

**Workforce Innovation and Opportunity Act
Catawba Local Plan Modification
PY22-23**

Local Area:

Catawba

Counties within the Local Area:

Chester, Lancaster, York

Local Area Administrator and Contact Information:

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Attachment B: Local Plan Requirements

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

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

State Instruction 21-09 states the PY22 modified plans must reflect substantive changes including, but not limited to, the following:

- Labor market information, (LMI) about the Local Workforce Development Area or planning region, including significant demographic shifts or changes to key industries
NOTE: Regional and local plans should be modified based on updated LMI
- Changes in the financing available to support WIOA Title I and partner-provided WIOA services
- Changes to the LWDB structure
- Changes to service providers

The local plan must include:

Section I:	Workforce and Economic Analysis
Section II:	Strategic Vision and Goals
Section III:	Local Area Partnerships and Investment Strategies
Section IV:	Program Design and Evaluation
Section V:	Operations and Compliance

Section I: Workforce and Economic Analysis

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

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

The mission of the Catawba Workforce Development Board (WDB) is, "To create, modify, and sustain a local system of cooperation and collaboration among all workforce development entities

to ensure that the employment-related needs of employers, incumbent workers, and job seekers are met.” One of the fundamental ways we achieve this is regularly reviewing state and local labor market data and economic conditions. The WDB Strategic Planning Committee reviews data annually to determine which in-demand industries to recommend to the WDB for approval. Some of the data we routinely review include – Catawba Comprehensive Economic Development Strategies (CEDS), DEW LMI (Industry Projections Employment 10 yr., Catawba Area Profile, Community Profiles, etc.), I-77 Alliance Data – Northern Commuter Shed (Employment by Industry, Labor Market Projections, Average Annual Wage by Industry, Average Monthly Wage by Industry), South Carolina Data TRENDS, etc.

The Catawba Workforce Development Board reviewed the region’s top 5 industry clusters for allowable training in September 2022. Based on the analysis of these reviews and our knowledge of new employers locating to our area, our current in-demand industries are Healthcare, Maintenance/Manufacturing, Transportation/Logistics, Building/Construction, and Office/Computer Technology. Although Retail, Accommodations, and Food Services employ large numbers, these are typically low wage jobs that do not require specific certifications. Many of these positions were greatly impacted by the COVID19 pandemic but those positions have returned now and employers are struggling to fill them. Existing processes will continue to be expanded, updated, and adjusted to meet the new virtual and in person expectations of area businesses.

Furthermore, as a member of the WIOA Central Region, we have implemented some of the same strategies used to determine target industries for the WIOA Central Region and those industries are very similar to the Catawba Workforce Development area. We have chosen to concentrate on Advanced Manufacturing first and then move on to other in-demand industries. We will continue to use these tools and other relevant information to provide the best workforce possible in the Catawba Area. The Catawba Workforce Development Area’s geography is also a part of the I-77 Alliance footprint which includes all three of our counties.

As another method of meeting the employment needs in our area, we gather information from employers through many different avenues about their specific needs to include employers on our WDB and WDB committees. Our Business Solutions Team also communicates with employers by phone, email, videoconferences, visits and surveys. We work very closely with local Economic Development staff, Chamber of Commerce staff, and other great partners that share employer needs.

Given the feedback provided from the region’s economic development partners and stakeholders, the biggest need for dislocated workers continues to be On the Job Training (OJT). These workers already have a work history and experience but may need to upgrade current skills and learn new skills to become more marketable in the current job market. OJT is a big focus for the Catawba Area for PY22-23. Some dislocated workers do want to pursue a career change and may need Occupational Skills Training to obtain that goal. Those from the hospitality industries interested in jobs in a different sector may need Occupational Skills Training (OST) to become employed at a self-sustaining wage. They could also receive help from Transitional Employment (TE) to gain valuable work experience and improve their work history and resumes. Supportive services such as childcare reimbursement, expungement, driving school/driver’s license assistance, internet access

reimbursement, and travel reimbursement will be provided, as necessary, once need has been established. Access to broadband and transit are services that are critical to support individual reemployment needs and are not available in all parts of our area.

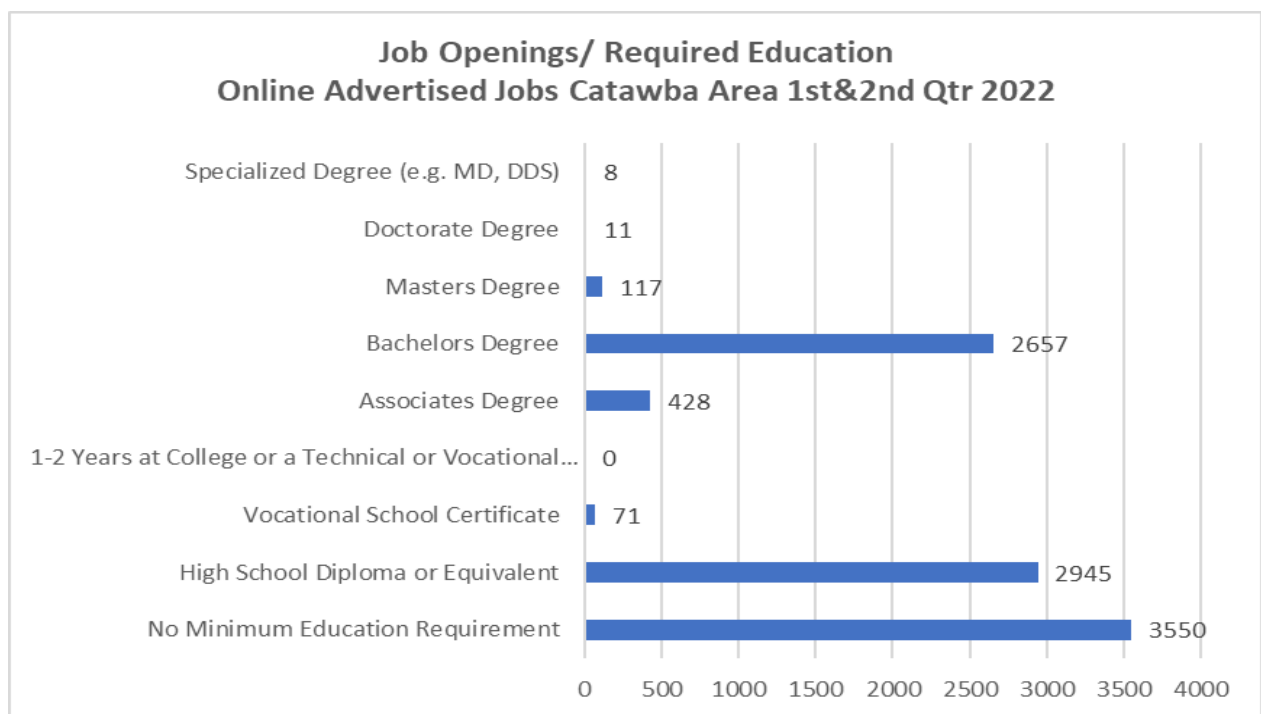
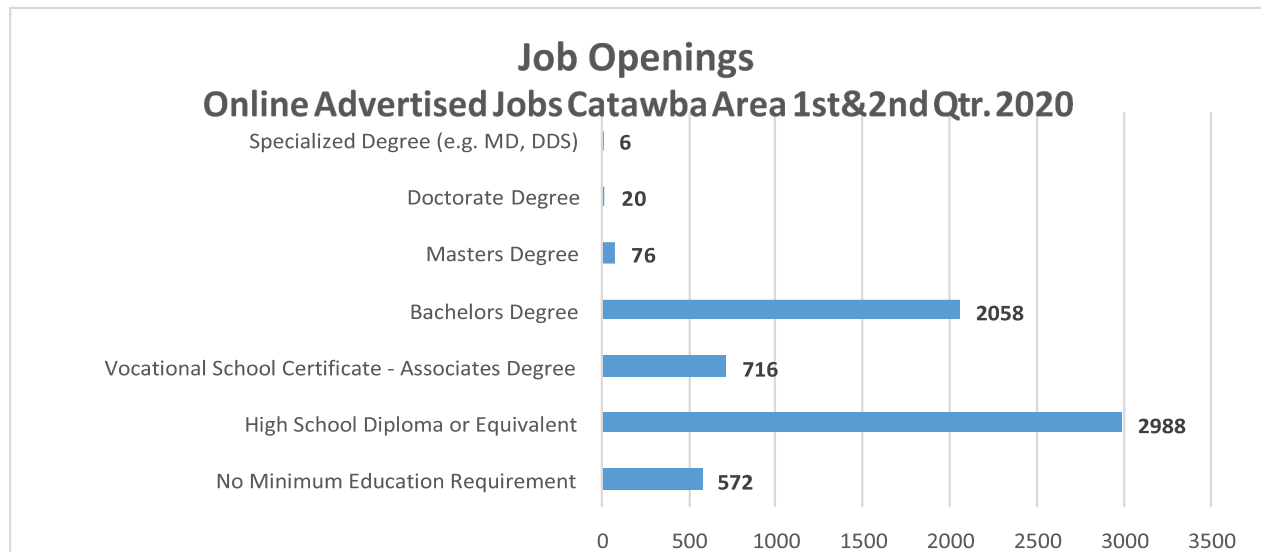
Employers continue to stress that they are looking for employees with good soft skills. The need for soft skills has been a statewide concern as referenced in the South Carolina Job Skills Gap Update. While we have been addressing this need with workshops for years, we have a specialized and dedicated soft skills curriculum in the Catawba area. As an answer to a request from our Strategic Planning Committee and WDB, local service provider (Equus) staff developed a 12-hour, highly interactive soft skills course –Job Endurance Training (JET). It was first piloted in 2018 to local HR and economic development professionals and received great reviews. Now the program is offered area wide to job seekers in our SC Works Centers. It is also offered through partnerships with other agencies and organizations. Although it was created as an in-person course, it was adapted to be delivered virtually during the pandemic. That method was not as successful as in-person so it is back to in-person delivery now. The JET program received a National Association of Development Organizations (NADO) Innovation Award in 2019.

Employers also stress that they need employees that are “trainable” for their jobs. This includes employees with basic reading and math skills for entry-level jobs, especially in manufacturing. We previously used Worldwide Interactive Network (WIN) assessments to determine job seeker skills because it is a “work-focused” standardized test. All WIOA participants took WIN, which consists of Applied Math, Locating Information, and Reading for Information. **NOTE – WIN has not been available since July 1, 2021. We have been notified that WIN has been selected but has not been officially announced for use at this time.**

LinkedIn Learning is a web-based learning tool that offers a library of vocational skills, job readiness, adult education, and motivational courses. Equus developed The Academy that includes LinkedIn Learning in response to the need for offering personalized skills training and remedial education in an easy -to- use service tool. The partnership between Equus and LinkedIn Learning has added access to an additional 15,000 courses through The Academy. The Academy is available 24/7 from anywhere with internet access. Certificates of completion may be printed and added to resumes and LinkedIn profiles.

In the PY21 Local Plan, we noted that “another regional concern expressed by employers is they have more jobs that require some training beyond a high school diploma or GED but do not require a four-year degree”. Our local area’s focus is to review and approve quality training providers and programs that will allow us to meet the needs of our area employers by upskilling our labor force. That training could include courses that provide job specific and/or industry specific certifications or Associate’s Degrees. This was referenced in the South Carolina Job Skills Gap Update 2015 and continues to be reflected in job openings for the in the first two quarters of 2022. It is notable that the number of jobs requiring those skills is significantly less than those requiring a high school equivalent.” During the 1st and 2nd quarter of 2022, there is a significant decrease in jobs requiring a vocational certification or associates degree. There is also a dramatic increase of 620% in jobs that do not have a minimum education requirement.

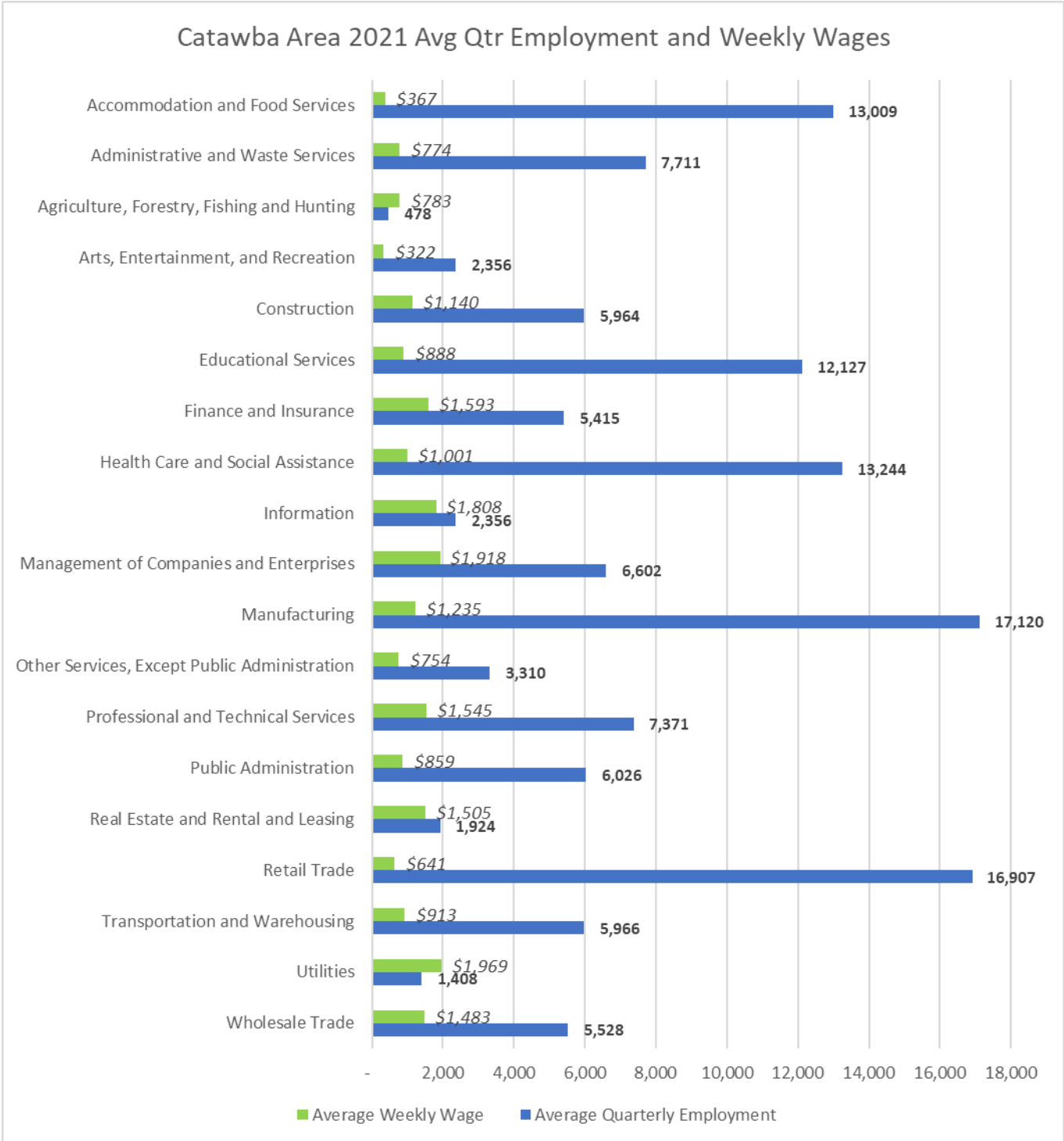
Please see charts below (DEW LMI) for comparison:



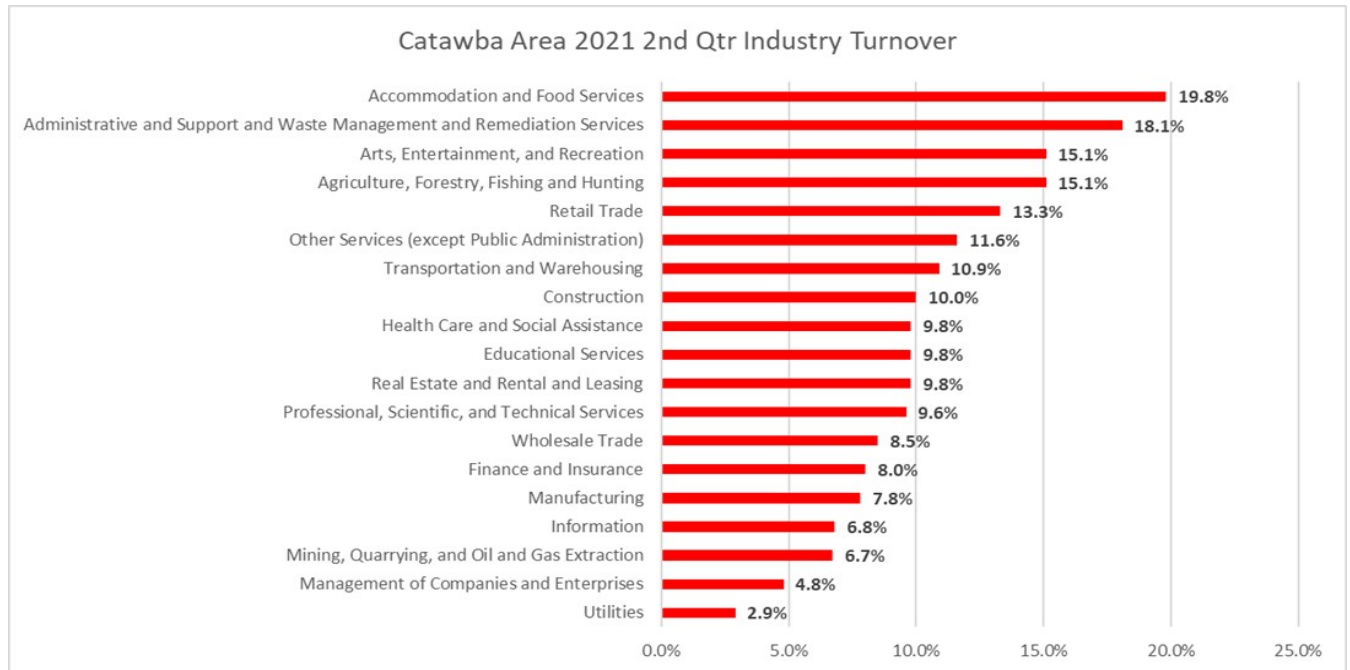
While this is hard to verify, we believe this shift is a direct result of employers' extreme difficulty in filling open positions. We are continually working with training providers to create and provide new programs that will meet the needs of area employers. Recent examples include the addition of more on-line courses and more providers for CDL training. Next Level Healthcare Institute, which provides in-person training for Patient Care Tech, Nursing Assistant, etc., was also added recently. It is also important to note that York Technical College has not had any training programs on the ETPL since PY20 due to the reporting requirements asked of them by the State.

