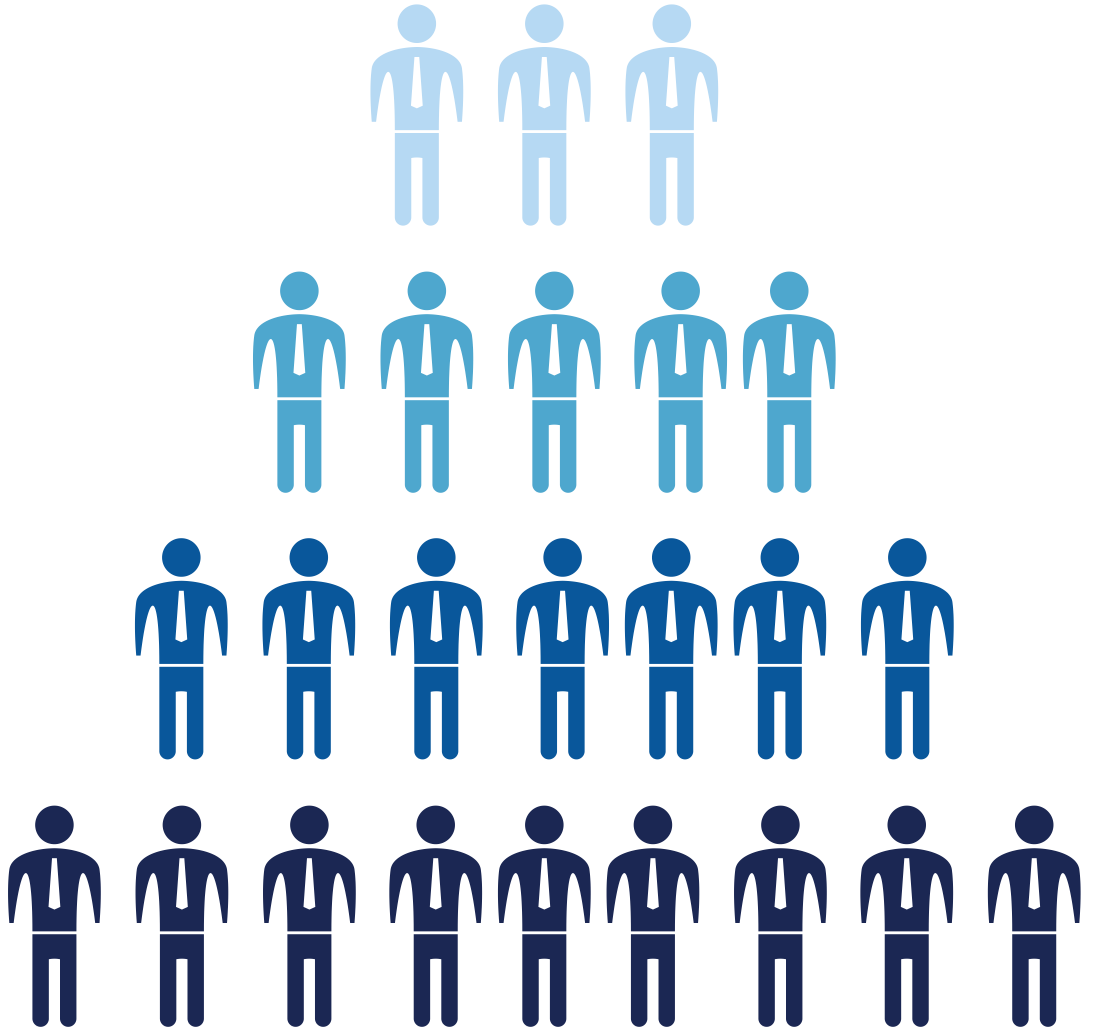
LWDBs may include those who play a significant role in workforce investment activities.

Partner Representative

Each partner will designate the staff member(s) to be their IBST representative(s).

IBST Responsibilities

Detailed in policy draft.



IBST Meeting

The IBST must meet at least quarterly to discuss their responsibilities and other relevant items

IBST Coordinator

- IBST votes annually on WIOA core partner to serve as IBST Coordinator
    - Responsible for scheduling and facilitating meetings
- Does not have authority over partner staff or partner program funds

Single Point of Contact

- IBST contact with the best relationship with an employer will lead IBST outreach
- Remaining IBST members may offer support and assistance, with communication expectations outlined in local policy



IBST Business Services

Based on the expressed needs of the business, the IBST creates a portfolio of solutions with action plans and accountability to the business.



QUESTIONS?



SC Works Customer Satisfaction Surveys



Customer Satisfaction Requirement

WIOA Annual Report

States must describe their approach to customer satisfaction, which may include information used for one-stop center certification.

Survey Delivery

DEW will conduct customer satisfaction evaluations through surveys distributed by SCWOS using the users' preferred communication setting.

LWDBs may conduct LWDA-specific surveys, distributed in the method preferred by the LWDA.

State-level survey data are collected for the WIOA Annual Report. DEW will provide LWDBs with the applicable LWDA data for compliance with requirements in the COBE Plan.



SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

Jobseeker Services Survey Questions

1. In your most recent experience, how did you access SC Works services?
2. What SC Works services did you receive?
3. Were you able to complete the purpose of your visit/use of SC Works services?
4. Did you know that you could request accommodation or assistance if needed?
5. Did you experience any difficulties participating in services or appointments?
6. Did you know you could request language assistance services (such as translation and interpretation) if needed?
7. If you needed language assistance, were you able to get it?
8. If you used SC Works Online Services, how would you rate your satisfaction with the experience?
9. Overall, how would you rate your satisfaction with the customer service provided by the SC Works center staff?
10. Overall, how would you rate your satisfaction with the services you received?
11. Based on your experience, how likely are you to recommend SC Works services to other jobseekers?
12. Please share comments and suggestions on how we can improve SC Works services.

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

Business Services Survey Questions

1. In your most recent experience, how did you access SC Works services?
2. What SC Works services did you receive?
3. Were you referred to the appropriate services to support your needs?
4. Were you able to complete the purpose of your visit/use of SC Works services?
5. Were you informed of your responsibilities regarding equal opportunity and nondiscrimination as they pertain to services delivered through the SC Works system?
6. If you used SC Works Online Services, how would you rate your satisfaction with the experience?
7. Overall, how would you rate your satisfaction with the customer service provided by the SC Works center staff?
8. Overall, how would you rate your satisfaction with the services you received?
9. Based on your experience, how likely are you to recommend SC Works services to other employers or businesses?
10. Please share comments and suggestions on how we can improve SC Works services.

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

QUESTIONS?



SC Works Certification Standards

WIOA requires the SWDB, in consultation with CEOs and LWDBs, to establish objective criteria and procedures for certifying one-stop centers.



Timelines

- The SWDB must review and update the criteria **every two years** as part of the review and modification of the WIOA State Plan.
- LWDBs must assess their SC Works centers and SC Works delivery system **at least every three years** using the criteria and procedures developed by the SWDB.



Certification Requirements

LWDBs develop policies and procedures to assess Comprehensive and Affiliate SC Works centers and the SC Works delivery system in the LWDA.

To be certified, they must meet or exceed the baseline measures in the Management, Jobseeker Services, and Business Services Standards.

LWDAs must be able to provide supporting documentation for each baseline measure when requested.

The SC Works Center Operator is responsible for coordinating and facilitating the implementations of the Standards.





Evaluations

Evaluations are conducted in the manner chosen by the LWDA and include customer satisfaction, physical and programmatic accessibility, and continuous improvement.

