

# MANAGEMENT & TRUST FUND REVIEW REPORT

FY JULY 1, 2020—JUNE 30, 2021





# AGENCY INTRODUCTION

## MISSION AND VISION

The S.C. Department of Employment and Workforce (DEW) continued to fulfill its mission to successfully serve South Carolina by promoting and supporting “an effective, customer-driven workforce system that facilitates financial stability and economic prosperity for employers, individuals and communities.” Our agency not only fulfilled this mission in the past calendar year, but also set a record for the highest number of individuals working in our state’s history.

The decreasing monthly unemployment rates and declining weekly initial claims allowed us to focus on reemployment and the economy. DEW has experienced many successes involving reemployment, the trust fund, job demand, claimant and employer services, and more.

We have shared agency updates, program launches, and data throughout this report to illustrate the tremendous achievements and work ethic of our agency. Some examples from the July 1, 2020 – June 30, 2021 fiscal year include how DEW has:



*Refreshed the DEW website ([dew.sc.gov](http://dew.sc.gov)) on February 19, 2021, to make it more customer-driven and accessible, including the creation of a Glossary and a “How Do I?” drop down menu.*



*Developed an “Understanding UI” YouTube series for claimants explaining the Unemployment Insurance (UI) process.*



*Reinstated the Work Search to be compliant with the requirements of the unemployment insurance process and to increase a claimant’s likelihood of finding work faster.*

The agency’s vision states that our purpose is, “To be viewed as an efficient, transparent, customer-friendly partner in providing quality workforce solutions.” This vision has been recognized because our agency is comprised of exceptionally talented individuals whose endless hours and professionalism improve the quality of services that we offer.

Even throughout the most challenging months of the pandemic and our continued efforts in expanding the labor force, our agency never sacrifices customer care, self-examination, and innovation in how we interact and support the citizens of South Carolina.

The S.C. Department of Employment and Workforce will always listen to claimants, connect jobseekers with employers, strive to be on the cutting edge of technology, prepare for any economic event, and offer the highest quality of resources to claimants and employers.

**G. Daniel “Dan” Ellzey**  
Executive Director

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# PRIMARY PRODUCTS AND SERVICES

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## AGENCY DEPARTMENTS AND DIVISIONS

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### UNEMPLOYMENT INSURANCE

*A federally mandated program that provides financial assistance to eligible workers who become unemployed through no fault of their own.*



### EMPLOYMENT SERVICES

*This division works to bring employers and jobseekers together through hiring events, specialized training and pilot projects to name a few examples.*



### WORKFORCE DEVELOPMENT

*Focuses on innovative approaches to workforce development.*



### LABOR MARKET INFORMATION

*LMI gathers employment statistics, job forecasts, wages, demographics and other data to help various stakeholders understand today's complex workforce.*



### TECHNICAL SERVICES, POLICIES AND REPORTING

*Technical Services, Policies and Reporting is responsible for fulfilling performance and reporting requirements for workforce programs under the Workforce Innovation and Opportunity Act.*





## EMPLOYMENT SERVICES

### Wagner-Peyser

Wagner-Peyser operates within the One Stop delivery system to give South Carolinians access to employment services. The chart below shows successful achievement of Program Year goals from July 1, 2020 to June 30, 2021:

#### WAGNER-PEYSER QUARTERLY REPORT

	GOAL FOR PY '20	ACTUAL	PERCENT OF GOAL
Employment Q2	68.0%	63.0%	92.6%
Employment Q4	67.5%	64.5%	95.6%
Median Earnings	\$4,700	\$5,066	107.8%

### Job Fairs and Hiring Events

In PY '20 there were 893 hiring events held statewide with 2,423 employers participating. Additionally, there were individual hiring events for specific companies that are typically held in local SC Works centers. Our agency also recognized the need for virtual job fairs and negotiated a plan to provide a virtual job fair platform for all local workforce development areas throughout the state. Each of the local areas can utilize this virtual job fair platform on an unlimited basis.





## Weekly Job Matching

To directly help these and other industries, our agency implemented Weekly Job Matches. The skills, experience, and location of UI claimants are matched with businesses in their area looking for workers with those skills. The claimants are then sent messages in the form of emails and texts with information about those positions and where to apply. In 2021, the agency sent a total of 10,234,391 messages to help match jobseekers to employers.