In 2021, as seen in the charts following, Manufacturing and Healthcare continued to employ large numbers in the Catawba area with good wages.

Note: It is unclear why Retail Trade and Accommodation and Food Services show such high weekly wages when, historically, those industries pay low wages. Accommodation and Food Services had the highest turnover rate (19.8%) in 2021 while Manufacturing was significantly lower at 7.8%.



Source: DEW, Quarterly Census of Employment and Wages (QCEW), 2022 Quarter 1



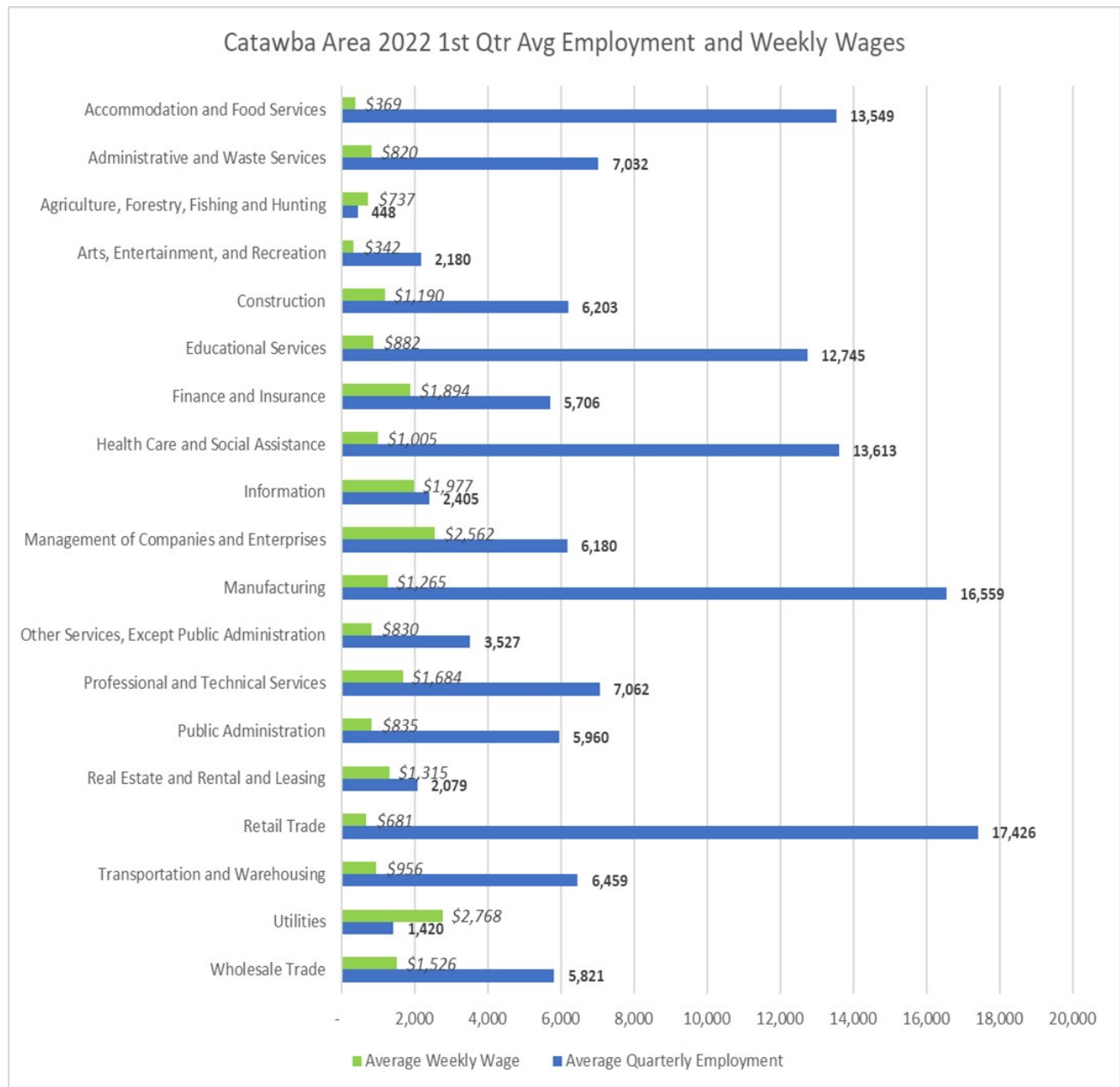
Source: DEW, Quarterly Census of Employment and Wages (QCEW), 2021 Annual

According to the following chart, Registered Nurses are currently the biggest need in the Catawba area. This could be due to the “burn out” from COVID and general nursing shortage across the country. Retail jobs follow as the next sector with the most job openings. This may be due to the turnover rate and low wages.



Source: Labor Insight (Burning Glass Technologies), Help Wanted Online® AS OF OCTOBER 2022

Almost all sectors have seen an increase in wages from 2021 to 1st Qtr 2022. Employers have had to pay more to attract and retain workers. Retail and Manufacturing continue to have the largest number of employees.



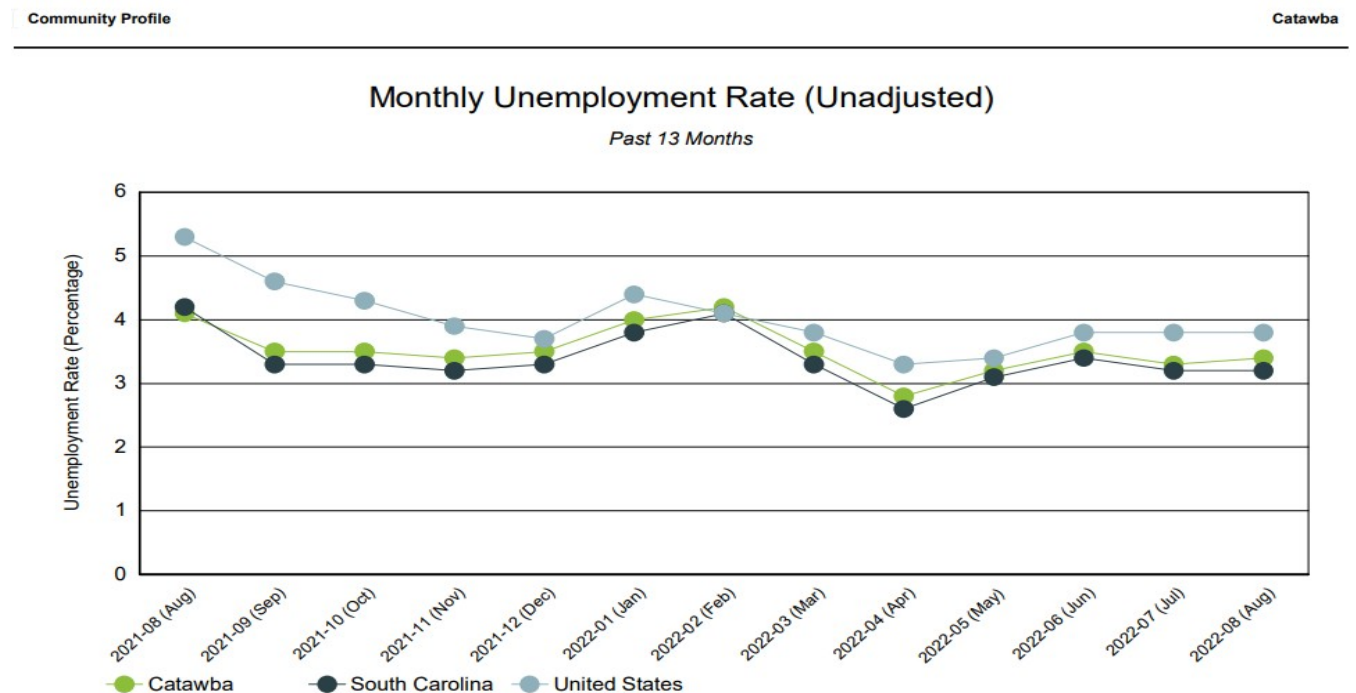
Source: DEW, Quarterly Census of Employment and Wages (QCEW), 2022 Quarter 1

During the pandemic, we saw an increased demand for truck drivers of all types due, mainly, to the rise in on-line shopping. That trend continues. We also continue to see an increase in demand based on employer surveys and communications for manufacturing, logistics, heavy equipment operators, and various certifications in the healthcare industry.

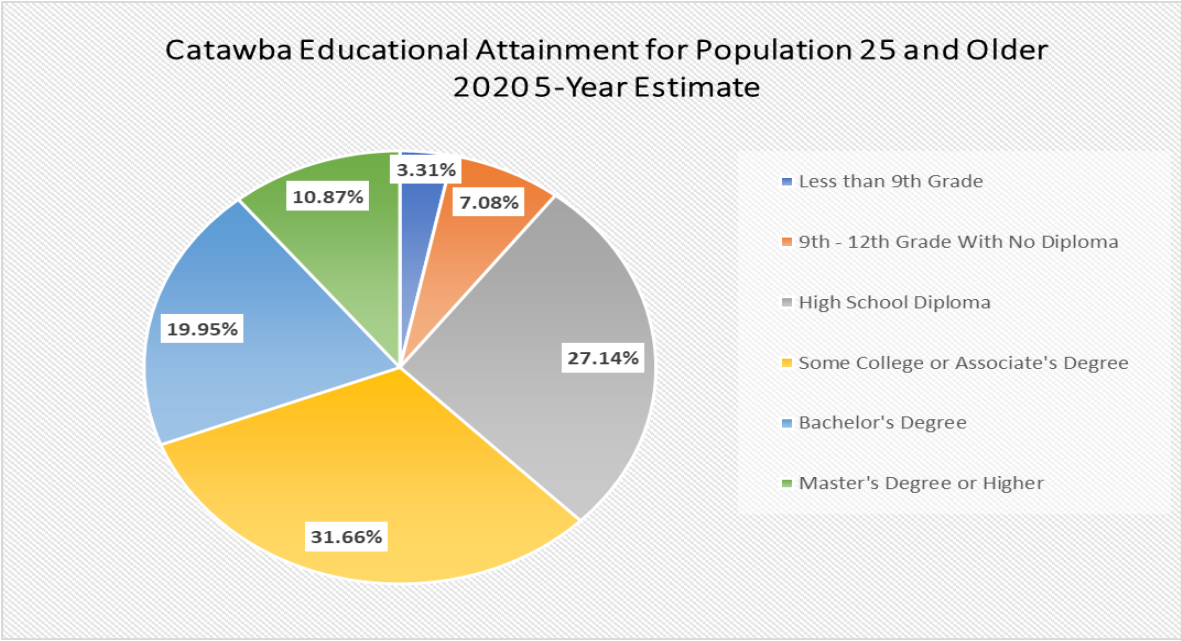
During the pandemic, we had fewer participants interested in training. This is attributed to almost all training being done virtually and concerns about COVID. We have seen some increased interest recently since some training programs have returned to in-person.

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

Our WDB uses many tools to analyze the workforce in our area. One major source is the Catawba Community Profile, provided by South Carolina Department of Employment & Workforce (SCDEW or DEW). After unemployment hit a high of 12.9% in May 2020, June 2020 showed a drop to 10.1%. As seen in the chart below, over the most recent 13 months, unemployment has leveled out and was just over 3% in August 2022.

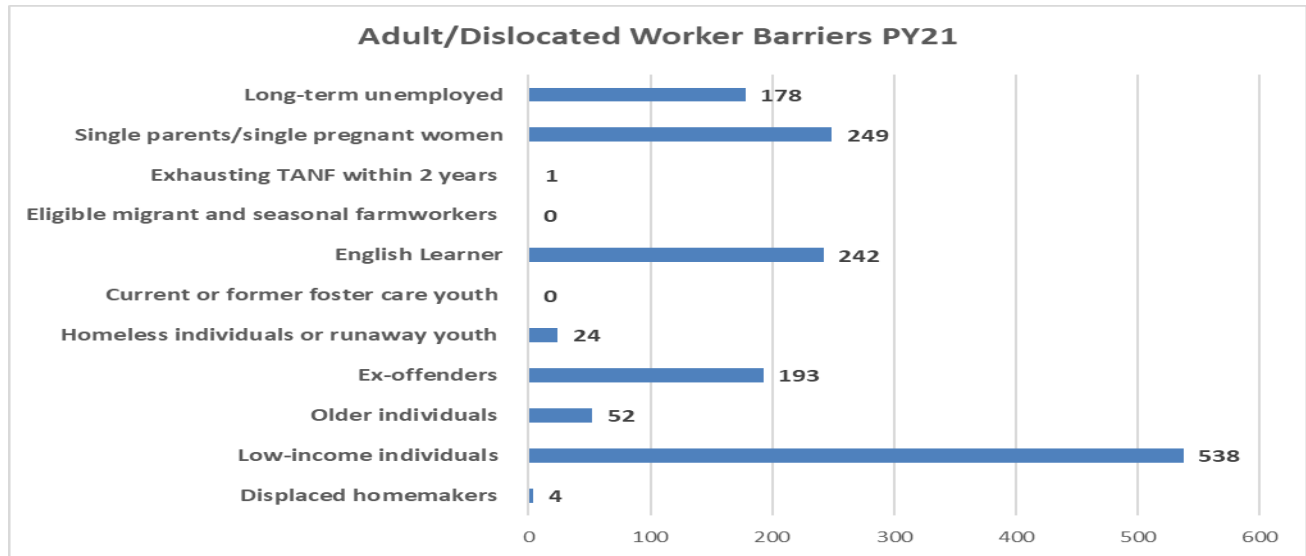


The following chart (Source: U.S. Census Bureau, American Community Survey, 2020 5-Year Estimate) shows the educational attainment of those 25 and older in our area. It is notable that over 10% do not have a high school credential. This is usually a barrier to employment and our WDB requires attainment of a high school credential prior to entering occupational training. As noted by the Job Openings Chart for 2022 on page 5, many employers are no longer requiring a high school credential for employment. Our goal is to guide individuals into programs related to our in-demand industries with strong career path and long-term employment potential.

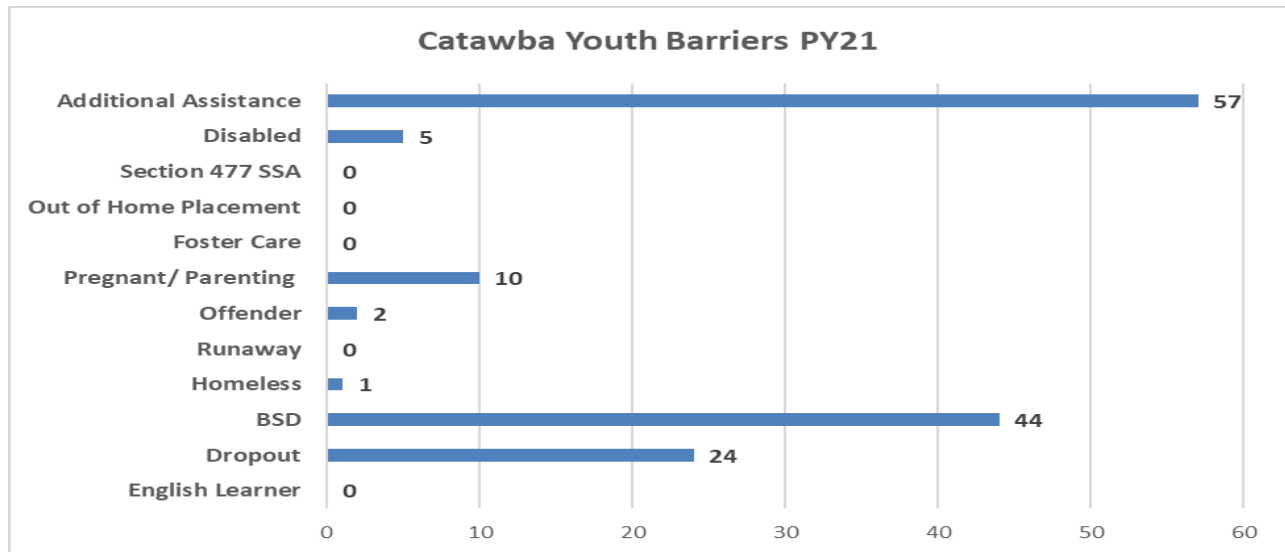


The following charts show PY21 WIOA enrolled participants with barriers data. As expected, our most prevalent barrier for Adult and Dislocated Workers is low income. That is followed by single parents, English learner, ex-offenders, long-term unemployed, older individuals, homeless/runaway, displaced homemakers, and exhausting TANF within 2 years. The most prevalent barrier for Youth is those needing additional assistance to become employed. Needing additional assistance means that they may lack work experience, may have been incarcerated, or they lack the needed soft skills to enter the workforce. This is followed closely by basic skills deficient and more distantly by dropout, pregnant/parenting, disabled, offender, and homeless.

The goal for all WIOA participants is to gain self-sufficient employment. The Catawba area offers various workshops including: Resume Tips, Interviewing Tips, The Virtual Interview, Networking with LinkedIn, and Your Social Media Presence, all targeted to these populations. We also have a referral system in place with our mandated WIOA Partners which includes, but is not limited to, Adult Education in all Counties, DSS for both their TANF and SNAP programs, Alston Wilkes Society, Housing Authority Agencies in each county, SC DEW RESEA program, and SC Vocational Rehabilitation. We also have a referral process with other community partners such as Pathways, Pilgrims Inn, Women’s Enrichment Center, and CURES, just to name a few, to help meet the needs of these participants. WIOA can also offer supportive services for some needs that are not met by other sources. The Priority Populations Committee of the Catawba Workforce Development Board has provided many forums for employers to learn the many services offered by Vocational Rehabilitation for those with disabilities. Forums have been held at area VR facilities and featured speakers from VR, VR clients, and employers that hired VR clients, etc. That committee has also hosted a forum for employers to learn about services from WIOA, DEW, DSS, VR, etc. to help hire, retain, and reduce cost of training workers. Catawba received a Reentry Navigator Grant that provided a Reentry Navigator that specialized in services to help that specific population become employed. Although that grant has ended, we still continue those connections and services to that population.