The effectiveness of these evaluations are measured by how well the SC Works center:

- Integrates available services for jobseekers and businesses
- Meets the workforce development needs of participants and the employment needs of local employers
- Operates in a cost-efficient manner
- Coordinates services among the SC Works partner programs
- Provides access to partner program services to the maximum extent practicable

Submission

LWDBs will submit the following to DEW no later than June 30, 2027:

- Completed Management, Jobseeker Services, and Business Services Standards from policy
- Summary of the assessment process and evaluation methods
- Documentation of LWDB certification of the SC Works centers and SC Works service delivery system



QUESTIONS?

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

Thank You!

Nina Arnone
narnone@dew.sc.gov

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

State Workforce Development Board (SWDB) Meeting

S.C. Department of
Employment and Workforce

Executive Director William Floyd

June 18, 2026

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce





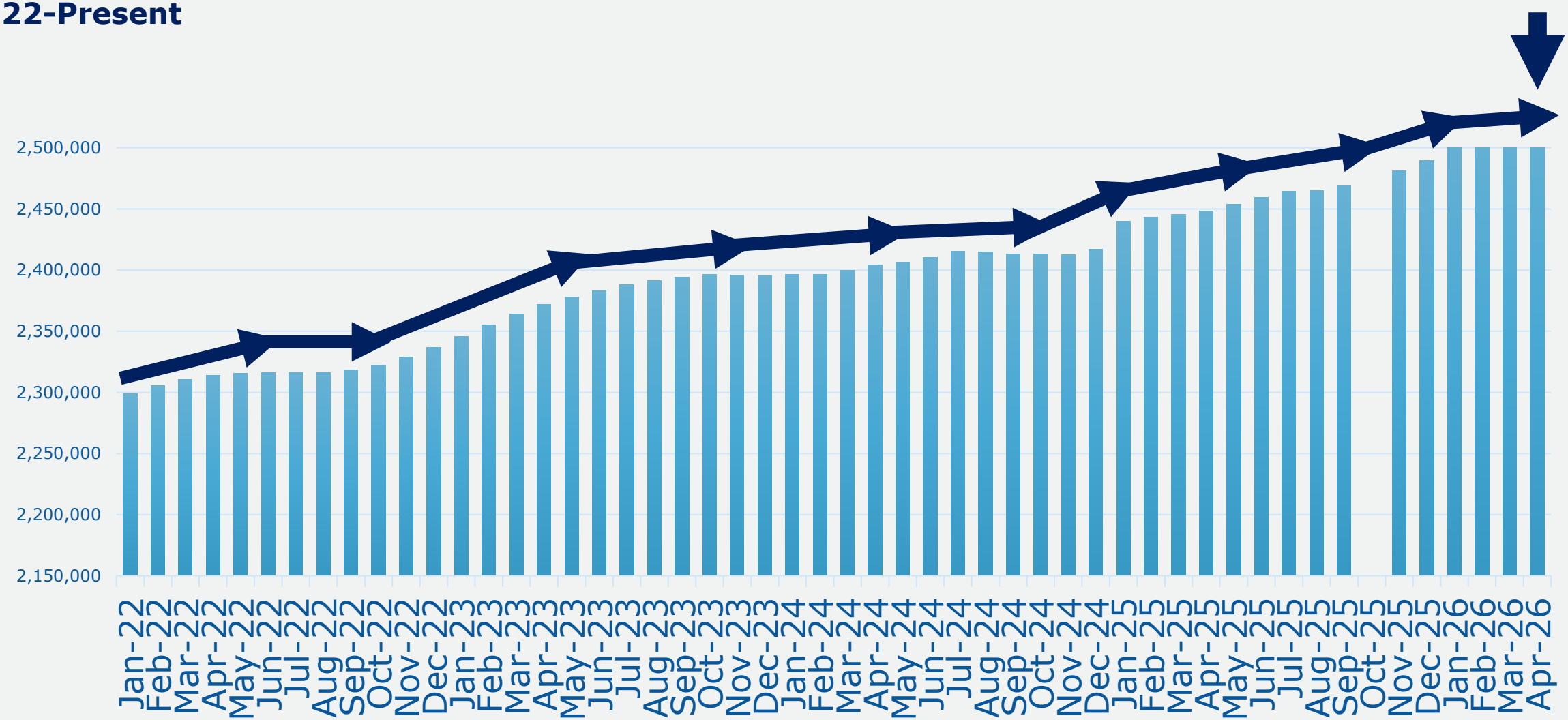
Current State of the Workforce

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

Number of People Working

2022-Present

2,539,583

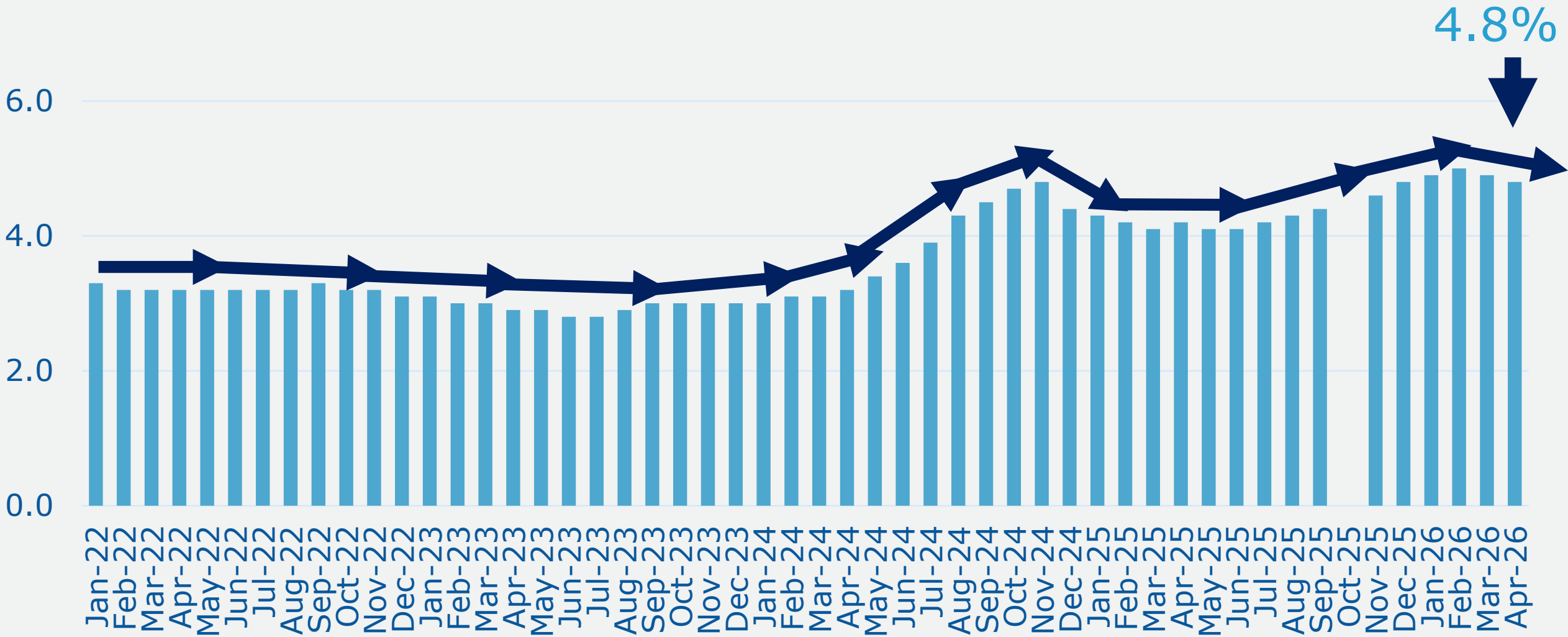


SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

*As the Bureau of Labor Statistics was closed during the month of October, the information necessary to produce this information for that month was not collected and could not be published.