## Be Pro Be Proud SC

The Be Pro Be Proud SC mobile workshop visits schools and events, offering exposure to available careers in trade, along with information about the skills needed and training resources available. Stepping inside the 53-foot mobile workshop, participants experience nine in-demand professions, which offer engagement through: a heavy equipment simulator, forklift simulator, diesel technology, commercial driving simulator, construction technology, utility bucket station, welding simulators, and computer numerical control (CNC) operations.

Be Pro Be Proud is a public-private partnership, supported by the Associated Industries of South Carolina Foundation (AISCf) and DEW.

Be Pro Be Proud visited 50 cities in PY' 20. 4,771 students attended the 103 Be Pro, Be Proud events held at schools, fairs, career centers, and conventions during the year.



### Veterans Program

SC Works centers across the state have staff – Disabled Veterans Outreach Program (DVOP) representatives and Local Veterans’ Employment Representatives (LVER) – who are trained to assist military jobseekers and their families to find civilian employment.

Through the support and assistance from our DVOPs and LVERs, veterans are able to receive priority employment services.

#### VETERANS PERFORMANCE REPORT

	GOAL FOR PY '20	ACTUAL	PERCENT OF GOAL
Employment Q2 after exit	53.1 %	50.0%	94.2%
Employment Q4 after exit	53.6%	48.4%	90.2%
Median Earnings	\$5,160	\$6,053	117.3%

### Rapid Response

The state Rapid Response team works closely with local staff to coordinate and facilitate management meetings and group information sessions and assist with reemployment services. During group information sessions, state and local staff provide information about reemployment services and Unemployment Insurance. It is through these sessions that affected workers are connected to the SC Works system. If a layoff is trade-impacted, Trade Adjustment Assistance staff are involved in the coordination and facilitation of rapid response activities.

During the program year, 512 rapid response activities were provided to a total of 264 South Carolina companies.

- 299 management meetings
- 213 group information sessions
- 2,917 affected workers attended group information sessions

### Individual Employer Plan

The agency and the representatives in the SC Works centers work with individual employers to develop a plan for them to obtain appropriate employees. The assigned employer team works with the employer to determine the best path forward for recruiting and identifying skills for their open positions. These plans can include the job match program, virtual job fairs, recall assistance, hiring events, and screening services, among other personalized services.



## WORKFORCE DEVELOPMENT

The Workforce Development Division focuses on innovative and collaborative approaches to workforce development through partnerships with state and local boards, as well as other agencies and organizations throughout the state.

### Training

In November 2020, South Carolina launched a public-facing Eligible Training Provider List (ETPL) Program Performance report of Workforce Innovation and Opportunity Act (WIOA) participant outcomes for PY'18 and PY'19 through the Palmetto Academic and Training hub (PATH). The report provides detailed information on training completion rates, employment outcomes, median wages, and credential attainment for approved training providers and programs of training. The State partnered with the SC Commission on Higher Education and the State Technical College System in preparing to release the report to ensure there was mutual agreement in data reporting. The report is updated on a quarterly basis and is utilized by jobseekers to make informed decisions, as well as by local workforce development areas (LWDAs) to determine which programs of training to invest program funds.

In an effort to establish a baseline for initial eligibility, beginning in January 2021, Eligible Training Providers (ETPs) submitting new programs of training are required to provide the following program-specific performance information from the previous program year (July 1st – June 30th) for each program of training:

- Number of students that participated in the program of training in the last completed program year,
- Number of students who exited the program of training in the last completed program year, and
- Number of students that obtained a credential in the last completed program year.

### Soft Skills

Increasing the provision of soft skills training is a key focus of the State Workforce Development Board (SWDB) to better prepare the workforce and support the needs of employers. In PY'20, South Carolina conducted an in-depth analysis of current job openings using national and state labor market information. The analysis determined that today's essential soft skills are Communication, Digital Literacy, Problem Solving, Professionalism, Teamwork, and Time Management. Partners then assessed the soft skill curriculums used across programs. The state issued a State Instruction Letter (SIL), requiring that Title I and Title III programs document the provision of soft skills instruction to program participants and establishing the framework to report soft skills instruction activity to the SWDB. During the program year, approximately 3,650 participants, across multiple programs, received soft skills instruction. Title I, III, and Trade Adjustment Assistant (TAA) programs provided soft skills activity to 522 participants.

