

One-Stop Committee

July 18, 2023

11:00 AM

Join Zoom Meeting

<https://us02web.zoom.us/j/84332629180>

Meeting ID: 843 3262 9180

Passcode: 992591

309-205-3325

AGENDA

- I. Call to Order/Introductions/Excused Absentees
- II. Approval of Meeting Notes: May 23, 2023
- III. SC Works Certification Standards: Management Standards
- IV. Performance Reports
 - a. SC Works Center Report
- V. Other Business
- VI. Adjourn

TRIDENT WORKFORCE DEVELOPMENT BOARD

ONE-STOP COMMITTEE

Meeting Notes

May 23, 2023

The Trident Workforce Development Board (TWDB) One-Stop Committee met on Tuesday, May 23, 2023 at 10:00 a.m. The meeting was held via Zoom and at the Berkeley-Charleston-Dorchester Council of Governments (BCDCOG) Barrett Lawrimore Conference Room located at 5790 Casper Padgett Way in North Charleston, South Carolina.

MEMBERSHIP: Jenny Bing; Janet Cappellini; Butch Clift; Wendy Courson; Susan Friedrich; Pat Gilliard; Dottie Karst; Brent LaPlante; Andrew Maute; Don Smith; Debra Young

MEMBERS PRESENT: Janet Cappellini; Butch Clift; Susan Friedrich (via zoom); Pat Gilliard (via zoom); Andrew Maute; Don Smith; Debra Young (via zoom)

OTHERS PRESENT: April Steed (Ross IES)

BCDCOG STAFF: Sharon Goss; Kameron Alston; Melodie Gillespie

I. Call to Order and Introductions

Chair Janet Cappellini called the One-Stop Committee meeting to order at 10:01 a.m. Excused absences were submitted, introductions were made and a quorum was determined.

II. Approval of February 7, 2023 Meeting Notes

Mr. Smith made a motion to approve the February 7, 2023 Meeting Notes as presented.

Mr. Maute seconded the motion. The motion was unanimously approved.

III. Updates:

A) Modification of Local and Regional Plans: Sharon Goss, Workforce Development Director, reported the Regional Plan was submitted and approved in January by the TWDB. Ms. Goss stated the Local Plan required 4 revisions with the first 3 revisions the same, the percentage rose from 70% to 75% as of July 1, 2022, and the fourth revision was in regards to the Youth Incentive Policy. The Local Plan will then go before the TWDB at their next meeting for approval. Ms. Goss addressed questions and comments.

B) Combined Center Operations and Business Engagement Plan: Ms. Goss shared that the Combined Center Operations and Business Engagement Plan is a requirement under the Local and Regional Plans, and that updates will always be on the Meeting Agenda for review and feedback. Also, the TWDB is expected to review and approve these Plans every two years. Ms. Goss addressed questions and comments.

C) SC Works Certification Standards: Ms. Goss shared that the SC Works Certification Business Services Standards, the Job Seeker Services Standards, and the Management Standards will be added 1 at a time to the Meeting Agenda for review and feedback. Ms. Goss addressed questions and comments.

IV. Performance Reports:

A) SC Works Center Reports: Ms. Goss presented the SC Works Centers report as of May 10, 2023. She discussed the total client visits, those who entered non-WIOA employment, and SCWOS registrations, discussed the notes for each center in detail, and addressed questions and comments.

V. Other Business

There was no other business discussed.

VI. Adjourn

There being no further business to discuss, Chair Cappellini adjourned the meeting at 10:30 a.m.