Unemployment Rate

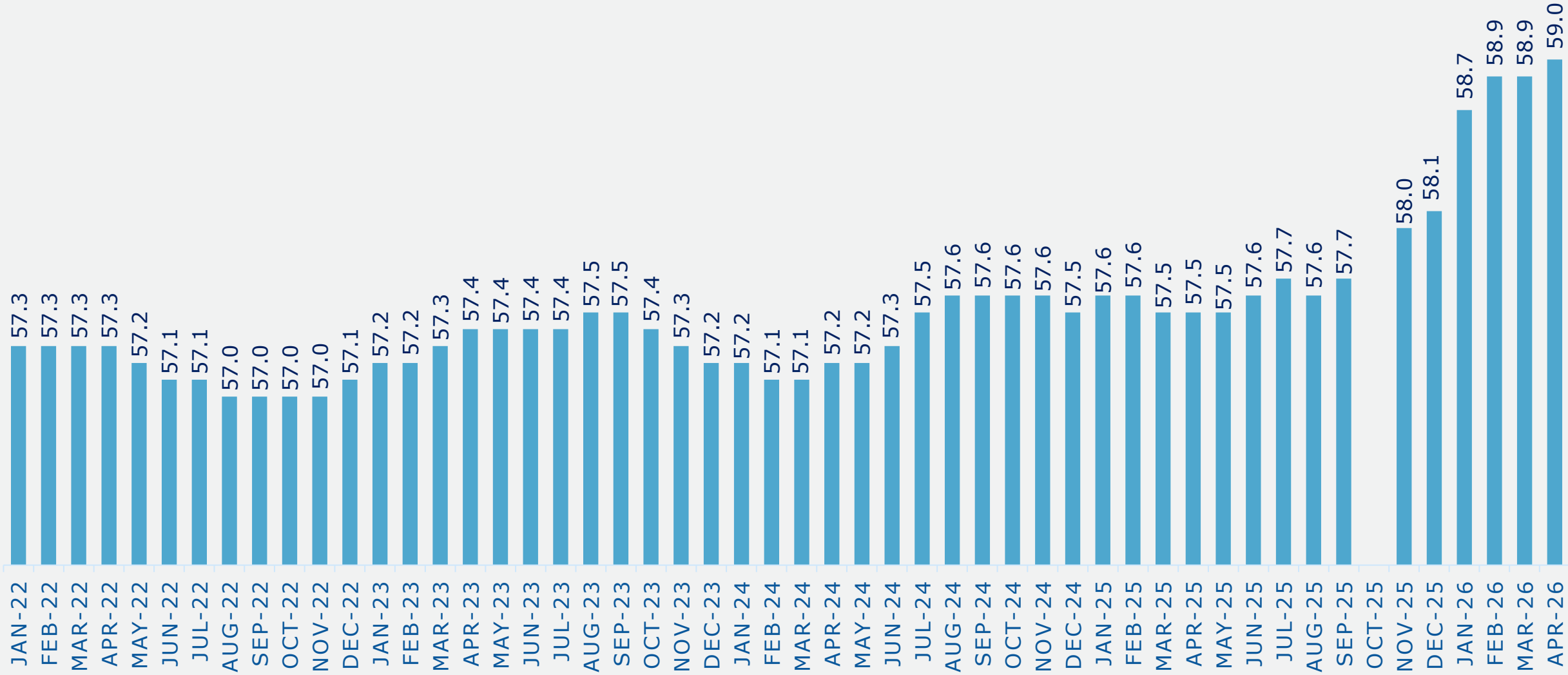
2022-Present Seasonally Adjusted



*As the Bureau of Labor Statistics was closed during the month of October, the information necessary to produce this information for that month was not collected and could not be published.

Labor Force Participation Rate

2022-Present Seasonally Adjusted



*As the Bureau of Labor Statistics was closed during the month of October, the information necessary to produce this information for that month was not collected and could not be published.



Workforce Pell Grants

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

Workforce Pell

Development

Staff from the S.C. Department of Employment and Workforce, including members of our Office of Statewide Workforce Development, Labor Market Information, and Workforce Development divisions, have been working together since early spring to develop a collaborative and unified process for South Carolina.

Training

The Workforce Pell Grant Program expands federal financial aid to students enrolled in high-quality, short-term job training programs (ranging from 8 to 15 weeks) that lead to industry-recognized credentials.





Workforce Pell (Cont.)

Framework

The U.S. Department of Education provided all states with a framework of how to implement Workforce Pell, but left important details up to each Governor, such as the approval process, occupations, and implementation.

Review

A committee comprised of members from the State Workforce Development Board, SC Works Management, and the Coordinating Council for Workforce Development (CCWD) will concurrently review all completed applications, with the final determination provided by the CCWD's Executive Committee.







Administrative Framework

The overarching Workforce Pell process follows this flow:





SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

2026 Monthly Initiatives

FEBRUARY



Job Shadowing

APRIL

SPRING INTO EMPLOYMENT

Spring Into Employment

MAY

SMALL BUSINESS MONTH

Small Business Awareness

SEPTEMBER

SOUTH CAROLINA WORKFORCE DEVELOPMENT MONTH

Workforce Development

OCTOBER



NDEAM And Manufacturing

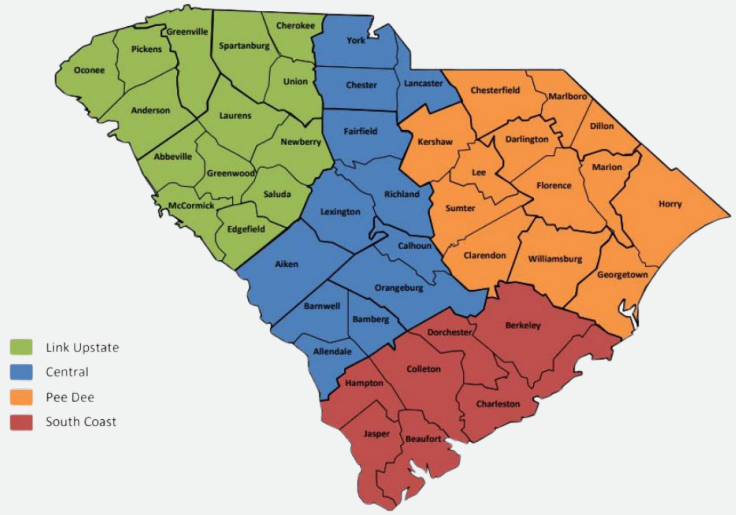
NOVEMBER



Veterans In The Workforce

2026 Photo Contest

Help select the photos that you feel best represent the passion and energy of our state's bustling workforce. As a State Workforce Development Board member, you will choose four to six of your favorite photos submitted by businesses located within these four workforce regions associated with your local area:



The votes will be consolidated, and the top selections will be sent to DEW leadership to decide on four Regional Winners, a Small Business Winner, a People's Choice Winner, and the Best Overall Workforce Photo!

202	4	7
Submissions	Regions	Winners

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

THANK YOU

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding.







2024-2027 SWDB Strategic Plan Update

South Carolina WORKFORCE Development Board

South Carolina State Workforce Development Board (SWDB)

STRATEGIC PLAN PRIORITIES 2024-2027

VISION

Achieve and sustain South Carolina's workforce potential.

MISSION

Through collaboration and coordination, align and enhance South Carolina's education and workforce system so that it is readily accessible, highly effective, and easily understandable.