NOTE – PY21 is July 1, 2021 – June 30, 2022



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In addition to the labor market trends mentioned in the previous section, the June 2020 issue of Labor Market Trends, published by SCDEW, highlighted an article from the Bureau of Labor Statistics’ Monthly Labor Review about Telework. The pandemic has shown, “that 37 percent of U.S. jobs can be performed entirely at home – a number that greatly exceeds any recent estimate of how many workers telecommute on an average day.” Telework continues to be very popular. While some jobs have returned “to the office”, many have not and may not ever. On-line shopping remains very popular and the need is still present for order fillers and delivery people.

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

We have used several tools to analyze area training opportunities. In addition to those documents already mentioned, we use employer input (those serving on WDB committees and from our Business Solutions Team), high school dropout data, WIOA participants entering/completing training data, etc. One weakness, as noted in the previous section, is that in our area, over 10% of our population does not have a high school credential. To address this concern, we require all WIOA participants to obtain a GED or high school diploma prior to occupational training. We work closely with area Adult Education partners to refer participants to their programs to complete their high school credential (diploma or GED). The following is a link to our Eligible Training Provider List (ETPL) for the Catawba Area <https://scpath.org/Search/ProviderSearchLocalArea?localArea=7>

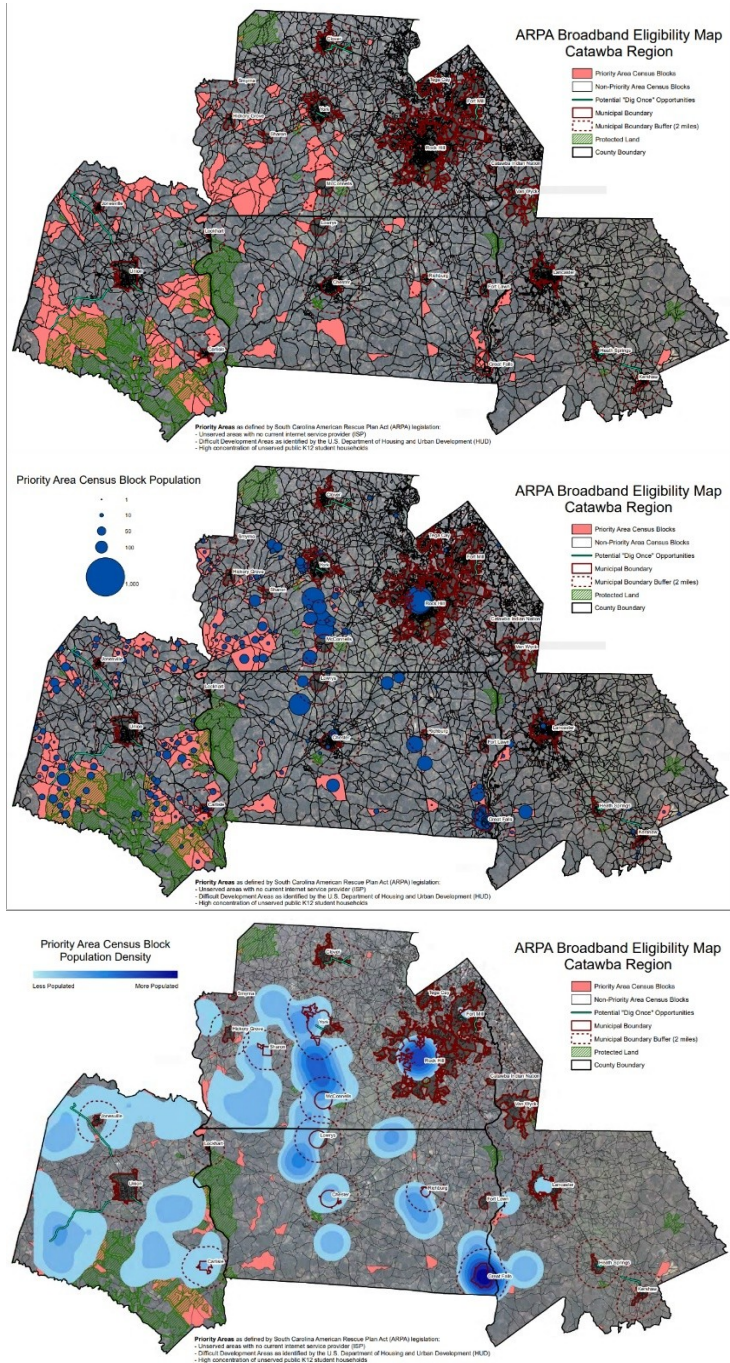
Although we do have some particularly good options for training, we always welcome more quality options for short-term credentials. We continually look for opportunities to collaborate on new training programs with our current providers. We are always searching for credible new providers to give our participants more options. New providers must be vetted through WDB staff and the WDB to ensure that they are providing quality courses before they can be added to our ETPL. We have recently added some additional training providers for CDL, Healthcare, IT, etc. Some offer in-person classes and some are on-line. We are glad to have new options for these in-demand careers – especially because we no longer have any courses from the local technical college on our ETPL. One of our strengths is that we continue to collaborate with training providers on more short-term training that results in an industry recognized credential that aides our participants in obtaining employment.

With many manufacturing and logistic jobs coming to our area, we continue to stress that these companies are hi-tech and provide a clean working environment, good wages and benefits. Most of these jobs are open to the vast majority of job seekers. WIOA staff members have been on tours of area companies to see the “new age” manufacturing environment.

Our analysis also confirmed the following weaknesses for job seekers with barriers to educational opportunities:

- The transition from in-person training opportunities to online models proved challenging for those without reliable access to the internet and to those that thrive and learn in an in-person classroom environment. More training options beginning to be offered in-person again is helping to attract job seekers to training.
- The lack of access to a computer or only having access to a computer with an antiquated operating system. WIOA can help provide laptops and internet cost reimbursement to participants in approved training programs.
- Bandwidth issues for those rural job seekers with limited internet access
- Lack of strong computer skills (referral to partners for upskilling)

One weakness above has become apparent during the pandemic is the lack of internet access in many rural areas throughout the Catawba Region. This is not just a local problem, but a statewide issue and we know there are several statewide initiatives underway to address the issue.



Employers continue to have difficulty hiring enough workers. This is seen in virtually every sector. We continue to organize large, small, and single company hiring events to help area employers. As noted below for our most recent job fairs, even with lots of publicity (social media, radio, tv, etc.), the large events do not attract adequate numbers of job seekers for the employers.

2022 Catawba Region Job Fair Attendees

NC/SC Job Fair	138
Kershaw	18
Clover	13
Great Falls	15
York County	100
Chester County	114

Our analysis of the strengths and weakness of workforce development activities necessary to address the employment needs of businesses in our region has led to building a level of confidence in our ability to provide possible solutions to meet their hiring needs. We can provide a labor market analysis with the support of the Business Intelligence Department of SC DEW, conduct thorough assessments of business needs and offer cost saving programs such as On-the-Job Training, Transitional Employment for short-term needs, information on Federal Bonding, and the Work Opportunity Tax Credit. We also share a general analysis to show the potential impact to a company’s bottom line due to turnover. These value-adds continue to foster and develop positive business connections and will allow us to prepare our job seekers for opportunities of which we may not otherwise be aware.

Section II: Strategic Vision and Goals

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

- Goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment; and
- A description of how the local board will work with core and required partners to align local resources to achieve the strategic vision and goals referenced above.

The Catawba WDB’s Vision is “Partnering to develop and maintain a globally competitive workforce that enhances regional economic growth and improved quality of life.”

The Catawba WDB Goals are as follows:

Employer Services:

- Improve ongoing understanding of employer needs
- Provide talent pipeline to meet occupational demand of employers
- Collaborate with partner agencies to educate and improve communication with employers on all services available
- Obtain a virtual job fair platform (state purchased Brazen)

Job Seeker Services:

- Increase the number of qualified job seekers
- Improve soft skills of job seekers
- Improve guidance of job seekers toward growing occupations/careers
- Continue collaboration with partners to help all job seekers, especially those with barriers, to get all services needed to become employed
- Increase avenues of providing information to job seekers through technology

Youth:

- Increase success rate (performance goals) and retention rate
- Increase meaningful work-based learning opportunities and work opportunities
- Collaborate with other entities to improve transportation options
- Increase ability to locate and maintain stable housing by obtaining employment with self-sufficient wages
- Increase financial literacy through the LEGACY/Design Your Future curriculum and partnering with industry experts
- Continue to provide soft skills through a combination of LEGACY/Design Your Future and JET facilitation

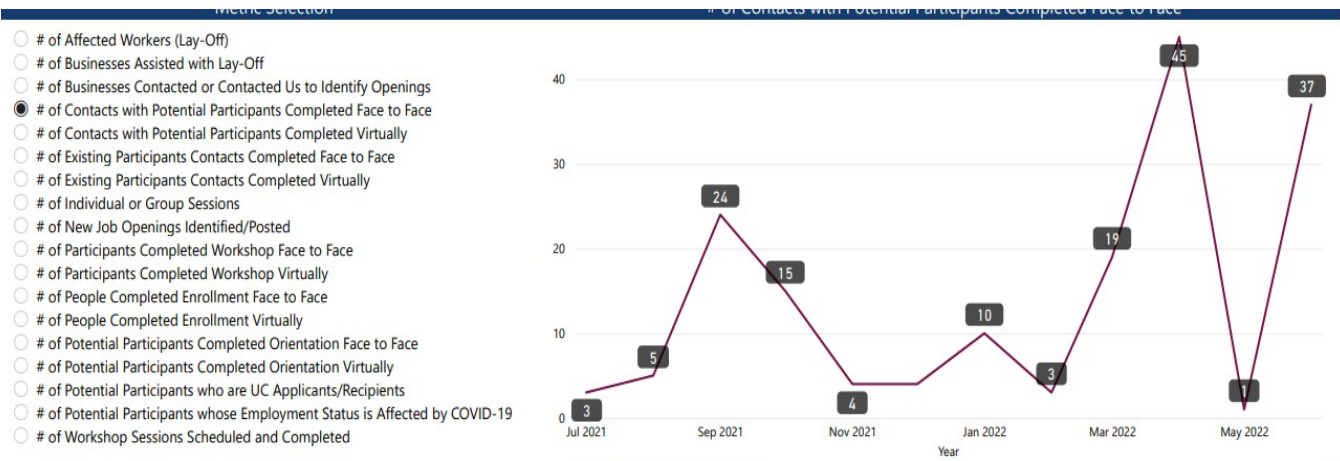
WDB Management Role:

- Continue to educate WDB members and encourage them to promote WIOA services
- Maximize cooperation/coordination with partners
- Continue to update goals and strategies
- Work with partners to develop transportation solutions for area workforce

We review Adult and Youth participant performance measures quarterly with our service provider. Many other measures are reviewed monthly and include number of participants placed in work-based learning, expenditures for work-based learning, number of businesses served, number of job orders placed, number of participants served, number of workshops offered, number of participants placed in occupational training, number placed in GED, measurable skills gains, OJTs, JET sessions, etc. See the following charts for more detailed information for PY21.

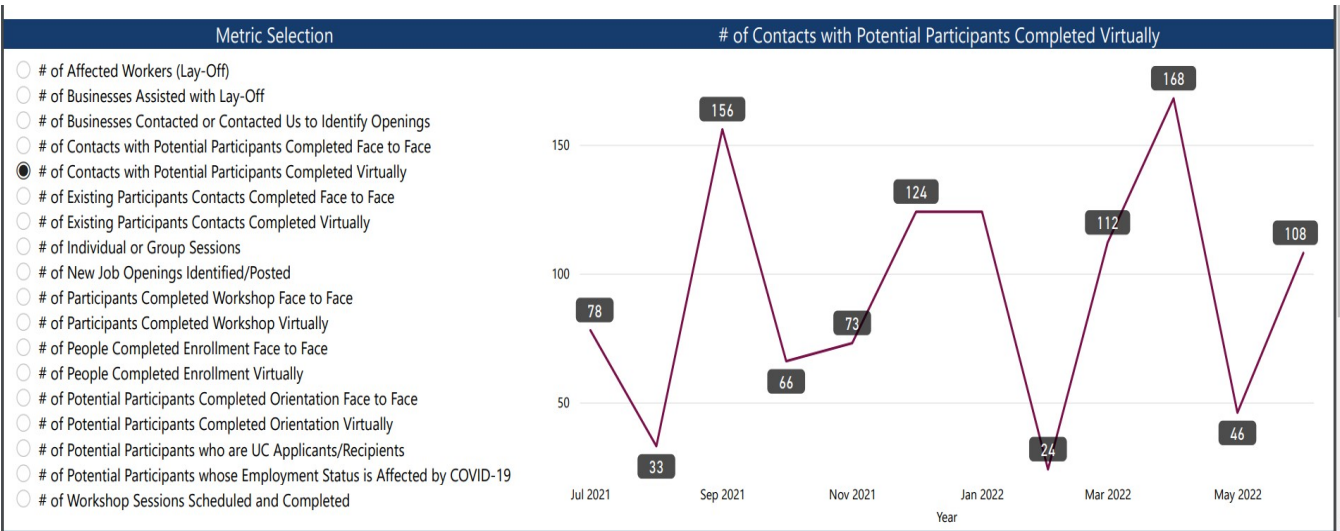
Catawba Regional Operational Month-At-A-Glance Report													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	PY 21 Year End
Employer Services:													
Total # of Employers Contacted	1,985	1,592	2,604	1,789	3,038	1,106	2,678	1,079	1,138	1,518	1,069	847	20,443
# of Employer Engagement Events	7	6	11	7	6	9	18	12	54	19	19	3	171
# of OJT Contracts Executed	1	1	1	1	1	0	3	1	0	1	1	2	13
# of Rural Outreach Recruitment Events Held	0	0	0	0	0	0	0	0	0	2	1	0	3
# of Rural Outreach Recruitment Event Attendees	0	0	0	0	0	0	0	0	0	31	15	0	46
# of New Job Orders Entered by Catawba Staff	706	591	615	684	62	527	665	749	702	1,028	717	467	7,513
Catawba Staff Assisted Job Referral #s for Region	18,556	11,572	4,730	982	781	659	537	468	991	2,041	1,069	1,181	43,567
WIOA Related:													
Total # Attending WIOA Orientation	53	50	47	34	30	32	29	26	45	28	0	35	409
# of WIOA Adult Enrollments	15	11	7	6	1	4	7	12	7	11	8	9	98
# of WIOA DW Enrollments	9	6	6	3	3	0	2	3	2	3	3	2	39
# WIOA YAW Enrollments	7	5	6	4	4	2	1	7	5	8	8	11	68
# of Adults & DWs Entering Training	5	3	7	8	4	1	6	1	8	4	3	11	61
SC Works Regional Operator Data													
# of OneStop Partner Referrals (SC Works) via SCWOS	136	124	97	81	67	47	60	49	92	70	0	0	823
# of Rapid Response Activities	0	0	0	0	0	0	0	0	0	0	0	0	0
# of Partner Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0
# of Partner Meeting Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0
Soft Skills Training and Career Readiness Activities													
JET Sessions	1	1	0	0	0	0	0	1	0	1	0	0	4
JET-EDGE Sessions	0	0	0	0	0	0	0	0	0	0	0	2	2
JET-Take Two Sessions	0	0	0	0	0	0	0	0	0	0	0	0	0
LEGACY Sessions	7	25	2	6	0	0	6	6	8	5	0	4	69
Career Readiness Workshops	14	37	11	9	1	0	10	7	10	6	0	6	111
Virtual Workshops	48	77	36	23	19	13	32	18	28	14	0	18	326

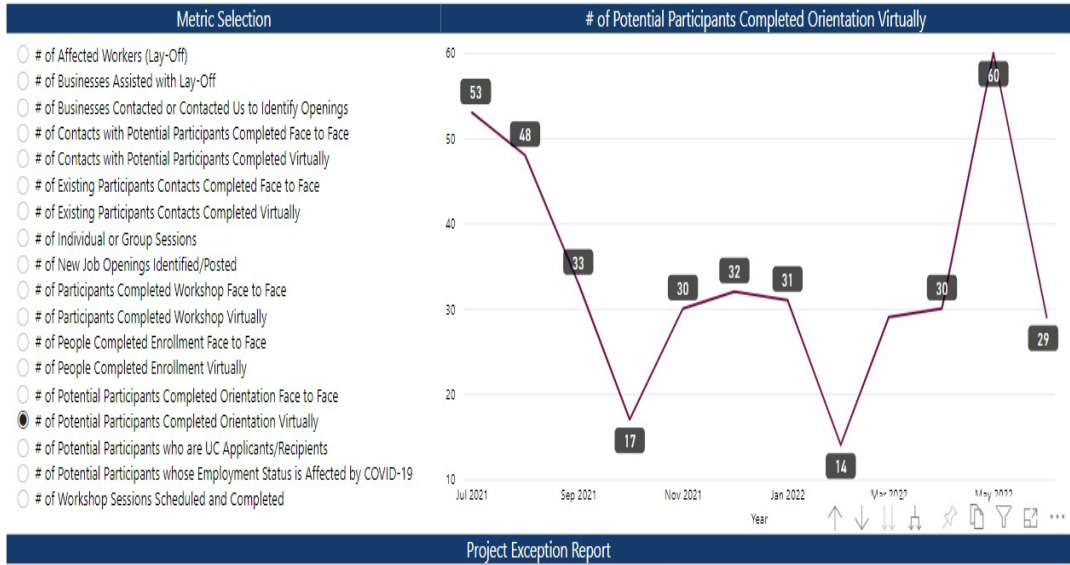
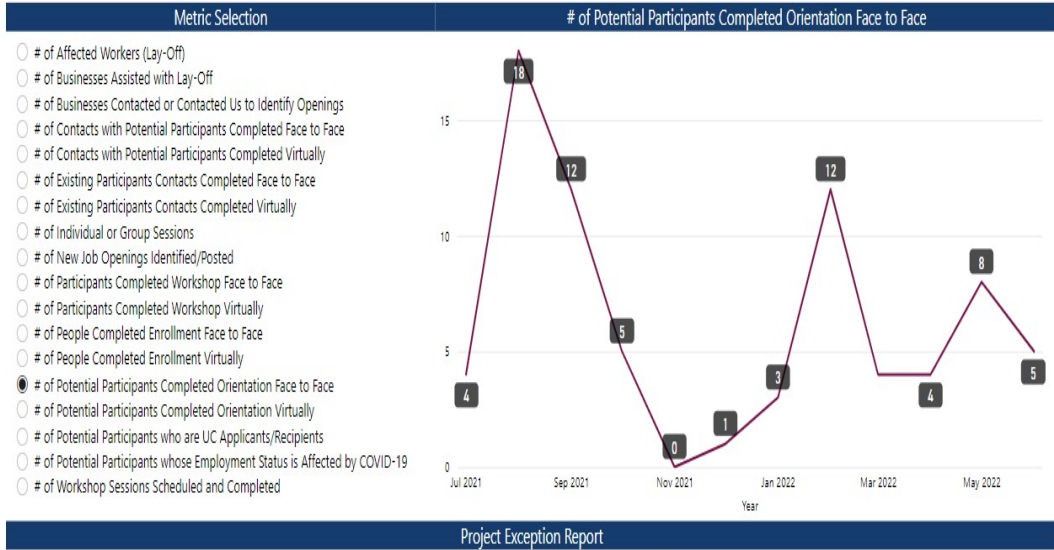
The following charts show services provided in person and virtually. The majority of customers and participants still seem to prefer virtual services as shown below.