### Work-Based Learning Activities

Increasing the utilization of work-based learning (WBL) activities, including registered apprenticeship programs, is another key strategy of the SWDB. South Carolina approached the priority in two ways: enhancing coordination with Apprenticeship Carolina™ at the state and local levels, as well as benchmarking current levels of WBL activity in WIOA Title I programs. The state facilitated joint webinar opportunities with Apprenticeship Carolina and provided targeted technical assistance to Local Workforce Development Areas (LWDAs). Partnership with key apprenticeship stakeholders increased, as seen in participation on local apprenticeship councils as well as in support of discretionary funding opportunities. Two local areas, Pee Dee and Upper Savannah, pursued and received discretionary funding from the U.S. Department of Labor to support training in healthcare career pathways, with a heavy focus on apprenticeship, of which Apprenticeship Carolina™ is a supporting partner.

The SWDB invests in Incumbent Worker Training (IWT) as a promising model for upskilling South Carolina's existing workforce. Now more than ever, upskilling is a key strategy for employee retention and building a skilled talent pipeline. In PY'20, the SWDB invested more than \$1M in IWT through grants to LWDAs. Ninety-percent of the funding allocated will serve approximately 56 businesses and 850 workers. LWDAs align the use of training funds to high-growth sectors including manufacturing, business and information technology, healthcare, transportation and logistics, and construction.

## Formation of the Cyber Workforce Pipeline

In PY'20, Governor Henry McMaster launched the development of a cybersecurity strategic plan. The plan will further align the state's existing cyber initiatives; it is also an opportunity to position South Carolina as a highly competitive player in the cyber industry, which will enable the state to train, attract, and produce a workforce for the economy's high-tech, high-paying jobs.

Much research and planning occurred during the program year in support of the SC Cybersecurity Assistance Program (SCCAP) and the CompTIA Incumbent Worker Training Program, both of which support the state's efforts to build a cyber talent pipeline. SCCAP offers defense firms technical assistance in implementing the Cybersecurity Maturity Model Certification (CMMC). With businesses implementing IT standards, a skilled cyber workforce is required. Through the CompTIA Incumbent Worker Training Program, scholarship opportunities are available for companies to train their employees directly with CompTIA for A+ or Security+.

## Multi-Region Rural Healthcare Training

The Pee Dee LWDA, in partnership with Upper Savannah LWDA, was awarded an H-1B Rural Healthcare Grant by the US Department of Labor. The grant was one of 17 awarded nationally, one of three awarded in the Southeast Region, and the only one awarded in South Carolina. The total grant award is \$2,271,023.

The grant is designed to address the shortage of rural healthcare workers in occupations that directly impact patient care. The Pee Dee's targeted occupations are Registered Nurse, Licensed Practical Nurse, Pharmacy Technician, Phlebotomist, and Nursing Assistant. For the Upper Savannah Region, Emergency Medical Tech/Paramedic is the targeted occupation.

In the Pee Dee, four area technical colleges are providing training for the employer partner, McLeod Health, for specific occupations in its rural hospitals and physician's practices. In Upper Savannah, the LWDA is partnering with a technical college for training and seven county governments for the employment of EMS workers. The project will offer classroom instruction, competency-based training activities, supportive services and case management to participants. In partnership with Apprenticeship Carolina™, the occupations will become Registered Apprenticeships or Pre-Apprenticeships. Co-enrollment in traditional WIOA Title I programs will allow some participants to receive on-the-job (OJT) training and additional supportive services, as needed.

The project will serve the unemployed, underemployed, and incumbent workers. The unemployed and underemployed may include individuals laid off or dislocated from their work due to COVID-19 or other layoffs/closures in the state. The project will also engage youth ages 17-24, who are school dropouts, pregnant/parenting, basic skills deficient, offenders, individuals with disabilities, and/or low income.