GUIDING PRINCIPLES

- Align with the USP for Education and Workforce Development.
- Evaluate economic and labor market data, and actively listen to an inclusive group of partners, employers, and jobseekers.
- Base strategies and decisions on data and input.
- Be accountable for outcomes that support business growth and economic opportunities for all South Carolinians.

1

GOALS/OBJECTIVES

Develop and create an effective customer-driven workforce system through alignment of programs and policies, the use of leading-edge technology, and high-quality staff.

STATE PLAN STRATEGIES

1.1 Implement a case management system that integrates data across the WIOA core partner programs.

1.2 Develop and implement cross-partner staff training to enhance service delivery to jobseekers and businesses.

1.3 Increase engagement between State and Local Workforce Development Boards (LWDBs).**

SWDB ACTION ITEMS – IMPLEMENTATION

1.2.1 Host SC Works Partners trainings and information sessions.(M)

1.2.2 Explore SC Works Partner Conference bi-annually.(D)

1.3.1 Host SWDB and LWDB Joint training, meetings, and information sessions.(D)

1.3.2 Encourage SWDB members to engage with their LWDB.(D)**

2

GOALS/OBJECTIVES

Prepare jobseekers for high wage, high growth, high demand, high mobility/retention (4H)* occupations through relevant training and skills acquisition, and match jobseekers to open employer positions.

**High wage, growth, demand, mobility/retention are what the Coordinating Council for Workforce Development (CCWD) define as "priority occupations"*

STATE PLAN STRATEGIES

2.1 Increase the percentage of participants that obtain high-value credentials.

2.2 Increase access to education and training necessary for individuals to use broadband to advance their personal goals and increase South Carolina's technology workforce competitiveness.

2.3 Improve strategic outreach and service delivery to employers to effectively match jobseekers with employers.

2.4 Increase awareness of career pathways in K-12.**

SWDB ACTION ITEMS – IMPLEMENTATION

2.1.1 Host a SC Works partner forum around the Supply Gap Analysis/Priority Occupation.(M)

2.1.2 Develop memo providing guidance for utilizing the Priority Occupations tool.(M)

2.1.3 Develop Eligible Training Provider List (ETPL) performance measures.(M)

2.1.4 Evaluate how employers and jobseekers access apprenticeships.(M)

2.2.1 Promote SC Professional Skills Credential.(I)

2.2.2 Develop SC Professional Skills Credential attainment goal.(I)

2.3.1 Fund the expansion of Palmetto Business Barometer Survey.(M)

2.3.2 Develop guidance on the delivery of local business services.(M)

2.4.1 Explore how to maximize youth employment resources.(I)**

**SWDB Only Strategy

3

GOALS/OBJECTIVES

Improve education and workforce infrastructure network to decrease barriers to employment in order to increase attraction "recruitment" and retention necessary to maintain economic development competitiveness critical to the growth of high wage, growth, demand, mobility/retention jobs.

STATE PLAN STRATEGIES

3.1 Increase awareness of resources to mitigate obstacles to employment.

3.2 Implement a multifaceted rural outreach strategy to ensure that rural areas of South Carolina have access to employment and training resources.

SWDB ACTION ITEMS – IMPLEMENTATION

3.1.1 Hosting SC Works Partners trainings and information sessions.[(M)]

3.1.2 Collect and distribute a catalog of promising practices and models for removing obstacles, primarily related to transportation, childcare, and housing.[(I)]

3.1.3 Funding to implement models for removing barriers.[(I)]

4

GOALS/OBJECTIVES

Create alignment between the workforce development system and the state agencies and organizations directing implementation of the Infrastructure Investment and Jobs Act **(IIJA)**, Inflation Reduction Act **(IRA)**, and CHIPS and Science Act funding.

STATE PLAN STRATEGIES

4.1.1 Inventory federal investments flowing to the state through the IIJA, IRA, and CHIPS and Science Act.

4.2.1 Host SC Works Partners training and information sessions.

4.3.1 Evaluate the need and feasibility of a statewide electric vehicle workforce collaborative.

SWDB ACTION ITEMS – IMPLEMENTATION

4.1 Identify resources and funding opportunities to provide services to jobseekers.[(D)]

4.2 Communicate opportunities to the workforce system.[(D)]

4.3 Identify and strategically target training providers in the state that are offering programs in the infrastructure, energy, and advanced manufacturing sectors.[(I)]

NOTE: (D) = Board Development, **(I)** = Workforce Innovation, and **(M)** = SC Works Management

Superscripts indicate which SWDB sub-committee this item is under; or that committee's priority.

SWDB COMMITTEE CHARTER

BOARD DEVELOPMENT

To prepare, assist, and equip the SWDB to govern the state's public workforce system.

SC WORKS MANAGEMENT

Build a demand-driven workforce delivery system that equips jobseekers with the skills businesses need.

WORKFORCE INNOVATION

To strengthen South Carolina's workforce system through technology and strategic innovation that drives increased effectiveness and efficiencies in serving jobseekers and employers.

EXECUTIVE

To provide leadership and direction to the SWDB and its committees and recommend goals and strategies to ensure and strengthen the workforce system in order to improve the prosperity of businesses and the lives of South Carolinians.

VISION and MISSION

Vision: Achieve and sustain South Carolina's workforce potential.

Mission: Through collaboration and coordination, align and enhance South Carolina's education and workforce system so that it is readily accessible, highly effective, and easily understandable.

Areas of Focus:

Awareness

Skills

Obstacles

Federal investments

Objective #1

Develop and create an effective customer-driven workforce system through alignment of programs and policies, the use of leading-edge technology, and high-quality staff.