Project Exception Report

Year	2021					2022						
Project Name	July	August	September	October	November	December	January	February	March	April	May	June
SC CATAWBA ONE STOP	1	1	1	1	1	1	1	1	1	1	1	1

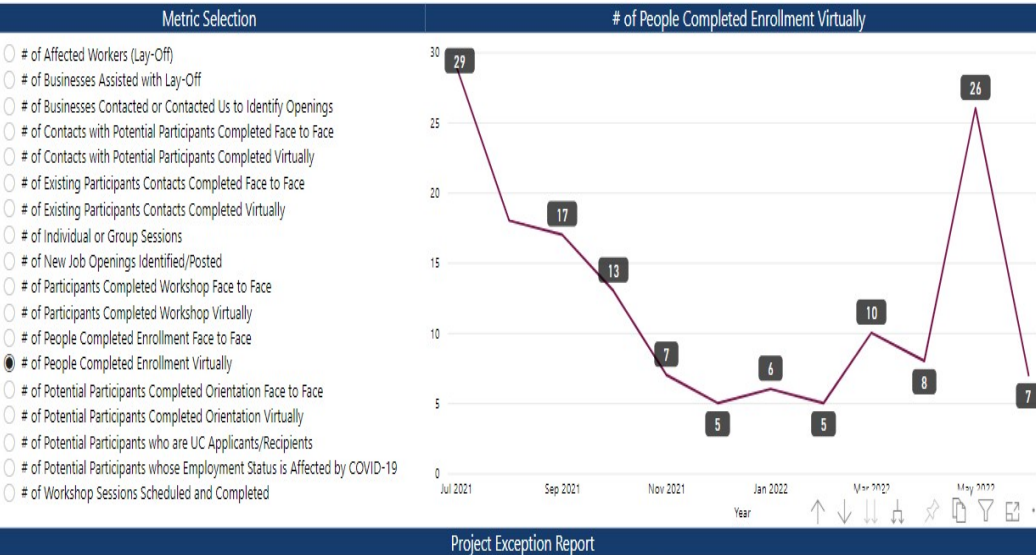




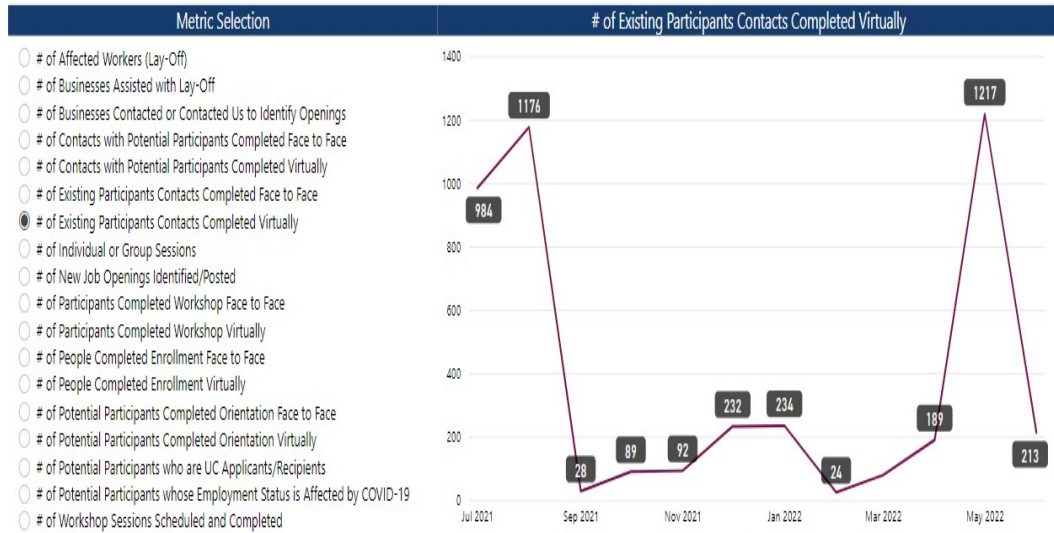
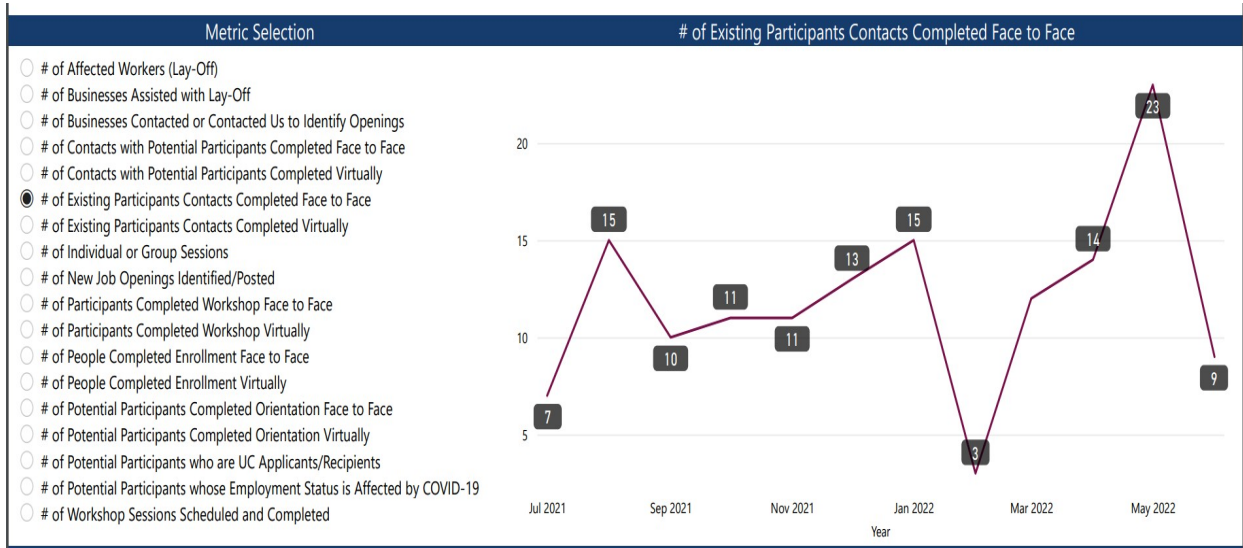
- # of Affected Workers (Lay-Off)
- # of Businesses Assisted with Lay-Off
- # of Businesses Contacted or Contacted Us to Identify Openings
- # of Contacts with Potential Participants Completed Face to Face
- # of Contacts with Potential Participants Completed Virtually
- # of Existing Participants Contacts Completed Face to Face
- # of Existing Participants Contacts Completed Virtually
- # of Individual or Group Sessions
- # of New Job Openings Identified/Posted
- # of Participants Completed Workshop Face to Face
- # of Participants Completed Workshop Virtually
- # of People Completed Enrollment Face to Face
- # of People Completed Enrollment Virtually
- # of Potential Participants Completed Orientation Face to Face
- # of Potential Participants Completed Orientation Virtually
- # of Potential Participants who are UC Applicants/Recipients
- # of Potential Participants whose Employment Status is Affected by COVID-19
- # of Workshop Sessions Scheduled and Completed

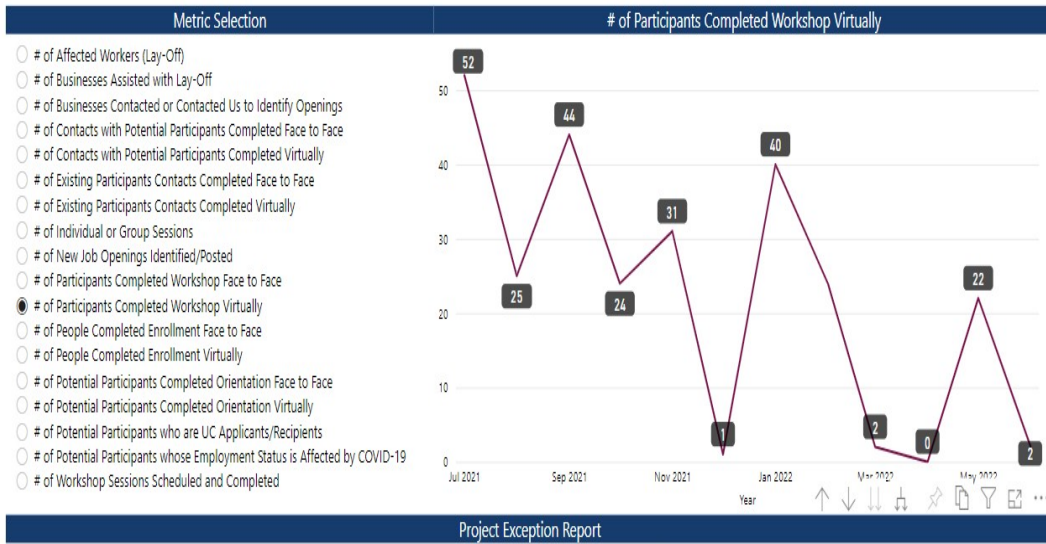
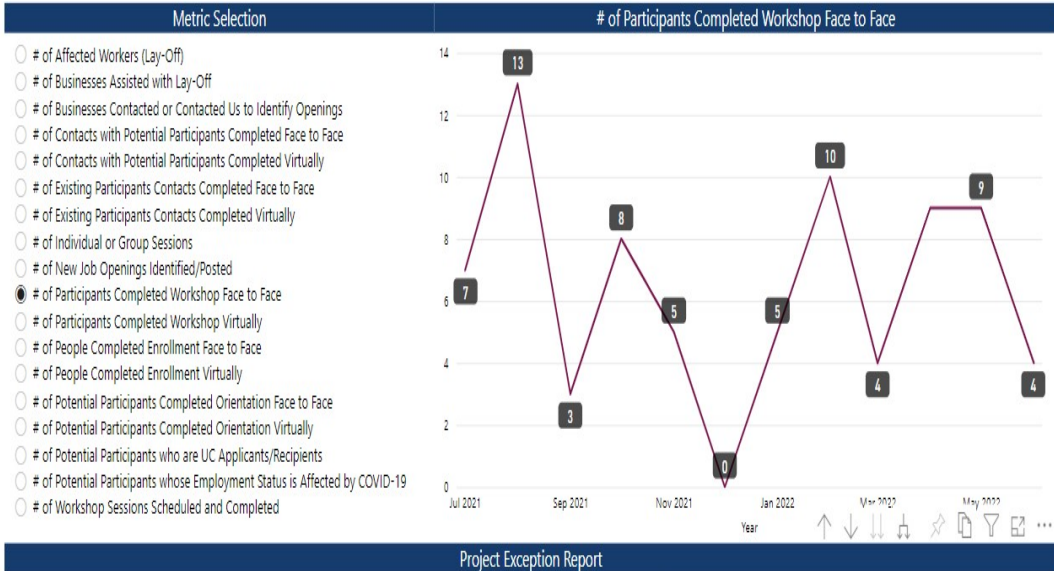


Project Exception Report



Project Exception Report





All core partners and many other partners are members of our WDB and committees and are key in the discussions and decisions that are made. Partner meetings are held quarterly and usually hybrid to allow for greater attendance. This is a great venue to share best practices and learn about and discuss resources that each partner can provide. This discussion and follow-up enable the alignment of resources and eliminates duplication. A resource matrix for job seekers has been completed and distributed to partners in each county.

Section III: Local Area Partnerships and Investment Strategies

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

The local planning process involved input for relevant sections of the plan from meetings and minutes from WDB, committees, employers, partners, economic development, Adult Ed, providers, etc. The draft plan was sent out to the full WDB, committees, CEOs, partners, economic development, Adult Ed Directors, providers, etc. for their input.

The plan was posted on the SC Works Catawba website (www.scworkscatawba.net) and Catawba Regional Council of Governments (www.catawbacog.org) for public comment. Email blasts to the WDB, Economic Development, Adult Ed, local elected officials, etc. were sent to give information about the plan, link, comment period, and email address for comments.

2. A description of the workforce development system in the local area, including identification of the programs that are included in the system:

The Catawba workforce system consists of many agencies and programs. Our core and required program partners are listed below. We have many additional partners including, WelVista (prescription drug assistance), Affinity Health (medical assistance), Pilgrim's Inn (housing, shelter, and food), Pathways (housing, shelter, food, medical), and United Way (family financial literacy and stability). We are continually seeking out and adding new partnerships in our area.

Adult Education- Chester, Lancaster, Rock Hill, and Tri-District: Adult Education and Family Literacy Act Programs

Alston Wilkes Society: Second Chance Program

Carolina Community Actions, LLC: CSBG-Community Services Block Grant, LIHEAP- Low Income Emergency Assistance Program, Employment and Training Activities

Catawba Indian Nation/SC Indian Development Council: Native American Programs

Department of Housing & Urban Development (HUD): Employment and Training Activities

Equus Workforce Solutions (formerly ResCare Workforce Services): Operator of the One-Stop System and service provider of WIOA Adult, Dislocated Worker, and Out of School Youth Programs

Goodwill: SCSEP Program: Senior Community Service Employment Program and Employment and Training Assistance

Job Corps, DOL – Insights Training Group, LLC: Job Corps Programs

SC Department of Employment and Workforce: Migrant and Seasonal Farm Worker Program
SC Department of Employment and Workforce: Trade Adjustment Assistance Programs
SC Department of Employment and Workforce: Unemployment Insurance Compensation
SC Department of Employment and Workforce: Veteran’s Employment and Training Programs
SC Department of Employment and Workforce: Wagner-Peyser Employment Services Program
SC Department of Social Services (DSS) - Chester, Lancaster, and York Counties: Temporary Assistance for Needy Families (TANF) Programs & Supplemental Nutritional Assistance Program (SNAP)
SC Vocational Rehabilitation Department (SCVRD) - Lancaster and Rock Hill Area (Rock Hill Area Office covers Chester): Rehabilitation Programs for Individuals with Disabilities
York Technical College: Post-Secondary Education Programs (Perkins)

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

Our operator, Equus Workforce Solutions, has facilitated individual meetings with partners to develop a working Memorandum of Understanding (MOU) with specific methods of partnering being established. Please see the attached Memorandum of Understanding, including the Infrastructure Funding Agreement (IFA) Budget for more detail.

A key strategy in delivering support and service delivery alignment is creating and maintaining collaborative partnerships. By working together with various communities, businesses, local Chambers of Commerce, workforce partners, economic development, local and county government, and other workforce stakeholders/colleagues in each county, we can leverage funds, assets, processes, and knowledge. Very often agencies may serve the same population but offer different services and resources. If worked efficiently, these partnerships allow us to wrap an individual in services and not duplicate the services in need. Individuals have fewer missed steps on their journey to self-sufficiency if services are monitored and supported. Staff collaboration and communication lead to the most outcomes for the participant. To effectively assist job seekers on their journey to self-sufficiency, we work to provide a holistic approach, starting with the basics, such as food, housing, clothing, and healthcare needs. By utilizing our partnerships with SNAP, DSS, Housing Authority, WelVista, Affinity Health Center, and other partners within the area, we can help stabilize the job seeker, so they can focus on reemployment activities.

The Catawba Regional Reentry Program proved to be successful in helping justice involved individuals in our area. It also strengthened our relationships with several partners including Department of Juvenile Justice (DJJ), Probation, Pardon, & Parole (PPP), and community-based partners. Although the grant for a dedicated Reentry Navigator has ended, we continue to serve this population with our other Career Advisors.

We continue to offer JET (Job Endurance Training) through our SCWorks Centers, Rock Hill Housing Authority, Adult Educations Centers, and other partners.

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

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

More collaboration with partners, who also serve targeted populations with employment barriers, will continue to help us serve people. Those partners include SCVRD, DSS, DJJ, Alston Wilkes Society, Goodwill, and Job Corps. These partners are members of our WDB, Youth Council, and/or have a presence in our SC Works Centers. Partners also attend our quarterly partner meetings in each county. These meetings help inform all partners of services offered and facilitate the alignment of resources and eliminate duplication of services.

Our WDB Priority Populations Committee has been actively working on ways to better serve those with disabilities. We have partnered with SCVRD, SC Commission for the Blind, and Able SC to host several workshops with employers to highlight benefits of hiring employees with disabilities and services to help employees with disabilities. This committee has also created an informational handout about some lesser-known disabilities and the additional services that may be provided. We also have partnerships with Foster Care for those aging out of the system at 18: Children's Attention Home and Lancaster Children's Home. We have strong relationships with area high school guidance counselors who refer those graduating without plans for further education, to SC Works for services.