Respectfully submitted,
Melodie Gillespie

DRAFT

SC Works Certification Management Standards

Standard #1: Partner integration is evident through non-duplication of services and efficient and effective service delivery.				
Baseline Measures	YES	NO	Evaluation Method	COMMENTS
Customers have access to partner programs, services, and activities. Access means 1- a program 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 through technology to program staff who can provide meaningful information or services.	X		Observation, emails, documents, signage	Partner Program Staff are physically present in the Center; Front Desk staff is trained to help guide customers; a list partner staff and emails is available
On-site partners are knowledgeable about services available at the SC Works Centers and in the local community.	X		Weekly calendar of services and community events will be sent out to all partners and staff in the Trident centers. A PowerPoint with all center Partner information will be shared with all partners and staff.	Workforce Development Director determined the Center Meets the standard: Currently, a weekly Calendar of events is sent out every Friday for the upcoming week.
Where appropriate, referrals for services are made through South Carolina's case management system, SC Works Online Services (SCWOS), with definite contact information and confirmed appointment date and times.	X		Review of the referral process. A referral will be conducted to all appropriate services using SCWOS. The process has been reviewed with all partners verified through partner meeting minutes	Workforce Development Director verified the meeting minutes. Training PowerPoint was re-sent to all partners.
When customers need to speak with a staff person from more than one program, subsequent WIOA, WP, TAA, JVSG, and RESEA staff have access to the customer's basic information through SCWOS.	X		All partners have staff with access to SCWOS	Verified by Workforce Development Director.
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.	X		Observation; Signage with the brand standards are up and all customers are greeted upon entering the centers. Staff and Partners must wear nametags.	Workforce Development Director has determined the SC Works Trident Centers meets the standard: through visible signage, observation of greeting and the VOS Greeter, and review of public documents.

The SC Works center will maintain and publish a single, unified monthly schedule of events and workshops.	x		Observation; document reviews of emails, social media, and flyers	Workforce Development Director has determined the SC Works Trident Centers meets the standard: through weekly emails on events; monthly posting of workshops that are available, and feedback from partner staff and individual customers.

Standard #2: The management structure is clear, as are the roles and responsibilities of the partners at the SC Works Centers as they relate to the management and governance of the center.

Baseline Measure	YES	NO	Evaluation Method	COMMENTS
The LWDA has a current SC Works Operational Plan.	X		Review of Document	Workforce Development Director verified
An SC Works manager is the single point of contact for the center and has clearly defined roles and responsibilities, including: 1- Coordinating activities on a daily basis ; 2- Providing functional oversight to all staff, within the confines of each program and agency requirements and goals; 3- Serving as a point of contact for center information/ data; 4- Assuring accountability for overall goals and objectives of the SC Works center	X		The Operator/Center Manager is the SC Works Trident is the point of contact. See Contract and Operational Plan	Workforce Development Director determined the Center Meets the standard: Viewed Operational Plan Manual



Standard #3: SC Works center staff are provided training and professional development opportunities.

Baseline Measure	YES	NO	Evaluation Method	COMMENTS
Upon hire, staff are trained in the following areas: 1- Staff are trained in functional work areas, customer service, and workforce development. 2- Greeters are trained to greet customers as they enter the center or as they wait in line.				
WIOA, WP, TAA, and JVSG case managers complete Career Development Facilitator training, or similar case management training, within 18 months of hire or prior to employment.				
Resource room staff are trained in customer service and can demonstrate knowledge about the full range of center and workforce system resources.				
Existing DEW, WIOA, and partner staff have completed the SC Works Your Next Steps training program. DEW, WIOA, and partner staff are enrolled within one month of hire.				
The SC Works center provides ongoing LWDA-related training and team building to enhance communication among partners and facilitate cross training.				Workforce Development Director determined the Center Meets the standard: The SC Works Trident Centers will close for a half day to provide staff and partner training that will include safety trainings, training on partner programs and team building trainings

Standard #4: The SC Works Center is accountable for results.				
Baseline Measure	YES	NO	Evaluation Method	COMMENTS
The SC Works center uses the SCWOS Greeter to monitor utilization of services and center traffic.			Monthly center traffic report. This will be the VOS Greeter once in place.	Workforce Development Director determined the Center Meets the standard: viewed Center monthly Reports and documents
There is a method of assessing center-wide effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement.			Attached is the Customer Satisfaction Survey that is in place and will be used to measure center-wide effectiveness, including a customer satisfaction survey and improvements needed in the SC Works Trident Centers. The Center Manager will send out emails to the appropriate partners on the comments/feedback from the surveys. The Center Manager will follow-up with appropriate partners to ensure improvements have been made and concerns addressed.	Workforce Development Director determined the Center Meets the standard: Viewed Comment Cards/Customer Satisfaction Survey.
The SC Works center management examines its cost structure and looks for ways to operate as efficiently as possible in a cost-efficient manner.			Center Manager will review and report out on the customer satisfaction survey and at least on a quarterly basis, a sample of customers will be picked out of the SCWOS system and tracked through all activities and a phone call to each of the customers tracked to see if their career development and employment needs were met. This will be done at the end of each quarter: September, December, March and June.	Workforce Development Director determined the Center Meets the standard: A Standard Monthly meeting has been established that the Workforce Development Director and Center Manager will review the Standards and continue to update the processes. The information from the surveys will be discussed.