State Plan Strategies

1.1 Implement a case management system that integrates data across the WIOA core partner programs.

1.2 Develop and implement cross-partner staff training to enhance service delivery to job seekers and businesses.

1.3 Increase engagement between State and Local Workforce Development Boards. **

SWDB Actions

1.2.1 Host SC Works Partners trainings and information sessions

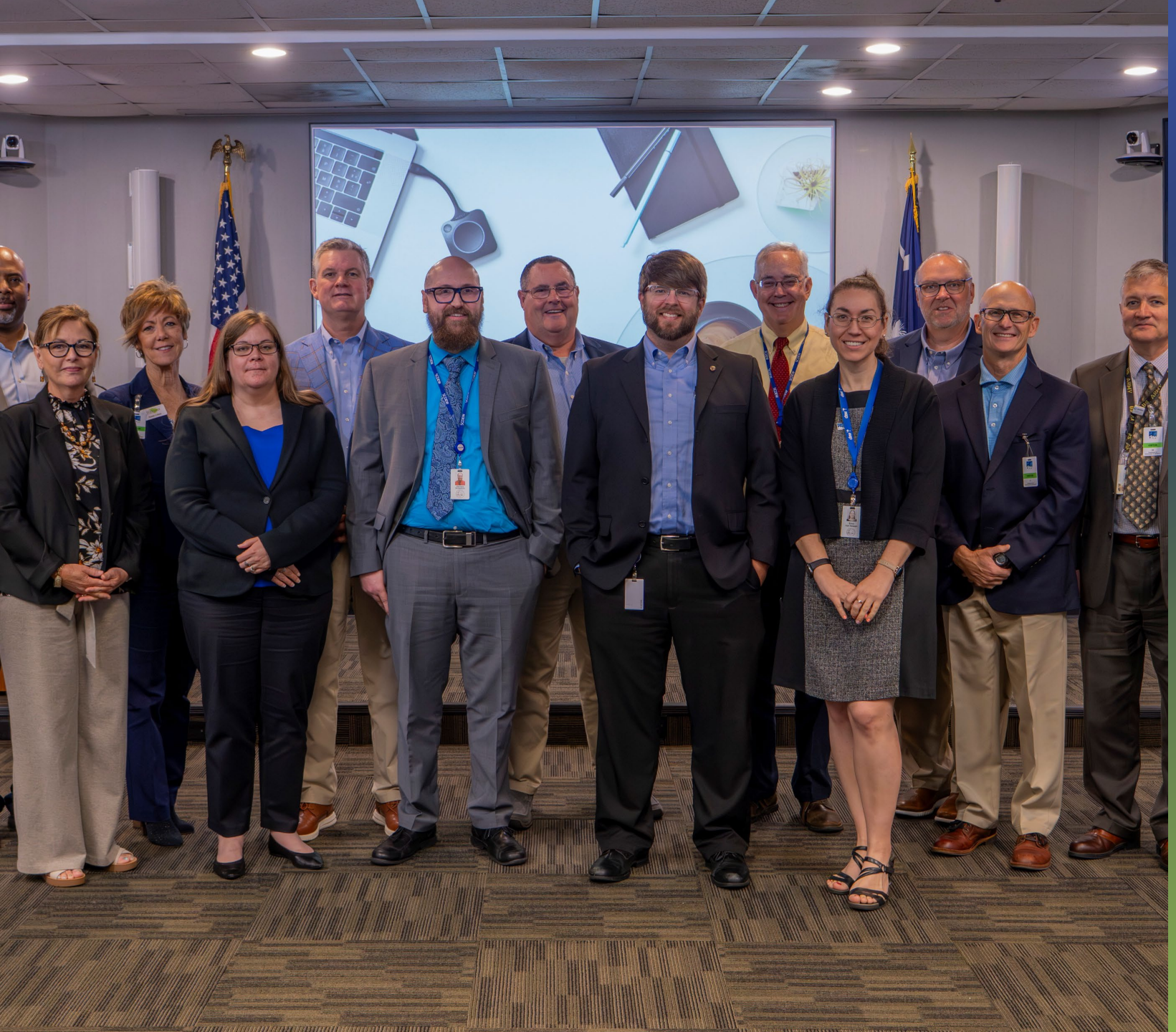
1.2.2 Explore SC Works Partner Conference bi-annually

1.3.1 Host SWDB and LWDB joint training, meetings, and information sessions

1.3.2 Encourage SWDB members to attend their Local Workforce Development Board meetings (presenting to their area)

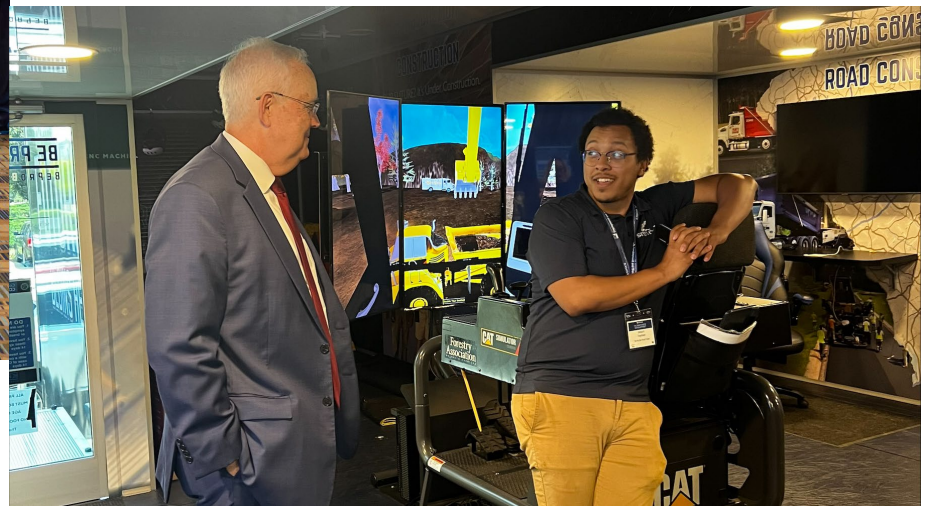
South Carolina WORKFORCE Development Board

**Note: Strategy 1.3 is SWDB only not included in S.P.



WIOA Funding Allocation Training









WORKFORCE DEVELOPMENT SYMPOSIUM

South Carolina WORKFORCE Development Board



2024 Workforce Hero Award Winners



2024 High Performance Board Incentive Award Winners

Objective #2

Prepare jobseekers for high wage, high growth, high demand, high mobility/retention (4H) occupations through relevant training and skills acquisition, and match jobseekers to open employer positions.
(Priority Occupations)

State Plan Strategies

2.1 Increase the percentage of participants that obtain high-value credentials.

2.2 Increase access to education and training necessary for individuals to use Broadband to advance their personal goals and increase South Carolina's technology workforce competitiveness businesses.

SWDB Actions

2.1.1 Host a forum around the Supply Gap Analysis/Priority Occupation

2.1.2 Develop ETPL performance measures

2.1.3 Develop SC Career Readiness Credential obtainment performance measures

2.1.4 Develop Memo providing guidance for utilizing Priority Occupations tool; - distribute memo after forum

2.2.1 Promote Connection Points Expansion (promote WIN Learning Digital Literacy)

2.2.2 Evaluate process and develop guidance around Apprenticeship

Note: Strategy 2.4 is SWDB only not included in S.P.

SC WORKS INFORMATION SESSIONS

HOW TO USE THE PRIORITY OCCUPATIONS TOOLS

Priority Occupations List

The *Priority Occupations List*, attached to the memo, can be used to determine in-demand jobs. It is divided among the 12 local areas as separate sheets. The details of the list are divided according to the following sections:

Career Cluster	Education Requirement	Occupation	Region Entry Level Wage Estimate	Average Annual Wage	Occupational Licensing Requirement

NOTE: the list is updated annually according to the Supply Gap Analysis. The most updated analysis can be found on the LMI site at https://lmi.sc.gov/ → Publications → CCWD Publications → Supply Gap Analysis

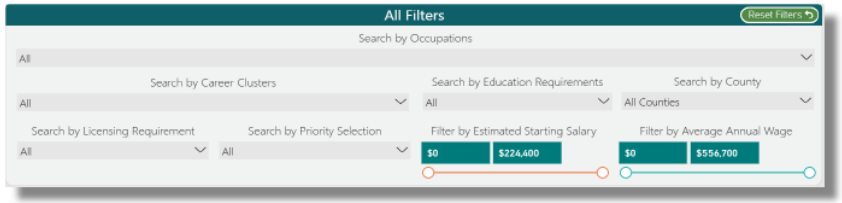
Priority Occupations Dashboard

The *Priority Occupations Dashboard* allows you to explore career paths and job possibilities. Visit the dashboard here: https://findyourfuture.sc.gov/ → Jobseekers → Explore Jobs and Careers → Priority Occupations Dashboard

There are three sections to choose from on the *Priority Occupation Dashboard*:



After selecting "Click Me" for a section, the data view can be filtered by various criteria:



Filter for the factors most significant to finding and maintaining employment.

Once the data filters have been determined, the individual can view an array of information and the factors important in selecting an occupation.

Career Cluster	Education Requirement	Occupation	Estimated Starting Salary	Average Annual Wage	Occupational Licensing Requirement	Licensing Board Link	Personal Priority	Region Priority	State Priority

Individuals should note each factor individually and in connection to the other factors. For example, if the individual's focus is Average Annual Salary, they should also pay attention to Occupation and Education Requirements to see if that salary is possible within their industry.