Other strategies being utilized are:

- Recruiting blasts are being sent out by text and email to individuals identified as recently registering in SCWOS
- Groups identified by industry sector will receive targeted blasts through email and text with information regarding growth in that or a related industry
- Groups identified as underemployed will receive Industry Sector rack cards through text and email spotlighting industries to interest them in pursuing career opportunities within one of our in-demand industry sectors
- SC Works will network with area SCPATH approved training providers and share training opportunities through text and email with our Catawba Area job seekers that will prepare them for in-demand positions in our area which pay a livable wage
- Concentrated and targeted advertising through text, email, and Facebook of JET and the benefits of gaining the sought-after employability skills
- Concentrated and targeted advertising through text, email, and Facebook of our LEGACY Job Readiness preparation curriculum designed for our 17 to 24-year-old young adults
- Collaborating with workforce partners, participants can benefit from being co-enrolled with other community agencies that can provide support services necessary for individual employment success
- Assessing participants based on their interests and placing them in virtual or face to face group settings, forming cohorts with similar goals

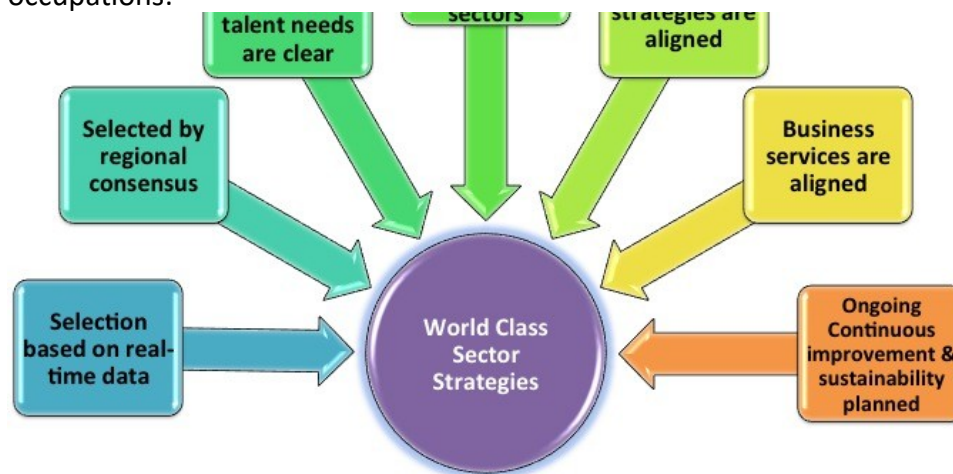
- Improve access to activities leading to a recognized post-secondary credential, including an industry-recognized certificate or certification that is portable and stackable:

As mentioned previously, we seek programs/providers of short-term training for our in-demand jobs. Our close working relationship with our Adult Ed Centers provides a referral system to move students into occupational skills training as soon as they receive their GED or high school diploma.

Because the demand for truck drivers has dramatically increased since the pandemic, Catawba has recently approved additional CDL training providers. Catawba also approved some other additional training providers. Please see list below.

Training Provider	Newly Approved Programs in 2022
160 Driving Academy	Class A CDL
Arclabs Welding School	280-hour process welding, 280-hour process welding w OSHA10
CL Driving School	Truck Driver/ Commercial Vehicle Operator
Commercial Driving Academy	Class A Auto Transmission, Class A Manual Transmission, Class B, Hazmat

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



- Catawba is a member of the Central Region and will continue developing Sector Partnerships locally and regionally. We are going to focus on rural areas and small business by offering community events in smaller rural counties to connect those job seekers with small businesses that are trying to expand.
- Some area employers are engaged by being members of the WDB and committees. The first in-demand industry we have targeted is Advanced Manufacturing and several area

manufacturers and economic development representatives are involved in this exciting opportunity as team members. While Covid paused this initiative, we plan to recharge this plan in the coming new year by increased marketing and education to the public about advanced manufacturing. By hosting more company tours alongside economic development so that job seekers and staff can see for themselves about advanced manufacturing's clean environment and employee benefits.

- There are a variety of programs available to assist area employers with gaining access to an untapped pool of viable candidates and resources within the Catawba area.
- One of the most popular programs is our On-the-Job Training program. This program is designed to establish a continuous flow of qualified candidates, by reimbursing the employer a percentage of the new hire's wages during their training period. This program gives area employers the opportunity to train their new employees to their standards and do so in a cost-effective manner.
- Similar to the On-the Job Training program is the Transitional Employment program. This program is designed to provide our participants with the work experience necessary to assure that they are more competitive in today's job market. Transitional Employment opportunities are time-limited and subsidized up to 100 percent. These jobs are in the public, private, or nonprofit sectors and are available for individuals with barriers to employment, who are chronically unemployed or have an inconsistent work history. While the Transitional Employment program serves adults, we also have a Paid Work Experience Program for youth ages 17 – 24.
- HR Café serves all business professionals that operate in an HR, operational, or supervisory role within their organizations. This program allows business professionals the opportunity to remain "in-the-know" regarding all HR matters and is facilitated by Joanie Winters, a local employment law attorney, in concert with our SC Works Centers in the Catawba area. An HR Café is normally scheduled every other month.
- The Catawba area has done many types of job fairs over the years. Some have been huge with 30+ employers with large crowds and some have been smaller, industry specific events. We also host Rural Job fairs for each county to help reach job seekers in those areas.
- Hiring Events are individualized sourcing opportunities for the employers within the Catawba area. Hiring Events are typically held for one employer at a time with a single focus on that company's individual hiring needs. These events are designed to capture the attention of all job seeker and enrolled WIOA participants and can be held at the local SCWorks Center or on site at the company's facility.
- When state WIOA funds are available, SC Works Catawba facilitates the Incumbent Worker Training (IWT) Program. The purpose of the IWT program is to assist employers with upgrading the skills of current employees to keep businesses and workers competitive. The target demographic of this program includes private sector employers located in Chester, Lancaster, and York counties faced with changing skill requirements due to new technology, retooling, new product lines, and new organizational restructuring.

- SC Works Catawba hosts quarterly Partner and Business Services Team meetings to stay connected and share information on events and services offered in the region. We have worked closely with partners in hosting area-specific events, information sessions, job fairs, hiring events, JET sessions, and other internally developed programs that target area businesses and partners. We recently held an Employer Forum and invited partner agencies to present a summary of the available services to Catawba Region employers.
- Over the years, our relationships with economic development, area partners, and businesses have blossomed into mutually beneficial relationships where there is a reciprocal expectation of sharing best practices and being catalysts for change. These have resulted in initiatives and have evolved with the addition partners as they share their area of expertise.
 - Support a local workforce development system that meets the needs of businesses in the local area:

Along with addressing employer concerns over the soft skills gap, our workforce system strives to meet the needs of businesses in the Catawba area. We will continue to work toward strengthening the workforce pipeline by reviewing our in-demand industries annually and guiding WIOA participants into those training areas by sharing the most recent Labor Market Information (LMI) available. We will work locally and regionally on sector strategies with our partners, employers, training providers, etc. Locally, we have built stronger partnerships with economic development through more frequent communication to better anticipate employer needs. Of course, employer input is extremely important, and we will continue to listen to employers about their current and future needs. Technology (webinars, email, surveys, etc.) will be used to reach more employers and will allow them to efficiently provide feedback and input.

Sector Strategy solutions include a supportive partnership between the Business team and employers, built around great data, guided by industry, transform service delivery, strategically aligned, and founded on a shared vision.

- Improve coordination between workforce development programs and economic development:

Economic development representatives are members of our WDB and committees. Through our strong partnership with economic development in our area, we often collaborate on projects and support each other's initiatives. During our quarterly integrated business team meetings, economic development joins us at the table to discuss employer needs. This includes communicating with new employers entering our area that may not be informed of our services. We join Economic Development in meetings with employers as an SC Works team so that they are fully aware of the resources available to them free of charge.

The Catawba Area is also part of the South Carolina I-77 Alliance footprint (5 counties of Chester, Fairfield, Lancaster, Richland, and York) and we will continue to work with this economic development alliance to strengthen the workforce pipeline in our region by staying connected and promoting their target industries.

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

There is a strong partnership with the Reemployment Services and Eligibility Assessment (RESEA) representatives that are housed in our comprehensive SC Works Centers in Lancaster and Rock Hill. Referrals are frequently made for those identified participants receiving Unemployment Insurance (UI) to job readiness activities and possible one-on-one assistance that can be provided for those eligible for individualized WIOA career services. DEW staff in other SC Works Centers also refer UI claimants to the same services.

With assistance from the Labor Market Information pulled from the SC Works platform, the industry and area-specific information pulled by the Business Intelligence Department, Labor Market Information received from the SCDEW and economic development, and information received directly from Catawba area employers, the Business Solutions Team has ensured that every demographic has access to information that is pertinent to our economic recovery. Due to the existence of an uncertain economy and operating during unprecedented times, the dissemination of information is prioritized by need for our participants. By identifying the resources that provide the most assistance in meeting the basic needs of those we serve, we can help keep our communities informed. Weekly email and text blasts go out containing information ranging from Unemployment Insurance updates and Featured Weekly Job Listings, to resources on soft skills development. The Business Solutions Team remains in contact with area employers and partners to assure that they have access to business support and hiring opportunities presented by SC Works. A quarterly hybrid partners meeting is held in various locations throughout the year to keep everyone connected and informed.

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

- Increasing participation in work-based learning (WBL) activities, including registered apprenticeship programs:

The Catawba area implemented our Transitional Employment program in 2019. This initiative provides paid work-based learning opportunities for adults and dislocated workers entering a new field or adding to their limited work experience. This program provides the opportunity for area employers to assess job seeker talent and determine their ability to become a potential member of their team. We have facilitated partnerships with Apprenticeship Carolina staff to leverage and maximize both funding opportunities for our shared pool of participants. The new push of Apprenticeship Carolina and partnerships has greatly increased our presence as an organization within the Catawba area and should present excellent apprenticeship opportunities for our participants, partners, and employers. Once again, COVID19 paused some of these efforts but this work is moving forward again.

- Increasing the formal assessment and provision of soft-skills training:

Currently, we do not have a state approved formal assessment tool for soft skills. The process of evaluation begins with the objective assessment during enrollment. The Career Advisor looks for social and physical cues by observing how participants interact with others. Participants are engaged in conversation and asked about the soft skills that are important to them and discuss their level of comfort within each of those areas. We also ask for specific examples of job seekers putting these skills in action as previous roles and interactions with their co-workers and supervisors are discussed. We take advantage of opportunities to observe personal and professional demeanor and interactions each time participants visit the SC Works Center, participate in workshops – both in-person and virtually, during one-on-one visits, and on phone calls. These observations also occur in SCWorks resource rooms with universal job seekers so that appropriate referrals can be made.

As mentioned earlier, we utilize our JET curriculum to provide soft skill training in the Catawba area. The three-day program operates from 9am - 1pm each day and typically is delivered in Catawba area SC Works Centers. There are six topics that JET covers during the standard three-day session-- Communication, Integrity, Time Management, Teamwork, Problem Solving, and Conflict Resolution. JET is a program designed to be facilitated in full or in pieces, dependent on the needs of the audience. JET is also open to all our partners, the general public, and all WIOA participants.

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

Full implementation of Career Pathways will improve knowledge and access to stackable credentials. Stackable credentials provide numerous entries and exit points within a career. The entries and exits on the career path will vary from person to person and provide a guide for an individual to get a minimal credential to gain employment and then move forward with other credentials while still being employed.

We are working more closely than ever with our CORE partners – through meetings, learning about services, more communication, etc. – to ensure appropriate referrals for co-enrollment. Referrals are tracked through SCWOS for agencies using the system. This allows all partners to better serve those seeking assistance through the system and eliminate duplication of services.

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

As a part of the implementation of our SC Works Certification Standards, our SCWorks Centers close to the public for a full day bi-monthly so that all center staff can participate in team building, cross-training and strategic planning activities. Our Operator, Equus Workforce Solutions, and management of co-located partners collaborate on the planning and facilitation of this full day meeting. Various speakers have been featured and pertinent topics covered such as Active Shooter Awareness training by local law enforcement, Reentry and Poverty Simulations, Mental Health Awareness presentations led by National Association of Mental Illness (NAMI), Human Trafficking,

Work Opportunity Tax Credit and Federal Bonding by SC DEW, SC DEW Labor Market Information and numerous other informative and engaging topics.

During these bi-monthly team meetings, we thoroughly cover at least one SC Works Certification Standard, a Center Safety Element, and a LEGACY Standard. We also feature a partner initiative or program and discuss needs so that we can collectively problem solve. The rollout of the Your Next Step rebranding, along with the SC Works 101 Training initiative, has provided valuable tools. This training has been instrumental in broadening the concept of a workforce system made up of many partners with a common purpose rather than focusing on individual programs within workforce centers. Equus staff, co-located partner staff, and those that spend time in the centers embrace the concept of working in tandem to serve job seekers and businesses of the Catawba area.

- Streamline intake and referral processes:

With the invasive nature of COVID-19 and the need to adhere to national guidance to keep staff and customers safe, our focus on the delivery of services in a virtual environment led to streamlining processes. This was done out of necessity and our provider was able to transition quickly to an efficient virtual model. Referrals are entered into SCWOS for required partners that utilize that system. Most required WIOA partners are still providing a large percentage of their services in a virtual manner as we navigate returning to serve individuals in-person following social distancing guidelines. Once referred for WIOA services, customers were able to join a group orientation virtually or to participate in a virtual one on one session with an available team member. We were able to move to a more efficient electronic file system and most of our in-person group activities transitioned to WebEx, Skype, Microsoft Teams, or other virtual platforms as we continued to connect to job seekers. While we welcome in person services, we will continue to support a hybrid model of service delivery for the foreseeable future. Partnering with our local Adult Education team members and working from their sites has allowed us to partner in a way that provides support so that WIOA services can be offered concurrently with GED/High School Diploma attainment. Those services include case management, transportation reimbursement, child care assistance, JET (Job Endurance Training), LEGACY, and many other workshops.

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

One of the WDB's strategic goals is to convene area partners and agencies to discuss options for reliable transportation for job seekers, workers, etc. in the Catawba area. Since the last Local Plan, the City of Rock Hill has started a free transit service. The routes include stops near SCWorks Rock Hill, York Technical College, downtown, hospital, shopping areas, grocery stores, etc. We are also collaborating with area housing authorities to provide options for those we serve that may not be in a stable living situation. This is a barrier that usually must be addressed before full attention can be given to the development of a career with sustainable wages. For some of our hardest to serve participants, and those exiting the foster care or justice systems, obtaining their vital records is usually the first barrier they encounter. We partner with Alston Wilkes Society to help guide these priority populations through this process so that they will be ready for their next steps. Our Career

Advisors also help with obtaining vital records for justice involved participants. Some of the strategies we use to assist with gaining access to identification and vital records include:

- For the justice involved population, our Reentry Navigator/Career Advisor developed a Toolkit that includes partner agency information for vital records, such as DMV for a license, permit or state issued ID; Social Security office to request a replacement social security card; Department of Social Services for any printouts detailing benefits; the website for confirmation of Unemployment Compensation benefits; etc.
- The above toolkit can also be modified and provided as guidance for our Adult, Dislocated Worker and Youth participants as well
- For vital records that can be requested online, website information is provided and assistance in maneuvering to the site can also be made available

- Supporting industry-led, sector partnerships:

We will work locally and regionally on sector strategies with our partners, employers, training providers, etc. Locally, we have built stronger partnerships with economic development through more frequent communication to better anticipate employer needs. Employer input is extremely important, and we will listen to employers about their current and future needs. We will re-survey in light of a changed environment in each county to gauge the interest of area manufacturing employers in starting a program like the North Carolina Manufacturing Institute. While most thought the idea was good, many were not committed to providing financial support or giving program completers priority in hiring. Technology (webinars, email, surveys, etc.) will be pursued to reach more employers and not take them away from their jobs while providing input.

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

Our bi-monthly SC Works team leads quarterly partner meetings to provide a forum to spotlight partners and any upcoming programs they may be involved in or sponsoring. These meetings not only keep us informed, but provide the opportunity to enhance our partnerships and provide support to each other's individual program activities in which our shared customers would benefit. Collaborative communication creates an environment of growth and innovation through the sharing of best practices that lead to successful outcomes. We also communicate with our partners regularly (weekly) via email to distribute announcement of events that are taking place in the Centers.

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

We will nurture existing partnerships previously mentioned to implement the strategies and services. Also, we continue to develop new partnerships. One of the newest partnerships is with United Way of York County as we received a grant to deliver soft skills training and provide transitional employment opportunities to help participants reach self-sustaining employments. Other new partnerships have been developed with various justice-involved agencies.

Participation in the Rock Hill Economic Development Talent Development Committee has provided another valuable, strengthened partnership.

SC Works Catawba has developed and strengthened a variety of partner relationships within the area. In 2018, SC Works Catawba held the first in-house event with the Catawba Indian Nation—a relationship that had not been previously been pursued. Our team has also created or enhanced relationships with organizations like Pilgrims' Inn, The Housing Authority, Probation, Parole, and Pardon (PPP), Alston Wilkes, the Gravity Center, among others. All of these partnerships, old and new, allow the Catawba area to better serve job seekers, participants, and employers by working together to share information and best practices.

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

The process of evaluation begins with the objective assessment during enrollment. The Career Advisor looks for social and physical cues by watching how participants interact with others when possible. Participants are engaged in conversation and asked about the soft skills that are important to them and discuss their level of comfort within each of those areas. We also ask for specific examples of participants putting these skills in action as we discuss previous roles and interactions with co-workers and supervisors. We take advantage of all opportunities to observe their demeanor and interactions each time they visit the SC Works Center, participate in workshops – both in-person and virtually, during one-on-one visits, and phone calls. These observations also occur in our resource rooms with our universal job seekers so that appropriate referrals can be made. We do not currently have a formal assessment tool for soft skills but will investigate options that are accurate and time efficient. As mentioned earlier, we utilize our JET curriculum to provide soft skill training in the Catawba area. The three-day program operates from 9am - 1pm each day and typically operates out of Catawba area SC Works Centers. The program can be delivered all in one session, if needed. JET covers six topics during the standard three-day session: Communication, Integrity, Time Management, Teamwork, Problem Solving, and Conflict Resolution.

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

We accomplish this by being responsive to the needs of the employers in our area by reaching out to them by phone, email, or in person to discuss their needs and offer services based on their feedback. The major need for area employers is filling open jobs. Hiring events are conducted each week to meet immediate needs of employers. We have had great success with On-the-Job Training, which allows employers to be reimbursed a percentage of a newly hired employees' wages while they are being trained. This encourages employers to "train their own" rather than try to find the exact skills prospective employees need. Another valuable resource that we can offer employers is Incumbent Worker Training (IWT) funds. These funds allow employers to train existing employees

on new skills to increase productivity, add additional processes, etc. Analyzing the most recent data (provided by SCDEW, Catawba COG, I-77 Alliance, etc.) and meeting with Economic Development staff and Ready SC staff on a more frequent basis will help us to anticipate needs of existing and new employers.

Equus facilitates the IWT process and advertises when funds are made available so that businesses are aware of the process to apply for IWT funding. Individual guidance is provided to each company throughout the process. Businesses are contacted when postings that could be filled by an OJT participant are discovered in the SC Works Online system. Business Solutions Consultants also make appointments and cold calls to share information about the OJT program. As mentioned earlier, there will be a greater focus on apprenticeships in the Catawba Area, and we plan to partner with Apprenticeship Carolina to hold events designed to educate employers on the benefits of this program.

We have a couple of unique offerings for businesses in the Catawba Area. As mentioned before, the HR Café is a quarterly “lunch and learn” event in each county sponsored by SC Works and a local attorney. SC Works advertises and coordinates the events, and the attorney provides lunch and a presentation on a relevant employment law topic. (HR Café has moved to Zoom for convenience.) This has been very well attended and a great resource for businesses, and we plan to continue this popular service indefinitely. It is also a wonderful way to introduce SC Works to employers.