Standard #5: The SC Works center has a system in place to assess projected employer demand and aligns job seeker resources with current and projected employer demand.				
Baseline Measure	YES	NO	Evaluation Method	COMMENTS
SC Works management conducts formal, data-driven analysis of employer needs, at least annually, to include input and feedback from applicable partners. At a minimum, “applicable partners” must include WIOA core partners.			ADA reviews are completed. The Accessibility Monitoring will be completed yearly by March 31st and submitted to SCDEW. Overall, all SC Works Trident Centers are in compliance. Vocational Rehabilitation is co-located as a partner in the Comprehensive center as well as the two satellite centers.	Workforce Development Director reviewed ADA Compliance Assessment that was conducted in May 2019 and overall, the center met compliance.
SC Works management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs.			The SC Works Trident Center have assistive technology for customers to use when accessing computers and services. Signage is also available through-out the centers notifying the public that Assistive Technology and Accommodations are available. See front desk staff or resource center staff.	Workforce Development Director determined the Center Meets the standard: Staff Interviews, viewed equipment and documents.

Standard #6: Every SC Works center (comprehensive and affiliate) is accessible so that all job seekers and business customers can fully participate in the services offered.

Baseline Measure	YES	NO	Evaluation Method	COMMENTS
The SC Works center is compliant with the Americans with Disabilities Act (ADA), and the LWDA cooperates with Vocational Rehabilitation partners and DEW EO staff to ensure ADA compliance.				
The SC Works center provides assistive technology for customers to use when accessing computers and other services. This includes customers with visual and hearing impairments and physical disabilities.				
Staff are trained to assist people with disabilities, to include individuals with service animals, at the first point of contact and in case of emergency.				
There are linkages to auxiliary aides and services available for people with disabilities, including veterans and others.				
The SC Works center is accessible to individuals with limited-English proficiency. Interpreter services are available, and staff are aware of how 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 job seekers and employers, when needed.			Observation	Workforce Development Director determined the Center Meets the standard: Observation/Center Manager and operational staff conduct walk-throughs

Standard #7: Every SC Works center maintains a professional appearance.				
Baseline Measure	YES	NO	Evaluation Method	COMMENTS
The SC Works center has professional, clear, and sufficient signage that is prominent and unambiguous, including required ADA and EO signage.			Observation	Workforce Development Director determined the Center Meets the standard: Observation
All staff maintain a professional appearance in accordance with LWDB approved policies.			Observation; Private areas are available for private discussions; an email has been sent to all partners and staff on the private areas along with procedures for use.	Workforce Development Director determined the Center Meets the standard: Observation
The SC Works center, including exterior, lobby, resource room, conference/training rooms, staff workstations/offices, restrooms, etc., are clean, well maintained, and visually appealing.			Observation	Workforce Development Director determined the Center Meets the standard: Observation

Standard #8: Every SC Works center has access to sufficient space and capacity for key functions.				
Baseline Measure	YES	NO	Evaluation Method	COMMENTS
The SC Works center has, or has access to, convenient and equipped space for group meetings and services.			Locked file cabinets in each area with sealed documents clearly explaining the type of confidential information that is secured in the envelope.	Workforce Development Director determined the Center Meets the standard: Observation
Comprehensive centers provide onsite private discussion areas.			Security Guard in place/Observation	Workforce Development Director determined the Center Meets the standard: Observation
Affiliate centers provide access to private discussion areas as outlined in center policies and procedures.			Operational Plan	Workforce Development Director determined the Center Meets the standard: See Binder of Documents/Operational Plan
The resource room/area has access to telephones, high-speed Internet, printers, and copiers.			Operational Plan	Workforce Development Director determined the Center Meets the standard: See Binder of Documents/Operational Plan Manual