A TRAINING
GIBLE

FOLLOWING TYPES

education that provides
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organizations, joint
organizations; or

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mbination with other

FOLLOWING CRITERIA:

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o provide information
outcomes.

ted, or exempted from
ropriate South
censing authority.

and current on state
rance taxes.

CES THAT LEAD TO:

zed certificate or

pletion of a registered

by the State or the
; or

calaureate degree.

y criteria available upon request.

WHY APPLY

TO BE AN ELIGIBLE TRAINING PROVIDER?

SC WORKS
A proud partner of the americanjobcenter network

WIOA FUNDS: By listing your training programs on the ETPL, you may be eligible to receive WIOA training funds to provide occupational training services to qualified participants who are recruited and screened by SC Works.

INCREASED VISIBILITY: Approved Eligible Training Providers and their program(s) of training are displayed in the Palmetto Academic and Training Hub (PATh), a publicly accessible database that's used by various stakeholders.

IT'S FREE: There are no costs associated with being listed on the ETPL.

TO LEARN MORE, VISIT *SCPATH.ORG!*

OR SCAN THE QR CODE!

FOR ELIGIBLE TRAINING PROVIDER AND ETPL QUESTIONS, CONTACT:

SCETPLSupport@dew.sc.gov

Updated: September 2025

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

For program funding details in compliance with the Stevens Amendment, please visit *www.dew.sc.gov/funding*.

Catalog: #115

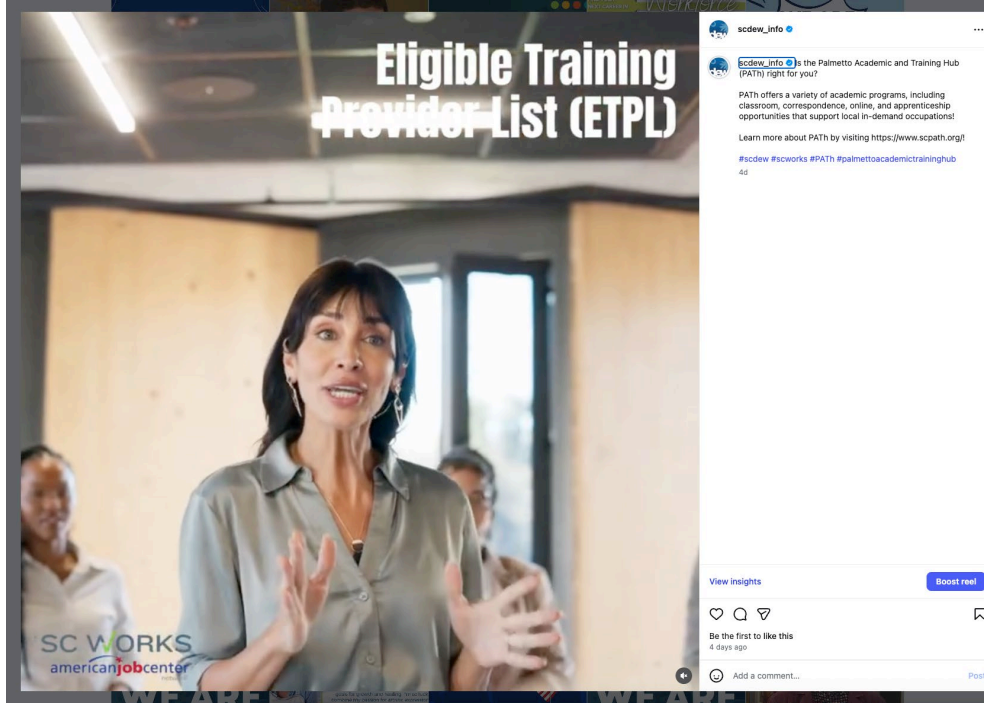


SOUTH CAROLINA'S

ELIGIBLE TRAINING PROVIDER LIST (ETPL)

The Eligible Training Provider List (ETPL) is a **statewide list of training providers** who are **eligible to receive Workforce Innovation and Opportunity Act (WIOA) funds** to provide occupational training services to WIOA participants.

The ETPL is maintained on the Palmetto Academic and Training Hub (PATh) website. Visit ***scpath.org*** to learn more.



14,390 followers
3w • Edited •

Are you looking for specialized training to reach your next career goal? The South Carolina Department of Employment and Workforce offers a wide variety of academic programs through the Palmetto Academic and Training Hub ...more



Objective #2

Prepare jobseekers for high wage, high growth, high demand, high mobility/retention (4H) occupations through relevant training and skills acquisition, and match jobseekers to open employer positions.
(Priority Occupations)

State Plan Strategies

2.3 Improve strategic outreach and service delivery to employers to effectively match job seekers with employers.

2.4 Increase the awareness of career pathways in K-12 **

SWDB Actions

2.3.1 Fund the expansion of the Palmetto Business Barometer Survey

2.3.2 Develop guidance on the delivery of local business services

2.4.1 Explore how to maximize youth employment resources **

Note: Strategy 2.4 is SWDB only not included in S.P.

SC CAREER READINESS

FIND QUALIFIED, JOB-READY, CANDIDATES WITH INDUSTRY-RECOGNIZED CREDENTIALS!

The **SC Career Readiness** program is a statewide work solution program that **drives talent to opportunity** by helping individuals build and demonstrate the skills your business is looking for! Learn how we can help you save time, reduce training costs and retain talent.



ALIGN WORKFORCE SKILLS, HIRE WITH CONFIDENCE, AND BOOST PRODUCTIVITY

SCAN THE QR CODE

Objective #3

Improve education and workforce infrastructure network to decrease barriers to work in order to increase attraction "recruitment" and retention necessary to maintain economic development competitiveness critical to the growth of high wage, growth, demand, mobility/retention jobs.

State Plan Strategies

3.1 Increase the awareness of resources to mitigate obstacles to employment.

3.2 Implement a multifaceted rural outreach strategy to ensure that rural areas of South Carolina have access to employment and training resources.

SWDB Actions

3.1.1 Host SC Works Partners trainings and information sessions

3.1.2 Collect and distribute a catalog of promising practice and models for removing obstacles, primarily related to transportation, childcare, and housing

3.1.3 Funding to implement models for removing barriers

Objective #4

Create alignment between the workforce development system and the state agencies and organizations directing implementation of the IIJA, IRA, and CHIPS and Science Act funding.

State Plan Strategies

4.1 Identify resources and funding opportunities to provide services to job seekers.

4.2 Communicate opportunities to the workforce system.

4.3 Identify and strategically target training providers in the state that are offering programs in the infrastructure, energy, and advance manufacturing sectors.

4.4 Strategically recruit training providers to ensure that job seekers have access to relevant training to leads to or results in credentials of value for priority sectors like infrastructure, clean energy, and advanced manufacturing.