Our Business Solutions Team has created Rural Hiring events. We host one in each county throughout the program year. Employers and job seekers said in their surveys that they liked the smaller venue and crowd because it allowed more time for interaction. Similar events have been held in all three counties. We also continue to hold large hiring events in each county annually and individual employer hiring events as requested. Over 50 virtual hiring events have been held for individual employers, and have the ability to offer larger scale events through Brazen (SCDEW purchased virtual job fair platform). This will continue.

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

Economic Development representatives are members of the WDB and committees and are provided the opportunity to present at each meeting to keep all involved informed. We have strengthened our partnerships with the Existing Business Coordinators with the economic development department in each county by having them as WDB and committee members and are working to expand those partnerships with area city economic development entities. These relationships throughout the area have led to increased communication, information sharing and services to employers. We will also become involved with the I-77 Alliance, which includes all three of our counties, along with Richland and Fairfield Counties, by attending their meetings and engaging with Alliance Staff members through virtual and in person meetings.

The Catawba Area is also a part of the WIOA Central Region. Local economic development representatives have served on the regional sector strategies. The WDB will continue to support the Central Region's sector strategies and career pathways initiative as they will be beneficial to our area. The selected in-demand jobs for our local area are almost identical to those for the region, with manufacturing being at the top of both. Work with the WIOA Central Region will continue with sector strategies and workforce pipeline with the new consulting group. The South Carolina Labor Force Participation Task Force (LFPTF) is comprised of various leaders from academia, research, and business who united to parse the available data. The goal was to determine why our state has such a low rate of labor force participation. See link for more information : [south-carolina-labor-force-participation-task-force-findings-released](#)

Because WIOA has not promoted entrepreneurial or microenterprise training in the past, this is still in the planning stages. While we know this is not the path for many of our participants, we want to be able to provide the best training possible for those best suited for these careers. We have a relationship with the Gravity Center and Winthrop Small Business Incubator and participants showing interest in entrepreneurship are informed of the dates and times of their 'Intro to Entrepreneurship' Workshops. Those with entrepreneurial aspirations are also guided to 17 courses offered by Equus on The Academy including the following:

- Entrepreneurship: Raising Startup Capital
- Entrepreneurship Foundations
- Entrepreneurship: Finding and Testing Your Business Idea
- Entrepreneurship: Bootstrapping Your Business, etc.

The Equus partnership with LinkedIn Learning also offers training courses that will benefit the budding entrepreneur.

Section IV: Program Design and Evaluation

1. A description of the SC Works delivery system in the local area, including:
 - How the local board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers, and jobseekers:

The WDB staff provides guidance to program providers so that we improve our services and outcomes. This is provided through technical assistance (in person, Zoom, phone, and email), scheduled meetings with Youth and/or Adult/Dislocated Worker (DW) staff, monitoring, etc. We measure outcomes through subsequent technical visits, monitoring, report review, and performance.

The WDB expects our Operator and Adult/DW/Youth Provider to maintain effective and efficient processes to meet local employment needs. Our provider does this in many ways including:

- Polling of businesses at least quarterly to see what skills potential employees need and then working with training providers to develop those programs that will help with the skills gap. Polling usually takes place in person, over the phone, or by email. Other forms of technology such as on-line surveys and webinars are being considered.
- Staff analyzes recent labor market information (provided by SCDEW, Catawba COG, I77 Alliance, etc.) and identifies open positions in the Catawba area and the skills the positions may require.
- Providing information to job seekers to guide their choice of training to an area with in-demand opportunities. Hot Jobs are posted in each SC Works Center and emailed out to partners and participants. LMI is also available in each Center. Again, more uses of available technology are being considered to reach more job seekers and provide more up-to-date information. Virtual Reality equipment was purchased to give job seekers ability to research available careers.
- Social media is another very important tool in providing information to the area.
 - SC Works Catawba has significantly increased their social media presence in the last six months posting content almost daily on both Facebook and Instagram. Content has not been limited to SC Works activities but has also included outreach for both employers and partners. Posts include links where possible for individuals to sign up for employer and job seeker events as well as workshops. SC Works posts are also shared across other community and job seeker Facebook pages to increase engagement.
 - A content calendar has been developed to ensure that posts are being made consistently and include; hot jobs lists, motivational quotes, holiday posts, job search tips in addition to job fairs, hiring events, workshops and other activities going on in the centers.
 - From May 1, 2022 – October 31, 2022 over 500 posts were made on Facebook and Instagram with a cumulative reach of nearly 58,000. SC Works Catawba currently has 831 Facebook page likes and 145 Instagram followers. Facebook had 215 new page likes and Instagram had 36 new followers within the last six months. Our social media audience is predominantly female and represent the local area but we do have followers from other areas including Charlotte, NC and Greenville, SC.
- Providing JET soft skills workshops and online training through The Academy, and LinkedIn Learning to bring awareness to the importance of soft skills
- Making The Academy (over 4,000 free, online courses in a wide variety of areas) available to job seekers.

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

Our outreach, which is conducted by both Wagner Peyser (WP) and WIOA staff, provides off -site assistance and workshops in remote areas throughout the Catawba area, including the following:

- Kershaw Correction Facility
- Tri-District, York, Rock Hill, Fort Mill, Lancaster, and Chester Adult Education
- Catawba Indian Nation
- Christ Central Ministries
- Pre-Release Facility
- Probation, Pardon and Parole
- Keystone Substance Abuse Services
- York County Women’s Christian Job Corps
- Pathways
- Parent Smart
- Area High Schools and Vocational/Technology Centers

We will continue to provide services to as many off-site locations as possible. In order to provide services more often and/or to more locations, we are using more technology and providing virtual workshops. This will help provide services to remote areas. Our Operator has developed a toolkit of job readiness workshop videos, BST Pro Tips YouTube videos and Your Next Step tutorials that can be accessed via the internet. Our goal is to provide quality services to as many people as possible throughout our communities. We were using space in Tri-District Adult Ed and plan to expand this to other spaces in York, Great Falls, etc. as needed.

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

Staff in each center have been trained on the proper procedure to ensure compliance with non-discrimination and all ADA guidelines. Equus conducts a “Quality Measurement Tool” assessment quarterly, rotating centers, and a review of ADA compliance. Equus has coordinated and hosted Information Sessions with Vocational Rehabilitation and area Mental Health representatives for staff in SC Works centers throughout the Catawba area to ensure staff awareness. These sessions will be offered in the future to ensure continued education. ADA equipment in the comprehensive center is checked at least annually to ensure proper functioning. WDB staff schedules training, as needed, from SCDEW staff. Local WDB staff and SCDEW perform annual ADA monitoring of the SC Works Centers.

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

Roles and contributions are specified in detail in the local MOU and Infrastructure Funding Agreement (IFA) and that document is attached.

The following is taken directly from the MOU.

Each Partner agrees to:

- (a) Provide access to its programs or activities through the SC Works delivery system;
- (b) Use a portion of funds made available to the partner’s program, to the extent consistent with the Federal law authorizing the partner’s program and with the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards in 2 CFR Part 200 and as supplemented by specific Federal agency Parts and CFRs, to:
 - (1) Provide applicable career services; and
 - (2) Work collaboratively with the State and Local Board to establish and maintain the SC Works delivery system. This includes jointly funding the one-stop infrastructure costs through partner contributions that are based upon:
 - (i) A reasonable cost allocation methodology by which infrastructure costs are charged to each partner in proportion to use and relative benefits received; and
 - (ii) Federal cost principles;
- (c) Enter into an MOU with the Local Board relating to the operation of the SC Works system; and

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

The development and implementation of this System will require mutual trust and teamwork between the Parties all working together to accomplish shared goals and in keeping with the main purposes and priorities of WIOA.

The PY22 IFA spreadsheets are attached.

Following is Attachment A from the Catawba MOU/IFA showing WIOA Required Services and agencies that provide them.

PY22 MOU Attachment A: WIOA REQUIRED SERVICES														
	Eligibility Deters.	Outreach & Orientation	Skills Assessments	Labor Exchange	Partner Referrals	Provision of LMI	Provision of Performance Information	Supportive Services	UI Filing	Financial Aid Assistance	Individual Career Services	Access to Training Services	Business Services	
REQUIRED PARTNERS														
Adult, DW, and Youth	x	x	x	x	x	x	x	x			x	x	x	
Adult Education/Family Literacy		x	x	x	x	x	x			x	x	x	x	
Wagner-Peysner		x		x	x	x	x				x		x	
Rehab.Programs for Indiv. w/Disabilities		x	x	x	x	x	x	x			x	x	x	
Post-Sec. Career & Tech. Ed. (Perkins)		x		x	x	x	x			x	x	x	x	
CSBG Employment and Training		x		x	x	x				x	x	x		
Native American Programs		x			x	x				x	x	x		
HUD Employment and Training					x	x								
Job Corps		x		x	x	x				x	x	x		
Veterans Employment and Training		x		x	x	x				x	x	x		
Migrant and Seasonal Farmworker						x								
Senior Community Svc. Employment		x		x	x	x					x	x	x	
Trade Adjustment Assistance		x		x	x	x		x		x	x	x		
Unemployment Compensation		x		x	x	x			x		x			
YouthBuild		x			x									
TANF		x	x	x	x	x		x		x	x	x	x	
Second Chance Act					x	x					x		x	
Eligibility Determinations: Determination if an individual is eligible for WIOA Adult, DW, or Youth programs.							Supportive Services: Information relating to the availability of supportive services, such as child care and transportation, and referrals to supportive service programs, as needed.							
Outreach & Orientation: Information on and access to services in the SC Works system.							Unemployment Insurance Filing: Information and assistance regarding filing claims for unemployment compensation.							
Skills Assessments: Initial assessment of skill levels including literacy, numeracy, English language proficiency, and aptitudes and abilities (including skills gaps).							Financial Aid Assistance: Assistance in establishing eligibility for financial aid programs not provided under WIOA.							
Labor Exchange: Job search and placement assistance, career counseling, and non-traditional employment information.							Individualized Career Services: Individualized services provided to eligible customers, such as counseling and career planning, to help the customer obtain or retain employment.							
Partner Referrals: Referrals to and coordination with programs and services within the SC Works system and other workforce programs.							Access to Training Services: Access to training services such as On-the-Job training, entrepreneurial, adult education and literacy, and customized training.							
Provision of LMI: Local, regional, and national labor market statistics including: job vacancy listings, skills needed to obtain those jobs, in-demand occupations and earnings, and advancement opportunities available.							Business Services: Employer services, such as job fairs, recruitment assistance, and incumbent worker training, are made available to local employers.							
Provision of Performance Information: Partner specific data on how local areas are performing on accountability measures relating to the area's overall SC Works system.														

Following is Attachment B from the Catawba MOU/IFA showing Catawba SCWorks Partner List.

MOU Attachment B: CATAWBA SC WORKS PARTNER LIST

SC Works Partner	Location	Required or Optional	Representing
Adult, DW, Youth	Rock Hill, Lancaster, Chester	Required	Title I- WIOA
Adult Education	Scheduled visits to Rock Hill, Lancaster, Chester	Required	Adult Education
Wagner <u>Peyser</u>	Rock Hill, Lancaster, Chester	Required	Employment services
Veteran Services	Rock Hill, Lancaster, Chester	Required	Veteran Services
TAA	Rock Hill, Lancaster, Chester	Required	Trade Adjustment Assistance
UI	Lancaster and York (pending hire)	Required	UI REA Program
York Technical College	Offsite	Required	<u>Post Secondary</u> /Perkins
Carolina Community Actions	Scheduled visits to Rock Hill, Lancaster, Chester	Required	CSBG
Vocational Rehabilitation	Scheduled visits to Rock Hill, Lancaster, Chester	Required	The Rehabilitation Act
SC Commission for the Blind	Scheduled visits to Rock Hill, Lancaster, Chester	Required	The Rehabilitation Act
DSS - TANF	Rock Hill & Lancaster	Required	TANF
DSS – SNAP	Lancaster	Optional	SNAP
Alston Wilkes Society	Lancaster	Optional	Assistance to homeless and offender population
Catawba Indian Nation	Offsite	Required	Native American Programs
YouthBuild	Offsite	Required	YouthBuild Programs
Rock Hill Housing Authority	Offsite	Required	HUD Workforce Programs

Following are partner signature pages with additional information. (The heading is only included in the first one to save space.)

THE CATAWBA WORKFORCE AREA SC

WORKS SYSTEM

MEMORANDUM OF UNDERSTANDING

PURSUANT TO THE
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

The South Carolina Department of Employment and Workforce is the sole entity and designated State agency responsible for administering the funds of the following:

- Employment services authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.);
- Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);
- Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.;
- Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law)
- Migrant and Seasonal Farmworkers (MSFW) programs.

The South Carolina Vocational Rehabilitation Department is a designated agency specified under sec. 101(a) (2) of the Rehabilitation Act that is primarily concerned with vocational rehabilitation, or vocational and other rehabilitation, of

individuals with disabilities in the State and is responsible for administering or supervising policy for the Vocational Rehabilitation program, authorized under title I of the Rehabilitation Act, with the exception of Vocational Rehabilitation programs for individuals who are blind which are administered by the South Carolina Commission for the Blind.

SC Department of Vocational Rehabilitation agrees that:

- VR Rep will spend 1/2 day per week through virtual means or in the Lancaster SC Works Center
- VR Rep will spend 1/2 day every other week through virtual means or in the SC Works Chester Center
- VR Rep will spend 1/2 day per week through virtual means or in the SC Works Rock Hill Center
- Co-enrollment of appropriate participants will be encouraged when deemed in the best interest of the participant

South Carolina Commission of the Blind is a designated agency specified under sec. 101(a) (2) of the Rehabilitation Act for individuals who are blind.

- SC Commission of the Blind representative will spend a minimum of 4 hours per month in each SC Works Center (Chester, Lancaster and York Counties) – schedule to be coordinated with Regional Operations Center Manager and the SCCB Representative and can be accomplished virtually when conditions warrant
- SCCB Representative will facilitate onsite or through virtual sessions for SC Works team members and partner staff to share the services provided through their agency
- Co-enrollment of appropriate participants will be encouraged when deemed in the best interest of the participant

York Technical College represents Post-Secondary Education Programs under the Perkins Act. Agrees to allow use of their facilities in each county for Job Fairs sponsored by the SC Works Catawba system or some other Workforce related, large scale event benefiting employers and job seekers in the Catawba Region, up to 2 times per program year with a financial benefit described below:

- In-Kind use of space at the YTC Main Campus (Rock Hill), throughout the program year, with advance coordination and careful consideration based on COVID-19 impact and CDC guidelines at that time
- In-Kind use of YTC Chester Center throughout the program year
- Space for WIOA CA on Main and Chester Campus for joint Career Pathway Ventures will also be made available
- SC Works staff will also collaborate to facilitate workshops and events on location at campuses of YTC, or through virtual means, in our Region, as scheduled and careful consideration based on COVID-19 impact and CDC guidelines at that time

Carolina Community Actions, LLC: Represents Community Services Block Grant Employment and Training Activity Programs. Programs available through Carolina Community Actions in the Catawba Workforce Region include the following:

- Community Services Block Grant (CSBG) Self-Sufficiency Program (formerly Family Assessment)
- CSBG Youth Leadership Program
- Head Start/Early Head Start
- Low Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program

Carolina Community Actions, LLC (CCA) agrees to participate in the SC Works System in the following manner in addition to providing other appropriate services as needed:

- SC Works Lancaster: CCA staff will spend a minimum of 4 hours virtually or in the Lancaster County SC Works Center, schedule to be determined
- SC Works Rock Hill: CCA staff will spend a minimum of 4 hours virtually or in the York County SC Works Center schedule to be determined
- SC Works Chester: CCA staff will spend a minimum of 4 hours virtually or in a SC Works Center schedule to be determined

- When necessary and agreed upon by both parties, services can be provided virtually when warranted due to COVID-19.
- SC Works Outreach activities will include the provision of guidance in the SC Works Online System registration and job search guidance virtually or onsite as needed for those receiving services through CCA when arranged.

Tri-District Adult Education (TDAE) is a designated agency specified under Adult Education and Family Literacy Act Programs and agrees to participate in the SC Works System in the following manner in addition to providing other appropriate services as needed:

- Allow virtual meetings and workshops or use of space by WIOA Staff as scheduled
- Allow virtual access or space, up to weekly, for SC Works Express Initiative activities to be provided via WebEx or other virtual means or onsite
- Co-enrollment of appropriate participants will be encouraged when deemed in the best interest of the participant
- Three (3) WIOA desktop computers for use with SC Works Express Initiative, housed at the TDAE location

Rock Hill Adult Education is a designated agency specified under Adult Education and Family Literacy Act Programs and agrees to participate in the SC Works System in the following manner in addition to providing other appropriate services as needed:

- Rock Hill Adult Education (RHAE) Representative will coordinate a schedule to spend up to 8 hours per month in the SC Works Rock Hill Center or through virtual means and contribute in the following manner:
 - Sharing information about programs offered through Rock Hill Adult Education
 - Proctor and facilitate skills assessment (when one is chosen) in SC Works Rock Hill Center as scheduled
 - Assessment preparation and administration as needed
 - RHAE will also allow use of their Cyber Café at their location for Friday events and meetings as needed with advance scheduling, with consideration of COVID-19 impact and CDC guidelines
 - SC Works staff will also collaborate to facilitate workshops and events virtually or on location at Rock Hill Adult Education, as scheduled

Lancaster Adult Education is a designated agency specified under Adult Education and Family Literacy Act Programs and agrees to participate in the SC Works System in the following manner in addition to providing other appropriate services as needed:

- Lancaster Adult Education Representative will coordinate a schedule to spend 8 hours per month through virtual means or in SC Works Lancaster Center and contribute in the following manner:
 - Sharing information about programs offered through Lancaster Adult Education with job
 - Proctor and facilitate Assessments as they come available SC Works staff will also collaborate to facilitate Legacy/JET, workshops and events through virtual means or on location at Lancaster Adult Education, as scheduled

Chester County Adult Education is a designated agency specified under Adult Education and Family Literacy Act Programs and agrees to participate in the SC Works System in the following manner in addition to providing other appropriate services as needed:

- Chester County Adult Education Representative will coordinate a schedule to spend 4 hours per month through virtual means or in a SC Works Center and contribute in the following manner:
 - Sharing information about programs offered through Chester Adult Education with job seekers; SC Works and other partner staff, when needed
 - Proctor and facilitate assessments as they become available
 - SC Works staff will also collaborate to facilitate JET/Legacy and other workshops/events through virtual means or on location at Chester County Adult Education, as scheduled

Job Corps, Department of Labor – Heritage Service Corporation, representing Job Corps Programs, agrees to participate in the SC Works System in the following manner in addition to providing other appropriate services as needed:

- By holding monthly Job Corps orientations through virtual means or in SC Works Rock Hill Center served in the Catawba Workforce Region
- Facilitating workshop/informational sessions for staff and Partners of the One-Stop System for the Catawba Region
- Job Corps will consistently spend a minimum of 4 hours per month virtually or in SC Works Rock Hill Center
- Co-enrollment of appropriate participants will be encouraged when deemed in the best interest of the participant

The South Carolina Department of Social Services is the sole entity and designated State agency responsible for administering the Supplemental Nutrition Assistance Program (SNAP) and the Temporary Assistance for Needy Families (TANF) Programs as outlined in the Workforce Innovation and Opportunity Act (WIOA) providing services to residents of the Catawba Region. Signature acknowledges and agrees with the Memorandum of Understanding and attachments.