Standard #9: Every SC Works Center is safe and secure.				
Baseline Measure	YES	NO	Evaluation Method	COMMENTS
Confidential and sensitive information is stored securely.			Locked file cabinets in each area with sealed documents clearly explaining the type of confidential information that is secured in	Workforce Development Director determined the Center Meets the standard: Observation
Building security is appropriate for the SC Works Center.			Security Guard in place/Observation	Workforce Development Director determined the Center Meets the standard: Observation
Staff are trained in accordance with written policies that address:			Operational Plan	Workforce Development Director determined the Center Meets the standard: See Binder of Documents/Operational Plan
Personal Identifiable Information (PII)				
Storage of confidential information				
IT security				
Fire safety				
Bomb threats				
Medical emergencies				
Evacuation				
Violence in the workplace				
Personal safety				
General emergency response				
CDC guidelines regarding PPE (COVID-19)				
All staff who work in the SC Works center receive safety training upon hire or assignment and at least annually.			Operational Plan	Workforce Development Director determined the Center Meets the standard: See Binder of Documents/Operational Plan Manual

SC Works Trident
Monthly Centers Report
Program Year 22 (July 1, 2022 to June 30, 2023)

	A	B	K	L	M	O	P
1							
2	Report Date:	5/10/23 12:00 PM	Mar-23	Apr-23	May-23	TOTAL	
3	SC Works Berkeley						
4	Center Utility						
5	Total Client Visits		50	63	50	431	
9	Entered Employment (Non-WIOA)		6	1	n/a	46	
10	Job Seeker Services						
11	New SCWOS Registrations		79	119	136	744	
13	Business Services						
14	New SCWOS Registrations		4	1	5	32	
15	New Job Orders		1,183	1,563	1,248	10,385	
16	Career or Job Fairs		n/a	1	4	6	
17	Career, Hiring, Job Fair Event (Attendees)		n/a	12	151	2	
18	SC Works Charleston						
19	Center Utility						
20	Total Client Visits		1,460	1,241	1,454	13,074	
24	Entered Employment (Non-WIOA)		4	9	n/a	153	
25	Job Seeker Services						
26	New SCWOS Registrations		264	158	179	1,913	
27	Virtual Career Readiness Series Workshops Attendees		4	2	1	23	
28	Business Services						
29	New SCWOS Registrations		208	17	18	384	
30	New Job Orders		6,756	8,827	8,131	60,641	
31	Career or Job Fairs (Attendees)		6	6	6	1,046	
32	Career or Job Fairs		12	42	105	258	
33	SC Works Dorchester						
34	Center Utility						
35	Total Client Visits		75	79	123	962	
39	Entered Employment (Non-WIOA)		n/a	n/a	n/a	2	
40	Job Seeker Services						
41	New SCWOS Registrations		80	62	103	598	
43	Business Services						
44	New SCWOS Registrations		7	5	3	41	
45	New Job Orders		1,463	2,101	1,828	12,738	
46	Career or Job Fairs		1	2	1	5	
47	Career or Job Fairs (attendees)		58	82	260	438	
49	Unemployment Update: "Unemployment Update: According to the most recent Labor Market Information (http://lmi.dew.sc.gov) reported on 3/6/23, The total						
50	civilian preliminary labor force (not seasonally adjusted) for South Carolina in May 2023 was 2,446,950, of which 2,378,214 were employed and 68,736 were						
51	unemployed. The unemployment rate was 2.8% percent. An analysis of the 105,181 job openings advertised online in South Carolina that posted a wage indicated that the median posted annual wage was \$37,440 on June 15, 2023. The top three employers in South Carolina with the highest number of job openings advertised online were Medical University of South Carolina (5,131), Prisma Health (1,966), and Kershaw Medical Center (1,871). There were 26,711 potential candidates in the workforce system in South Carolina on June 15, 2023.						