SWDB Actions

4.1.1 Inventory federal investments flowing to the state through the IIJA, IRA, and CHIPS and Science Act

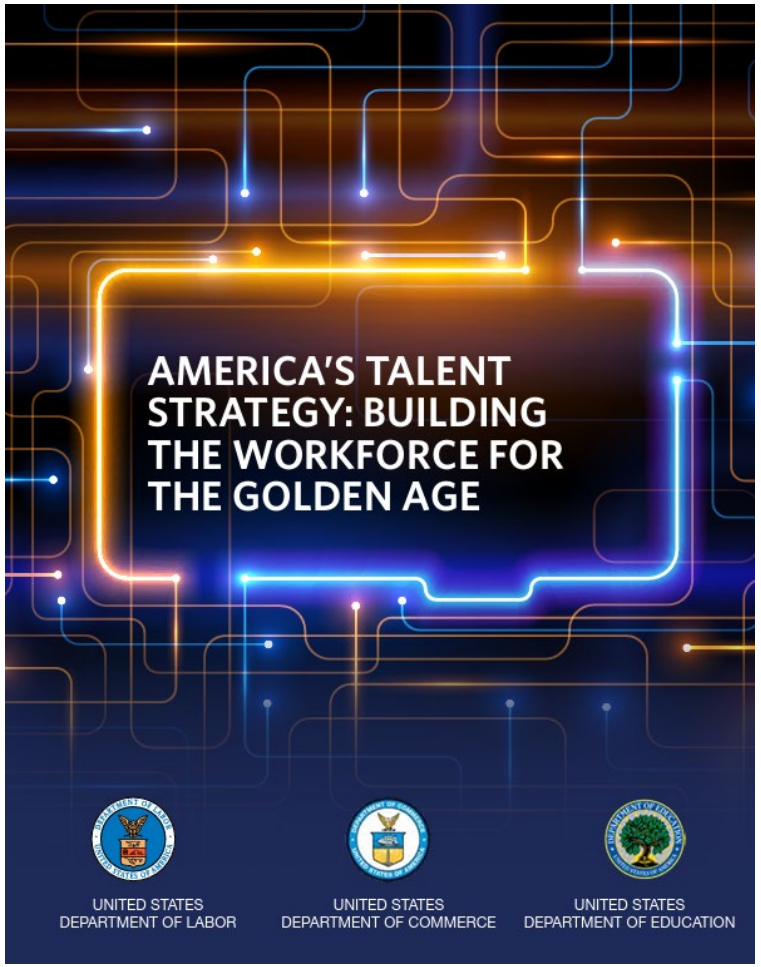
4.2.1 Host SC Works Partners trainings and information sessions

4.3.1 Explore a statewide electric vehicle workforce collaborative



New Member Training

Five Pillars of the Talent Strategy



- PI - Industry-Driven Strategies
  - Build reliable talent pipelines led by industry and aligned with economic priorities
- PII - Worker Mobility
  - Increase labor force participation and career advancement through technology and data-driven tools
- PIII - Integrated Systems
  - Replace fragmented programs with coordinated, unified workforce services
- PIV - Accountability
  - Link federal investment to measurable outcomes and performance standards
- PV - Flexibility & Innovation
  - Promote rapid reskilling and AI-readiness through new models and workforce development

https://www.dol.gov/sites/dolgov/files/OPA/newsreleases/2025/08/Americas-Talent-Strategy-Building-the-Workforce-for-the-Golden-Age.pdf

Thank You!