Rock Hill Housing Authority (RHHA) operating in York County and agrees to participate in the SC Works System in the following manner in addition to providing other appropriate services as needed:

- Dedicated RHHA Case Manager assigned and employed by RHHA to work on-site at SC Works RH (49 residents to 1 case manager): will work one-on-one with participants to guide them through the employment process and help them achieve employment-related goals
- Job search and job placement assistance
- Entrepreneurship workshops via referral to Winthrop Small Business Development Center/Gravity Center
- Work experience including On the Job Training, internships, apprenticeships, other opportunities for residents to be paid while training
- Facilitate connections to education and training
- Other supportive services as needed

Catawba Indian Nation, Native American Programs, agrees to participate in the SC Works System in the following manner in addition to providing other appropriate services as needed:

- By hosting a Job Fair during the course of a program year at mutually agreed upon time as appropriate based on impact of COVID-19 and applicable CDC guidelines
- Facilitating virtual or onsite workshop/informational sessions for staff and Partners of the One-Stop System for the Catawba Region, when scheduled at a mutually beneficial time as appropriate based on impact of COVID-19 and applicable CDC guidelines
- WIOA will co-enroll appropriate participants when deemed in the best interest of the participant

Carolina Youth Alliance/ YouthBuild Programs, agrees to participate in the SC Works System in the following manner in addition to providing other appropriate services as needed:

- Facilitating virtual or onsite workshop/informational session for staff and Partners of the One-Stop System for the Catawba Region, when scheduled at a mutually beneficial time as appropriate based on impact of COVID-19 and applicable CDC guidelines or through the provision of information regarding YouthBuild related programs in another manner
- YouthBuild will have access monthly for up to 2 hours to engage in the Lancaster SC Works Center to recruit and share information about the YouthBuild program and services
- WIOA will co-enroll appropriate participants when deemed in the best interest of the participant
- WIOA will provide informational sessions for YouthBuild participants at mutually beneficial times as needed

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

SC Works staff and partners provide a wide variety of workshops (10-12 different workshops for a total of

30-35 workshops) each month to help individuals prepare for and find employment. Workshops are examined frequently and changed as needed to keep content up to date. While new workshops are added, as needed, to cover new relevant topics and entice attendance, it is important for staff to continue to update workshops to provide the best possible information to customers. Career Advisors (case managers) work one on one with their participants to assess their skills, interests, goals, etc. to develop an individual employment plan. When it is determined that a participant lacks marketable skills, case managers help guide the participant in training programs approved by the WDB that focus on the industry sectors identified for the Catawba area. All training programs on the ETPL fall into one of those industry sectors. While there is good variety of training providers and programs on the ETPL, more options are needed, and we are looking for more training solutions with new providers or new programs with current providers. We will engage with York Technical College in getting them back on our ETPL. Equus follows the local ETPL approved for the Catawba area when discussing training options with participants. Career Advisors are in place to assist with job matching and act as a liaison with the Business Solutions Team for direct hire and OJT opportunities for WIOA participants.

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

Equus and WP staff follow the lead of the State Dislocated Worker team and attend rapid response events to provide an overview of services available to affected employees. Upon receipt of affected employee lists, contact is made by mail or phone to ensure the potential clients have knowledge of the services available through the SC Works system. Equus and WP staff notify the State DW team if they become aware of a pending lay-off in the area or as soon as possible after receiving knowledge of a closure so that services can be offered both locally and state-wide. Mobile One-Stop resources are offered on-site for larger reductions in force.

4. A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.

Our Youth provider is also Equus Workforce Solutions. They offer a wide range of services for their participants. These include workshops, JET soft skills training, pre-employment skills training, mentoring, assistance with obtaining GED/high school diploma, work-based learning, occupational skills training, transportation assistance, childcare assistance, etc.

Identification of some of our successful programs and activities include:

- The Equus pre-employment skills training program, Design Your Future, is tailored to young adults, 17 to 24 years old. The program walks the job seeker through designing their own career pathway. The modules include: Financial Literacy, Entrepreneurship, Study Skills, Leadership Development, Training, College Planning, Resume Development, Mock Interview, Mentorship, and Career Advisement.
- JET (Job Endurance Training) curriculum and 12-hour soft skills program is also a successful program which can be tailored to Youth participants.
- The Academy and LinkedIn Learning are proving to be successful tools in providing self-paced learning modules and courses that can help hone a job seeker's skills, and prepare them for their

training path or their path to securing sustainable employment.

While these services have been successful, we are working to improve our processes and the delivery of our services by assessing the relevance and effectiveness of the tools we use. Workshops, JET, and pre-employment skills training (groups or one-on-one) are evaluated at least quarterly by Equus WIOA staff to be sure that content is current and relevant to the needs of employers. One of the recent additions is a workshop titled “Interviewing Tips: Virtual vs. In- person” to prepare job seekers for the current environment. We have effective working relationships with all our Adult Ed centers and this allows for easy referrals and communication regarding participants. It was determined by Adult Ed and WIOA staff that there should be more access to youth staff for Adult Ed participants to make it easier for the participant to connect with their case manager. Prior to the pandemic, we had youth provider staff on-site weekly at our Adult Ed Centers to provide easy access for referrals, workshops, etc. While we have obtained some high- level work experiences to match participants’ interests, we have many opportunities for participants to gain basic work skills for those that lack work experience. Our provider works to create these opportunities and align them with the career goals of the participants.

Our Youth provider partners with Vocational Rehabilitation in each county to best assist youth with disabilities through potential co-enrollment. We have also held Youth staff meetings at Vocational Rehabilitation and have had speakers from Catawba Mental Health to further the understanding of available services and partnership with these agencies. This has helped to improve communication between staff members regarding services and referrals.

Additionally, our youth providers partner with Adult Education, DJJ, DSS and others to serve youth with barriers to employment. There is also a referral system in place with DJJ and DSS. These have been great steps toward serving more youth with barriers.

Transportation reimbursement and childcare assistance are especially valuable services for Youth participants. We currently reimburse for transportation, based on mileage, and pay a flat fee per day/week for childcare. Transportation is a huge barrier in our area because there is limited public transportation outside the City of Rock Hill. We have “on-demand” transit in Chester and York Counties, and riders must schedule days in advance. Rock Hill now has a free bus service that has routes around the city with stops at York Tech, near the Rock Hill SC Works Center, mall areas, hospital, etc. Taxis are costlier, therefore, making them a poor option. The Catawba area will continue to seek solutions to the ongoing transportation issue for our participants by working with the COG and other entities to improve the transportation options by pursuing grants and other available resources such as Uber and Lyft.

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

WIOA Youth Providers incorporate the 14 Youth Elements in the following ways.

- 1) **Tutoring:** Adult Education Centers provide tutoring and study skills training to youth as needed for both GED and occupational skills training. Aside from Adult Education we

utilize retired school teachers and hire them as tutors for our participants.

- 2) **Alternative Secondary School Recovery Services:** This can be accomplished by utilizing our online resources; The Academy, GED Academy, and “in-person” tutoring.
- 3) **Occupational Skills Training:** Youth assessed as needing further training are referred to short term occupational skills training, through our Eligible Training Providers, based on participant interests.
- 4) **Work Experience:** Work based learning opportunities (Work Experience (WEX) & On-the-Job (OJT)) are available to Youth who have completed career readiness training. These opportunities are created based on participant career interests and employer availability.
- 5) **Concurrent Education & Training:** These opportunities can be paid or unpaid and will provide academic and occupational education components (OST & OJT).
- 6) **Leadership Development:** Leadership development opportunities are also focused on Job Readiness training through our in-house Design Your Future (DYF) curriculum combined with Job Endurance Training (JET) for additional soft skills.
- 7) **Supportive Services:** Supportive Services are provided to those in need of childcare, transportation, tools, or any other training or work-related expenses.
- 8) **Mentoring:** When applicable, adult mentoring can be established by partnering a youth with an available mentor for additional support. Work based learning has shown to be an excellent resource for mentorship between the employer/staff and the WIOA participants.
- 9) **Follow Up Services:** These services are provided for a year following WIOA exit of young adults. Our service provider’s Retention Coordinator develops and maintains a relationship with those exiting but keeping the lines of communication open and advising that some supportive services are available during this period. This continued engagement also allows for the provision of encouragement and support for those continuing in post-secondary training and employment placements, when applicable.
- 10) **Comprehensive Guidance and Counseling:** Talent Engagement and Career Advisors counsel and provide one-on-one guidance to participants for many obstacles their participants may face. When more professional intervention for drug and alcohol counseling is needed, we work with partners such as Vocational Rehabilitation, Keystone, 6th Circuit Drug Court, and other programs with this focus. When we encounter a participant that may need therapy or mental health counseling, we partner with our Mental Health providers in each county, NAMI (National Alliance on Mental Illness), and other mental health service providers throughout our region. Referrals, with scheduled appointments for assessment by these professionals are coordinated when possible. This process has been impacted by limited in person services due to the pandemic which leads to some services being offered in a virtual manner by these providers.
- 11) **Financial Literacy:** We partner with local credit unions to facilitate financial simulations and also make referrals through SC Works Online Services (SCWOS), referral forms, and/or phone calls to other partner agencies as needed for more support with financial literacy.
- 12) **Entrepreneurial Skills Training:** Partnership and referrals to Winthrop Small Business Development Center, business/entrepreneurial courses through Equus The Academy; courses through LinkedIn

13) **Labor Market Information:** Labor market information and other information about in-demand industries or occupations is provided to all participants from South Carolina Works Online Services (<https://jobs.scworks.org>) and O*NET online (www.onetonline.org).

14) **Activities for transition to post-secondary education and training:** Additional services offered congruent with workforce preparation include education services (GED and/or occupational skills training), additional supportive services (childcare payment, transportation reimbursement, etc.), financial literacy education, and preparation activities for transition to post-secondary education and training.

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

➤ The Catawba area continues to use TABE.

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

Communication is the key to developing strategies to avoid duplication of services. Some of those strategies include the WIOA COG staff, Adult/DW staff, and Youth staff meeting which occurs every other month with our Adult Ed directors. During these meetings, ways to leverage our resources are often discussed and career pathways are explored. An example of this is when a WIOA participant is pursuing their GED and Adult education offers dual enrollment with York Tech for the initial stackable credential that may not be a WIOA approved option. At that point, the participant has earned their GED and an initial credential. The participant may now be ready to pursue the next level and WIOA may be able to assist with that stackable credential if it is an option in SCPATH.

WIOA COG staff are also routinely in contact with our major training providers as needed to discuss new programs, changes in programs, etc. Program managers and case management staff are also in contact with training providers of their participants. COG staff and Equus management have an effective working relationship with our training providers allowing for the development of needed curriculum based on employer need and job seeker skills gap. Providers have also worked with us to facilitate off schedule courses specific to WIOA participant demand if an adequate number of participants need the course. We will also explore options for job specific training as the needs of our area employers change. We will increase our efforts to provide supportive services for students that are WIOA eligible but their tuition is paid from another source by offering to pay for books, tools, and other supportive services.

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

Provision of transportation, childcare, and other appropriate supportive services are based on need and the

availability of funds. Career Advisors look for other resources before using WIOA funds. We work with students that receive tuition/books through other sources (PELL, Lottery, SCVRD paid training, DSS paid training, various scholarships/grants, etc.) and provide transportation, childcare, testing fees, and other supportive services as needed. We currently reimburse for transportation, based on mileage, and pay a flat fee per day/week for childcare. Transportation is a huge barrier in rural portions of our area because there is limited public transportation. We have “on-demand” transit in Chester and York Counties and riders must schedule days in advance. Rock Hill now has a free bus service that has routes around the city with stops at York Tech, near the Rock Hill SC Works Center, mall areas, hospital, etc. Taxis are costlier, therefore, not the best choice. The Catawba area will continue to seek solutions to the ongoing transportation issue for our jobseekers by pursuing grants and other available resources such as Uber/Lyft.

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

As the operator, Equus coordinates meetings to discuss integration of activities and service delivery flow within the SC Works centers at a minimum of once per quarter. The referral process is being followed to ensure smooth transition while delivering career services to job seekers based on their individual level of need. The Regional Director for WP services is invited to participate in monthly management meetings with the Equus Leadership Team to ensure consistency of service delivery. Catawba WP/WIOA Business Solutions Team members meet monthly and the full Catawba Business Solutions Team (including partners) meets quarterly. They also meet more frequently as job fairs are being planned. Again, communication is key in planning and delivering non-duplicative services.

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

In the Catawba Area, we have always had an effective relationship between WIOA and Adult Ed, but it has been strengthened over the last couple of few years through bi-monthly meetings. COG WIOA staff coordinate and facilitate these meetings with Adult Education Directors, representatives from the Equus A/DW program and Youth program. Meetings have been held at different locations to share program facilities and program offerings to clients. Meetings have shifted to Zoom during the pandemic. Attendees agree that these meetings have proven to be greatly beneficial as processes are discussed and established as a result of the committee meetings. Meeting in person helps to “put faces with names” and has improved communication. We also have a successful referral process. Youth staff have designated space in three of our four Adult Ed Centers (not enough space in the fourth, but they are in close proximity to the SC Works Center and Youth office). WIOA covers all costs for the attainment of a GED or high school diploma.

Adult Ed provided the following process for WIOA review of Adult Ed Proposals:

Local Workforce Development Board (LWDB)
Adult Education Proposal Review Process

- Notification will be sent to Board Chairs with a cc: Admins to include the following:
 - Information on the upcoming Adult Education RFP and WIOA requirements for LWDB's review of proposals and an
 - Outline of the proposal review process and timeline.
 - RFP to be released.
 - Eligible providers (potential grantees) to submit Letter of Intent. *This will allow us to gauge the number of proposals to expect.*
 - The amount of time it takes to review proposals will depend on the number of proposals received in each LWDA.
 - LWDB Proposal Review Training will be held via live webinar.
 - During the webinar, LWDB members will be provided with an overview of the proposals, instructions on how to review proposals, and how to use the proposal review rubric. LWDB members will have an opportunity to ask questions during the webinar. A webinar playback option will be available.
 - A point of contact will be available during the review process to answer questions and to clarify any information.
 - Any LWDB members with potential conflicts of interest should recuse themselves from the review process. For example, technical college representatives should not review any proposals if a technical college within their area submits a proposal.
 - Upon receipt of all grant applications, SCDE - Office of Adult Education staff will screen all applications to determine eligibility to apply for funds. All applications deemed eligible will be sorted by their LWDA and packaged for hard-copy or electronic transmittal to the Board Chair and LWDA Administrator. The package also will include the rubric and review instructions.
 - Board members will use the rubric to review each proposal for alignment with their Local Plan.
 - Once the review process is complete, all forms and other supporting documentation will be forwarded to the Office of Adult Education for consideration in the grant competition process.
 - SCDE - Office of Adult Education staff will review LWDB comments and feedback on Local Plan and one-stop alignment and consider the results of the review.
11. A description of how the local board will coordinate with partner programs to conduct affirmative outreach to include members of groups protected by the Equal Opportunity provisions of WIOA § 188, including individuals of various religions, racial and ethnic backgrounds, individuals of limited English proficiency, individuals with disabilities, and individuals of different age groups and sexes.

The Catawba WDB is committed to serving all people in our area. The Priority Populations Committee has been very active in spearheading initiatives to help us reach all demographics. This has included partnering with Able SC to host events for employers to share the benefits of hiring employees with disabilities and the many services available for those employees.

We have also increased our partnerships with a myriad of area faith-based organizations. These organizations receive our SC Works Partner Blasts and are invited to participate in our partner meetings and other SC Works sponsored events. We have also taken part in community events sponsored by various faith-based organizations by setting up informational booths and sharing SC Works related services with

those in attendance. The Transformation Center in Rock Hill allowed SC Works Catawba to host our first “Drive Through Job Fair” in their parking lot during COVID. We work closely with several organizations with a focus on individuals that have experienced varying states of homelessness. SC Works Catawba hopes to play a critical role as they work to regain stability which often begins with an employment opportunity once their basic needs are being met.

We join efforts with our Adult Education partners to work with individuals with English as their second language. There have been some awesome success stories by combining our efforts and identifying employment opportunities that were great fits as they continued to work on English proficiency. We plan to broaden our outreach this year in order to increase our work with the ESL population in our area.

Over the past few years, we have also strengthened our relationship with Catawba Indian Nation, the only federally-recognized tribe in SC. We have enrolled and worked with several individuals through our Young Adult Works program and will continue to recruit and make WIOA services available. Through this partnership, we have hosted job fairs the last few years at the Reservation and we will continue to do so on an annual basis once it is safe to do so.

Section V: Operations and Compliance

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

Detailed Memorandum of Understanding agreements are in place with partners and specify the minimum level at which we will partner to ensure integration and the optimal delivery of workforce related services. Partners with a focus on the employment needs of individuals with disabilities have hosted informational sessions for the staff located within each SC Works Center throughout the Catawba area. We are collaborating to share our services with employers, spotlighting services and potential work accommodations that can be designed to encourage employment of those individuals with disabilities. Partner meetings are hosted by SC Works quarterly in the Catawba area through Zoom, in person, or a hybrid. These meetings help us avoid duplication of services. One partner at each meeting does a “partner spotlight” segment to detail the services they offer. This helps other agencies in attendance learn about additional services available for their clients. This has been an effective way for partners to collaborate to better serve customers. Partner meetings have been held as a part of a company tour for those in attendance to learn about the company and hiring needs. Job fairs are a collaborative event between SCWorks staff and partner staff, rotate quarterly between counties, and include a partner section so job seekers can learn about their services. SCWorks staff have been and will continue to be trained on the basic services offered by all partners.