52	SC Works Berkeley Notes: According to the most recent labor market information (http://lmi.dew.sc.gov) reported on 03/06/23, The total civilian preliminary labor force (not seasonally adjusted) for Berkeley in May 2023 was 115,345, of which 112,390 were employed and 2,955 were unemployed. The unemployment rate was 2.6% percent. An analysis of the 2,281 job openings advertised online in Berkeley that posted a wage indicated that the median posted annual wage was \$36,400 on June 15, 2023.. The top three employers in Berkeley with the highest number of job openings advertised online were Berkeley County School District (398), Aya Healthcare, Inc. (63), and Berkeley County, SC (48). There were 10,399 potential candidates in the workforce system in Berkeley on June 15, 2023. The estimated total number of unemployed (not seasonally adjusted) in May 2023 for Berkeley was 2,955. The total number of job openings advertised online was 4,114. There were 0.72 unemployed per job opening advertised online in May 2023 for Berkeley (Jobs De-duplication Level 2). The most common minimum education requirement on jobs advertised online in Berkeley on June 15, 2023 is a High School Diploma or Equivalent with 8.20% of the total jobs posted by employers, and 4,226 candidate résumés in the workforce system. There were 1,779 job openings advertised online that did not specify a minimum education requirement. There were 2,281 job openings advertised online in Berkeley on June 15, 2023. There were 10,399 potential candidates in the workforce system in Berkeley.						
53	SC Works Charleston Notes: According to the most recent labor market information (http://lmi.dew.sc.gov) reported on 03/06/23, TThe total civilian preliminary labor force (not seasonally adjusted) for Charleston in May 2023 was 226,332, of which 221,186 were employed and 5,146 were unemployed. The unemployment rate was 2.3% percent. An analysis of the 18,682 job openings advertised online in Charleston that posted a wage indicated that the median posted annual wage was \$41,600 on June 15, 2023. The top three employers in Dorchester with the highest number of job openings advertised online were HCA Healthcare, Inc. (96), Berkeley County School District (85), and Food Lion (64). There were 10,991 potential candidates in the workforce system in Charleston on June 15, 2023. The estimated total number of unemployed (not seasonally adjusted) in May 2023 for Charleston was 5,146. The total number of job openings advertised online was 37,801. There were 0.14 unemployed per job opening advertised online in May 2023 for Charleston (Jobs De-duplication Level 2). The most common minimum education requirement on jobs advertised online in Charleston on June 15, 2023 is a High School Diploma or Equivalent with 4.21% of the total jobs posted by employers, and 4,376 candidate résumés in the workforce system. There were 16,725 job openings advertised online that did not specify a minimum education requirement. There were 18,682 job openings advertised online in Charleston on June 15, 2023. There were 10,991 potential candidates in the workforce system in Charleston.						
54	SC Works Dorchester Notes: According to the most recent labor market information (http://lmi.dew.sc.gov) reported on 2/9/23, The total civilian preliminary labor force (not seasonally						
55	adjusted) for Dorchester in May 2023 was 83,662, of which 81,613 were employed and 2,049 were unemployed. The unemployment rate was 2.4% percent. An						
56	analysis of the 3,086 job openings advertised online in Dorchester that posted a wage indicated that the median posted annual wage was \$36,400 on June 15, 2023. The top three employers in Dorchester with the highest number of job openings advertised online were HCA Healthcare, Inc. (86), Berkeley County School District (85), and Elbit Systems of America, LLC (45). There were 10,294 potential candidates in the workforce system in Dorchester on June 15, 2023. The estimated total number of unemployed (not seasonally adjusted) in May 2023 for Dorchester was 2,049. The total number of job openings advertised online was 5,527. There were 0.37 unemployed per job opening advertised online in May 2023 for Dorchester (Jobs De-duplication Level 2). The most common minimum education requirement on jobs advertised online in Dorchester on June 15, 2023 is a High School Diploma or Equivalent with 7.29% of the total jobs posted by employers, and 4,199 candidate résumés in the workforce system. There were 2,684 job openings advertised online that did not specify a minimum education requirement. There were 3,086 job openings advertised online in Dorchester on June 15, 2023. There were 10,294 potential candidates in the workforce system in Dorchester.						
57							