South Carolina
WORKFORCE
Development Board







SWDB MEMBER ACKNOWLEDGMENT

South Carolina WORKFORCE Development Board

Thank you for serving SC's Workforce

JEREMY STEPHENS

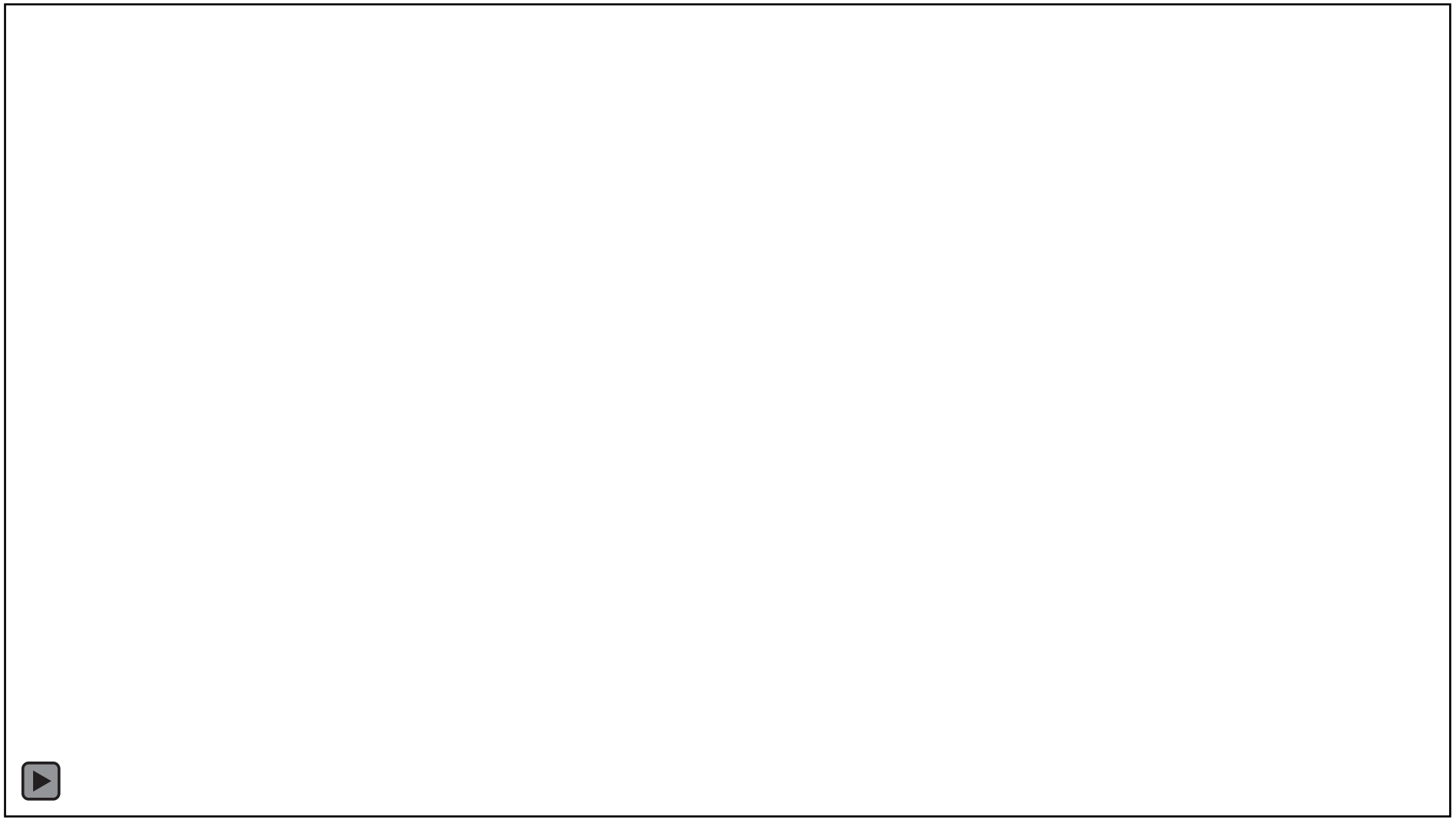


South Carolina WORKFORCE Development Board

COL. CRAIG CURREY
Transitions Homeless Center of Columbia



On-the-Job Training



PAT MICHAELS
Goodwill Industries of Upstate/Midlands SC



Goodwill Clean Tech Accelerator

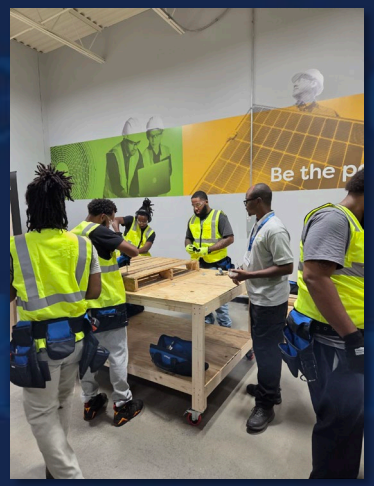


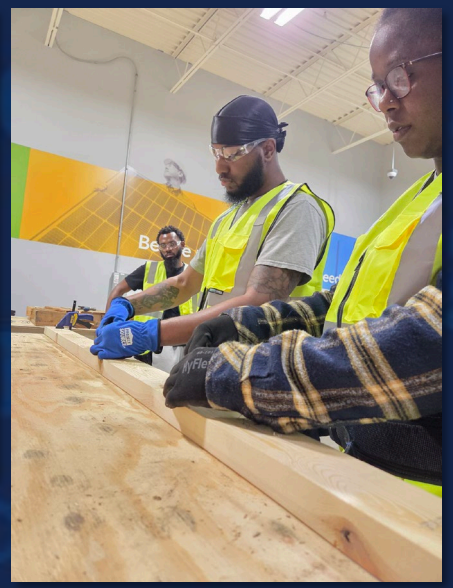


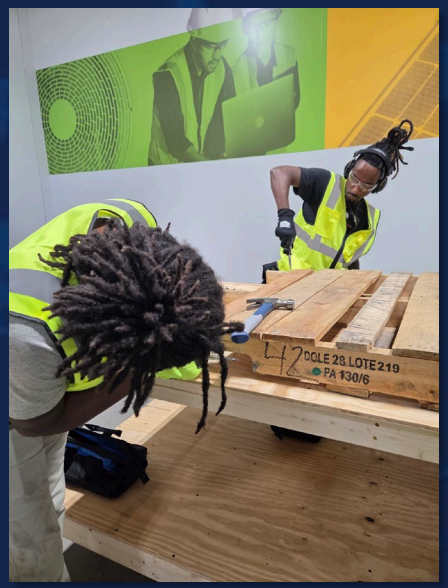














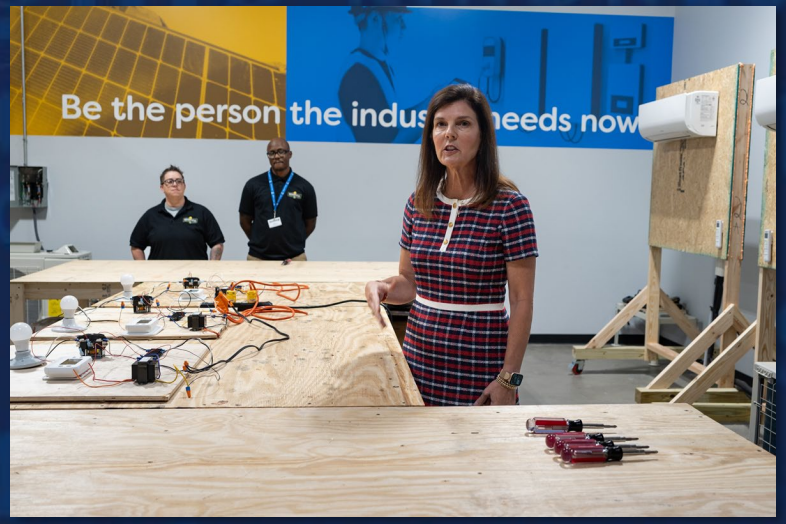
GOODWILL CLEAN TECH ACCELERATOR™

goodwill

Lt. Governor Pamela Evette Visit













GOODWILL CLEAN TECH ACCELERATOR™

goodwill

GOODWILL'S CLEAN TECH ACCELERATOR SUCCESS STORY

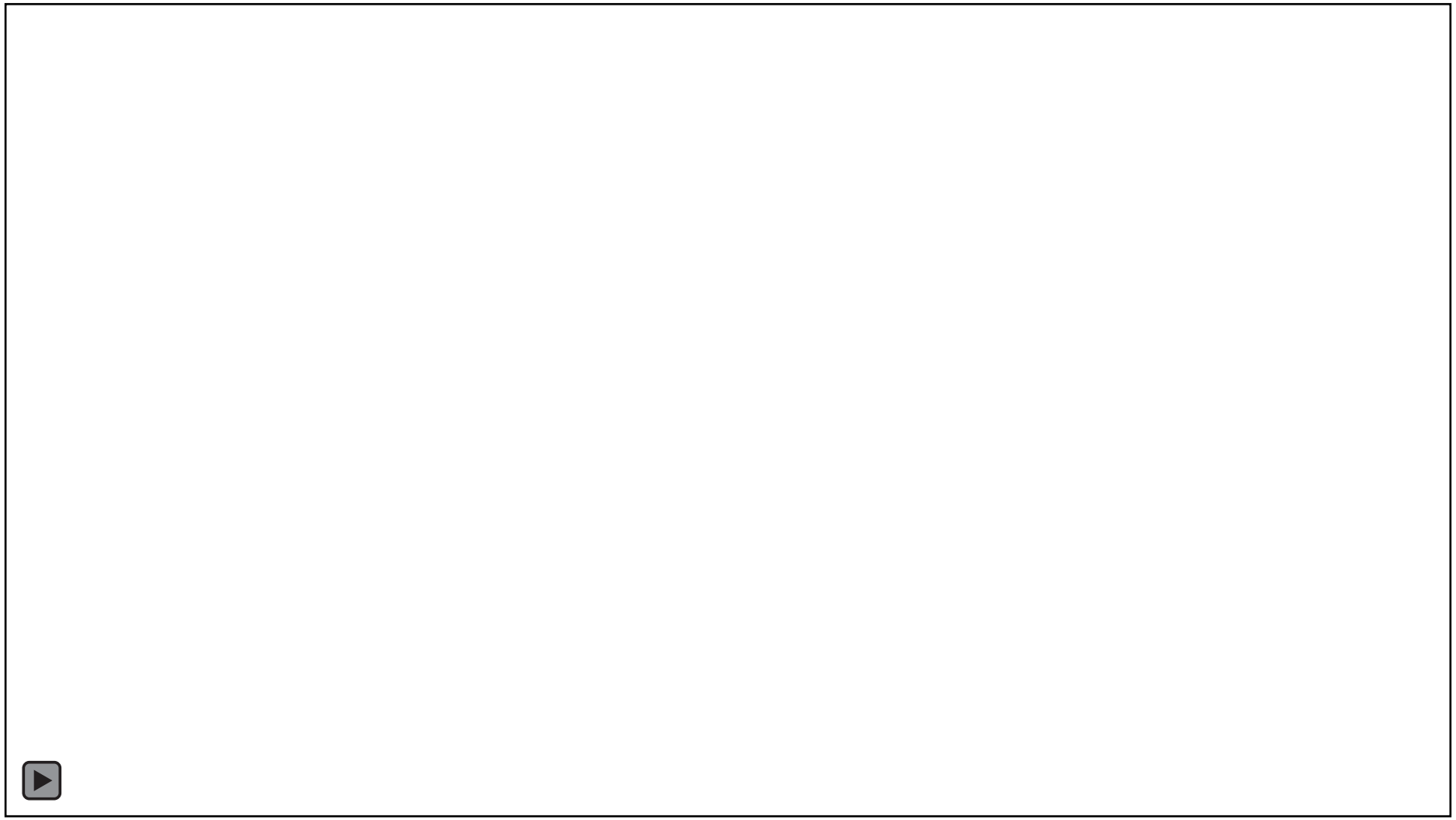
MEET DARIAN | GOODWILL CLEAN TECH ACCELERATOR

MEET LAQUIATTA | GOODWILL CLEAN TECH ACCELERATOR

J.WARREN SNEAD
Cooper Standard



Cooper Standard Manufacturing Day



Thank You!

Upcoming Meetings and Events:
2026 Workforce and Manufacturing Summit
September 1 & 2, 2026

South Carolina WORKFORCE Development Board