2. A description of the entity responsible for the disbursement of grant funds as determined by the chief elected officials.

Catawba Regional Council of Governments (COG) is an association of South Carolina local governments in Chester, Lancaster, Union, and York counties. The COG serves as a forum for intergovernmental cooperation and as a central staffing resource for grantsmanship, land use and transportation planning, community and economic development, workforce development, GIS mapping, information systems, and project management. (Note – the Catawba WIOA Area only consists of Chester, Lancaster, and York Counties. Union County is part of the Upstate WIOA Area.)

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

Catawba follows the same process for each Request for Proposal (RFP). We maintain a potential bidder list that consists of current contractors, previous contractors, and contractors that have asked to be added to the list. We do not remove contractors from this list unless they request it. Prior to releasing an RFP, WIOA COG staff sends letters and/or emails to potential bidders telling them about the RFP. We also post legal notices in each local newspaper. The RFP is posted to our website and we also will email or mail copies to interested bidders. The last two RFP cycles, we have held our bidders conference by email. Potential bidders submit questions by a certain date, and all questions and answers are posted to our website. Proposals must be received at the COG by the deadline and are logged in when received. The bidder is also given/sent a receipt showing date and the time bid was received. Three non-WIOA COG staff members open the bids and verify that each bid meets criteria (signed, proper number copies, etc.). This is verified on a form for each bid. The Executive Committee and/or the Youth Review Committee meets to discuss and score each bid. This is documented on a form for each bid by each committee member. WIOA COG staff averages total scores to determine if bids meet minimum criteria. The committee then determines the program(s) to fund and recommends funding amounts for each. These recommendations are taken to the Youth Committee and/or WDB for approval. After approval, all bidders are notified of the results.

4. Agreed upon local performance goals after negotiations are finalized.

Catawba Program Year 2022 and 2023 WIOA Negotiated Performance Goals

WIOA TITLE I – ADULT	Program Year 2022 Goal	Program Year 2023 Goal
Employment Rate 2 nd Quarter After Exit	82.0%	82.5%
Employment Rate 4 th Quarter After Exit	78.0%	78.0%
Median Earnings in the 2 nd Quarter After Exit	\$6,500	\$6,700
Credential Attainment Rate	68.4%	68.9%
Measurable Skill Gains	60.0%	60.0%
WIOA TITLE I – DISLOCATED WORKER		
Employment Rate 2 nd Quarter After Exit	86.7%	86.7%
Employment Rate 4 th Quarter After Exit	87.5%	87.5%
Median Earnings in the 2 nd Quarter After Exit	\$8,000	\$8,000
Credential Attainment Rate	70.0%	70.5%
Measurable Skill Gains	64.3%	64.8%
WIOA TITLE I – YOUTH		
Education or Training Activities or Employment in the 2 nd Quarter After Exit	80.5%	81.0%
Education or Training Activities or Employment in the 4 th Quarter After Exit	80.3%	80.8%
Median Earnings in the 2 nd Quarter After Exit	\$4,500	\$4,500
Credential Attainment Rate	56.5%	56.5%
Measurable Skill Gains	48.0%	48.0%

5. A description of actions the local board will take toward becoming or remaining a high- performing workforce area, including:
 - The effectiveness and continuous improvement criteria the local board will implement to assess their one-stop centers;
 - A description of fiscal and program performance goals beyond the federal measures and how progress will be tracked and made publicly available;
 - A description of the methodology used by the local board to allocate SC Works center infrastructure funds; and
 - A description of the roles and contributions of SC Works partners, including cost allocation.

Our strategic plan goals, along with the actions contained in the plan, will continue to keep the Catawba Area on track to remain a high-performing workforce area. We also require additional goals for Equus to earn profit and those goals help the Catawba area continuously improve. Our Executive Committee reviews the goals at the beginning of each program year and then they are approved by the WDB. The profit goals are included in the statements of work. In order to meet the State Fund

Utilization Rate of 70% spending, Equus is required to spend 90% of their Adult, DW and Youth budgets. To meet the state goal of 30% Direct Participant Cost Rate, Equus is required to spend 40% of A/DW funds on participant costs. To meet the Federal goal of 20% expended on work-based learning, Equus is required to spend 25% of Youth funds on work-based learning. 70% of all enrolled adult participants must be either low-income (to include public assistance recipients) or basic skills deficient. We have staff capture all applicable priority of service categories to reflect efforts in serving those most in need and they are recorded in SCWOS. This is tracked using the Adhoc/Aggregate report – ‘Adult Priority of Service –Select PY’ to keep track of % and type/s documented.

We plan to continue to use the SC Works Certification Standards. Also, COG WOIA staff monitors the SC Works Centers annually; Equus internal “Quality Measurement Tool” reviews are conducted quarterly and Equus external review is conducted annually at a minimum. The Equus Internal process improvement committee meets and assesses services to ensure continuous improvement. The One Stop Committee receives feedback and bi-monthly meets to consider ways to improve the SC Works Centers.

In order to cover the infrastructure costs of the SC Works Centers in Catawba, we are using “full time equivalent” (FTEs). This means that each full-time staff person has their time assigned to each office in which they work and shares costs accordingly. Please see the Memorandum of Understanding (MOU), including the Infrastructure Funding Agreement (IFA) Budget (attached).

The utmost goal of all staff in the SC Works centers is to provide the best possible service to customers. Staff are trained to greet customers and can guide them to the many services available from various partners. Roles and contributions are specified in detail in the local MOU and Infrastructure Funding Agreement (IFA). Some contributions are monetary and some are “in kind”.

Additionally, Equus is required to spend 40% of A/DW funds on participant costs and 25% of Youth funds on work-based learning. They are also required to spend 90% of their budgets each program year. Progress is tracked by financial and SCWOS reports and are shared with the Youth Council and Workforce Development Board.

The following comes directly form the MOU/IFA.

Each partner agrees to provide the resources necessary to fund their proportionate share of the costs as contained in Attachment E, Shared Operating Budget. The IFA should include, but is not limited to the following infrastructure cost items:

- Lease/Rent
- Utilities
- Landscaping
- Janitorial and cleaning maintenance
- Building maintenance and repairs
- HVAC maintenance
- Equipment rental expenses
- Security System

- Pest Control
- Supplies (public access and common spaces only)

The Parties may also share other costs that support the operations of the centers, as well as the costs of shared services that are authorized for and may be commonly provided through the SC Works partner programs to any individual, such as initial intake, assessment of needs, identification of appropriate services to meet such needs, evaluation of basic skills, referrals to other partners, and business services. The Parties have agreed to cost share in the following additional shared services and estimated costs as in the attached Shared Operating Budget. Final costs for all agreed upon additional shared services will be presented and approved by the Parties prior to actual purchase or procurement of services. Failure to do so may result in disputed charges and a refusal to submit payment.

The PY22 IFA spreadsheets are following in Attachment A and B.

Following is Attachment A from the Catawba MOU/IFA showing WIOA Required Services and agencies that provide them.

PY22 MOU Attachment A: WIOA REQUIRED SERVICES													
	Eligibility Deters.	Outreach & Orientation	Skills Assessments	Labor Exchange	Partner Referrals	Provision of LMI	Provision of Performance Information	Supportive Services	UI Filing	Financial Aid Assistance	Individual Career Services	Access to Training Services	Business Services
REQUIRED PARTNERS													
Adult, DW, and Youth	x	x	x	x	x	x	x	x			x	x	x
Adult Education/Family Literacy		x	x	x	x	x	x			x	x	x	x
Wagner-Peyser		x			x	x	x				x		x
Rehab. Programs for Indiv. w/Disabilities		x	x	x	x	x	x	x			x	x	x
Post-Sec. Career & Tech. Ed. (Perkins)		x		x	x	x	x			x	x	x	x
CSBG Employment and Training		x		x	x	x				x	x	x	
Native American Programs		x			x	x				x	x	x	
HUD Employment and Training					x	x							
Job Corps		x		x	x	x				x	x	x	
Veterans Employment and Training		x		x	x	x				x	x	x	x
Migrant and Seasonal Farmworker						x							
Senior Community Svc. Employment		x		x	x	x					x	x	x
Trade Adjustment Assistance		x		x	x	x		x		x	x	x	
Unemployment Compensation		x		x	x	x			x		x		
YouthBuild		x			x								
TANF		x	x	x	x	x		x		x	x	x	x
Second Chance Act					x	x					x		x
Eligibility Determinations: Determination if an individual is eligible for WIOA Adult, DW, or Youth programs.							Supportive Services: Information relating to the availability of supportive services, such as child care and transportation, and referrals to supportive service programs, as needed.						
Outreach & Orientation: Information on and access to services in the SC Works system.							Unemployment Insurance Filing: Information and assistance regarding filing claims for unemployment compensation.						
Skills Assessments: Initial assessment of skill levels including literacy, numeracy, English language proficiency, and aptitudes and abilities (including skills gaps).							Financial Aid Assistance: Assistance in establishing eligibility for financial aid programs not provided under WIOA.						
Labor Exchange: Job search and placement assistance, career counseling, and non-traditional employment information.							Individualized Career Services: Individualized services provided to eligible customers, such as counseling and career planning, to help the customer obtain or retain employment.						
Partner Referrals: Referrals to and coordination with programs and services within the SC Works system and other workforce programs.							Access to Training Services: Access to training services such as On-the-Job training, entrepreneurial, adult education and literacy, and customized training.						
Provision of LMI: Local, regional, and national labor market statistics including: job vacancy listings, skills needed to obtain those jobs, in-demand occupations and earnings, and advancement opportunities available.							Business Services: Employer services, such as job fairs, recruitment assistance, and incumbent worker training, are made available to local employers.						
Provision of Performance Information: Partner specific data on how local areas are performing on accountability measures relating to the area's overall SC Works system.													

Following is Attachment B from the Catawba MOU/IFA showing Catawba SCWorks Partner List.

MOU Attachment B: CATAWBA SC WORKS PARTNER LIST

SC Works Partner	Location	Required or Optional	Representing
Adult, DW, Youth	Rock Hill, Lancaster, Chester	Required	Title I- WIOA
Adult Education	Scheduled visits to Rock Hill, Lancaster, Chester	Required	Adult Education
Wagner Peyser	Rock Hill, Lancaster, Chester	Required	Employment services
Veteran Services	Rock Hill, Lancaster, Chester	Required	Veteran Services
TAA	Rock Hill, Lancaster, Chester	Required	Trade Adjustment Assistance
UI	Lancaster and York (pending hire)	Required	UI REA Program
York Technical College	Offsite	Required	Post Secondary/Perkins
Carolina Community Actions	Scheduled visits to Rock Hill, Lancaster, Chester	Required	CSBG
Vocational Rehabilitation	Scheduled visits to Rock Hill, Lancaster, Chester	Required	The Rehabilitation Act
SC Commission for the Blind	Scheduled visits to Rock Hill, Lancaster, Chester	Required	The Rehabilitation Act
DSS - TANF	Rock Hill & Lancaster	Required	TANF
DSS – SNAP	Lancaster	Optional	SNAP
Alston Wilkes Society	Lancaster	Optional	Assistance to homeless and offender population
Catawba Indian Nation	Offsite	Required	Native American Programs
YouthBuild	Offsite	Required	YouthBuild Programs
Rock Hill Housing Authority	Offsite	Required	HUD Workforce Programs

Please refer back to pages 38-41 for MOU Signature pages

The utmost goal of all staff in the SC Works centers is to provide the best possible service to customers. Staff are trained to greet customers and can guide them to the many services available from various partners.

6. A description of how adult and dislocated worker training services will be provided through the use of individual training accounts (ITAs), including:
 - If contracts for training services will be used;
 - How the use of training service contracts will be coordinated with the use of ITAs; and
 - How the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

We generally do not use contracts for training services with training providers. We have only used a contract for a pilot program for one session of Certified Manufacturing Technician training program.

Training budgets are developed in the SCWOS Advanced Individual Fund Tracking (AIFT) system for programs appearing on the local approved ETPL. Scholarship applications are completed by WIOA participants interested in training and as a part of that process, training costs are gathered from the prospective training provider and the individual training account is based on that information.

Participants identified to need further training are provided with LMI and other data about “in- demand” jobs. They are also provided with information about training programs in our area. Case management staff help guide the participants in making their training choice. Training choice is supported when indicators, My Next Move, Career Pathway Explorer, and the completion of labor market information) for the field of study supports their choice. This includes it being within the industry sectors supported by the Catawba area and the likelihood of the ability to be successful in the chosen field. These criteria are thoroughly discussed and documented with the WIOA participant.

7. A description of the process used by the local board to provide a 10-day public comment period prior to submission of the plan, including an opportunity to have input into development of the local plan, particularly for representatives of the businesses, labor organizations, and education.

The Catawba Area will gather input from as many sources as possible. We will share the drafted Local Plan and Regional plan through email with the WDB and committees (which include employers, SCVRD, DSS, WP, labor representatives, other partners, economic development, providers, etc.), CEOs, and Adult Ed directors for input. Once approved by the Catawba WDB, the Local Plan and Regional Plans will be posted on the Catawba Regional Council of Government’s (COG) website and the SCWorks Catawba website along with instructions for comment.

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

SCWorks Centers are offering in-person services and continue to offer virtual services, too. During the early part of the pandemic, our focus on the delivery of services in a virtual environment led to streamlining processes. This was done out of necessity and our provider was able to transition quickly to an efficient virtual model. Referrals are entered into SCWOS for required partners that utilize that system. Once referred for WIOA services, customers were able to join a group orientation virtually or to participate in a virtual one on one session with an available team member. We are able to move to a more efficient electronic file system and most of our in-person group activities transitioned to WebEx, Skype, Microsoft Teams, or other virtual platforms as we continue to connect to job seekers. We will continue to support this hybrid model of service delivery for the foreseeable future and allow participants the choice of meeting in person or virtually. Partnering with our local Adult Education team members and working from their sites has allowed us to partner in a way that provides support so that WIOA services can be offered concurrently with GED/High

School Diploma attainment. We began using the SCWOS Greeter module in 2019 and this helps keep a count of customers and their specific needs. It also helps get customers to specific staff members or departments quicker. Services are now being provided in-person or virtually based on customer/participant preference.

9. A description of how the local board ensures compliance with the adult priority of service requirements under WIOA Title I.

Local Instruction Number 15-17, Change 2, Adult Priority of Service instruction letter was issued from SCDEW in October 2018 with an effective date of 10/15/18. The instruction was sent out by COG WIOA staff to Equus, our Operator. Equus staff has thoroughly reviewed the instruction to ensure compliance with Adult priority of service requirements. A summary of the priority of service is displayed on each staff computer and new hires are trained on this compliance. COG staff reviews the Adult Priority of service adhoc report for compliance at least quarterly and while completing local monitoring. This report is also reviewed by operator staff when conducting internal reviews.

10. A description of how the local board is serving priority populations, including those with barriers to employment, as required by WIOA.

We have several partners that work primarily with special populations in the centers on a part-time basis including SC Vocational Rehabilitation, DSS, Alston Wilkes, Job Corp, Welvista, and others. This helps WIOA to connect with those individuals to offer services.

The Operator has developed a robust outreach plan to reach pockets of job seekers that do not come into a local SC Works system which includes interaction with community partners, faith-based organizations, and participation in local community events. The plan includes providing workshops and information at these community locations to reach underserved individuals. Our outreach has significantly grown due to an increased usage of social media, utilizing local radio and TV networks for daily advertising, and word of mouth.

Our Youth programs focus their outreach to special populations. Youth staff spend time each week at area Adult Ed Centers. They also have a working relationship with local staff at DJJ, DSS, SCVRD, and other agencies that serve special populations. Social media has proven effective with this population also.

Our Priority Populations Committee has been highly active and has produced informational fliers to help partner staff better understand many types of disabilities. They have also hosted many events to make employers aware of benefits of hiring job seekers with disabilities. We will continue these efforts and embark on new efforts to reach other special populations utilizing our partner resources with Vocational Rehabilitation and South Carolina Commission of the Blind.

11. A description of the local area's fiscal and programmatic monitoring process.

Monitoring will be performed by the Administrative Entity (AE) WIOA staff, at least once annually, and will include onsite and desktop monitoring. It will include a review of the program administration, the financial management system, the implementation of program services, maintenance of required documentation, compliance with applicable LWDA Policies and Procedures, as well as compliance with general contract requirements and AE's procurement requirements.

For financial monitoring, grantee ledgers will be requested a week in advance for AE staff to make selections. These will be emailed back to grantee staff to pull each item requested and any necessary backup documentation prior to onsite monitoring. If completed virtually, documents should be scanned/emailed or dropped off at Catawba Regional Council of Governments no later than the day before monitoring is scheduled. For programmatic monitoring, a sample of participants registered (at least 10%) will be reviewed. Since files are electronic, a review of SCWOS data will be conducted and staff should be available to address questions or concerns related to the files, reporting, performance and any other issues while AE are monitoring (virtually or on-site).

An official monitoring report will be written and forwarded to the signatory official within forty-five (45) days identifying any deficiencies as well as outstanding areas of operation and accomplishments. A response and corrective action plan (if needed) should be submitted to the AE within 30 days of the date of the report. The AE will respond to the contractor after reviewing and if necessary, a follow up monitoring will be scheduled.

12. Copies of current local board policies and definitions, including:

- Supportive Services policy
- OJT reimbursement policy;
- IWT policy, when using local funds; **N/A**
- Youth incentives policy;
- Local training cap policy;
- Youth BSD policy (if applicable);
- Local definition for youth who “require additional assistance”; and
- Adult and dislocated worker self-sufficiency definition(s) for training.

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

- Memorandum(s) of Understanding, including signature sheets;
- Resources Sharing Agreements, including signature sheets;
- All service provider grants, including statements of work and budgets;
- Statements of work for in-house operational staff (where applicable);
- Current or most recent Grant Application Request(s)/Request(s) for Proposals;
- LWDB By-Laws
- LWDB and Committee meeting schedules;
- LWDB budgets; and
- Local monitoring schedules

Local Plan Signatures

Local Workforce Development Board:

Catawba Workforce Development Board

Joanie Winters, WDB Chair

Name Title

_____ _____
Signature Date

Local Grant Recipient Signatory Official:

Catawba Workforce Development Area

JR Imler Catawba Regional COG Director
Name Title

_____ _____
Signature Date