## Planned Evaluations and Research Projects

South Carolina saw an unprecedented number of UI claims rise during the pandemic as business shut down across the state and nearly every industry. As of the week ending on June 26, 2021, there were more than 130,000 individuals claiming unemployment benefits across state and federal programs. There are more than 100,000 open jobs currently available statewide, with labor shortages particularly acute in Leisure and Hospitality, Construction, and Manufacturing. The rate of recovery has not been consistent across the state with many rural areas still struggling with significantly elevated unemployment levels.

In order to understand the best way to minimize these labor force mismatches and drive rural workforce strategies, the SWDB will partner with a research entity in PY '21 to conduct a comprehensive employment and workforce evaluation. The evaluation will include:

- A profile of South Carolinians who became unemployed because of COVID-19, including demographic, geographic, industry, occupation, and wage level information and those who remained unemployed for an extended period of time,
- Examine what types of jobs the long-term unemployed are currently qualified to fill, and
- Identify the types of jobs they may be able to qualify for with additional training.



We anticipate the evaluation will inform the workforce system on rural workforce:

- Demographics,
- Training recommendations to address the demand for a skilled workforce, and
- Strategies for the WIOA core partners to improve labor force participation rates.

## Sector Strategies and Career Pathways

South Carolina has continued its work with sector strategies as a method for aligning partners and their resources to business and industry needs. This targeted approach to sector strategies allows for industry to lead and public partners to listen, fostering effective solutions for both workforce and the broader competitive needs of their industry.

Sector-focused activity is prevalent across the spectrum of education and workforce development as demonstrated by the following activity:

- Development of stackable credentials in high-growth, high-demand sectors;
- Allocation of resources for training in high-growth, high-demand sectors;
- Business engagement through industry-led manufacturing sector partnerships in both the Link Upstate and South Coast Regions;
- Pursuit of sector-focused discretionary funding in both the Pee Dee and Upper Savannah workforce areas; and
- Efforts to build a cyber workforce in response to changing business operations and recent spikes in ransomware attacks.

## Activities Provided by State Funds

### Title I Governor's Reserve Funds

The SWDB directs the investment of up to 10% of the Governor's Reserve funds. The SWDB invests in meaningful workforce development strategies that align with the state's vision of developing a skilled workforce and a responsive workforce system that meets the needs of business and industry. In PY'20, the SWDB invested \$5.2M in statewide employment and training programs as well as investments in the infrastructure, technology, outreach, and efficiency of the workforce system.

## Continuous Improvement

As SC Works centers began to reopen to the public at the beginning of PY'20, the LWDAs expressed a need for modernized technology to facilitate virtual/remote service delivery, outreach materials to promote the SC Works system, and supplies to ensure the health and safety of staff and customers. Recognizing the importance of having centers open to the public to provide assistance with Unemployment Insurance and critical employment and training services, the SWDB allocated \$1M to LWDAs for investments in Continuous Improvement. LWDAs utilized a majority of the funding to update technology and software for staff and resource rooms. The items purchased include video conferencing capabilities; computers, laptops, and accessories; smart boards; software (Microsoft Office, Adobe Pro, JAWS, appointment scheduling); and electronic signature pads. The SWDB's investment in operating costs also enables LWDAs to focus their funding on participant costs, which helps LWDAs achieve the 30% participant cost rate.

## Security

With the increase in individuals seeking assistance with UI claims and some SC Works centers requiring masks and temperature scans upon entry, staff and customer safety became a key concern. To alleviate this concern and the financial burden to LWDAs, the SWDB invested \$1.1M in center security services for a duration of one year.

## Restoration Funding

Since PY'10, South Carolina's WIOA allotment has continued to decrease. LWDAs received a total allocation of \$27.9M for PY'20 compared to \$30.1M for PY'19, a total decrease of \$2.25M or 7.49%, translating to a reduction in funding for 11 out of 12 LWDAs. The decrease in funding for PY'20 had the potential to result in staff reductions that would reduce capacity to serve individuals and businesses; however, with historically high unemployment resulting from the pandemic and the associated increase in customer traffic, the SWDB allocated \$2.25 million to restore LWDAs to PY'19 funding levels and ensure that the workforce system remained fully-staffed and equipped to deliver services.

The funding has been used to support participant costs for training, supportive services, and case management. LWDAs have two PYs to utilize the funds. However, by the end of PY'20, LWDAs expended 75.6% of the funds awarded, underscoring the need for additional dollars.

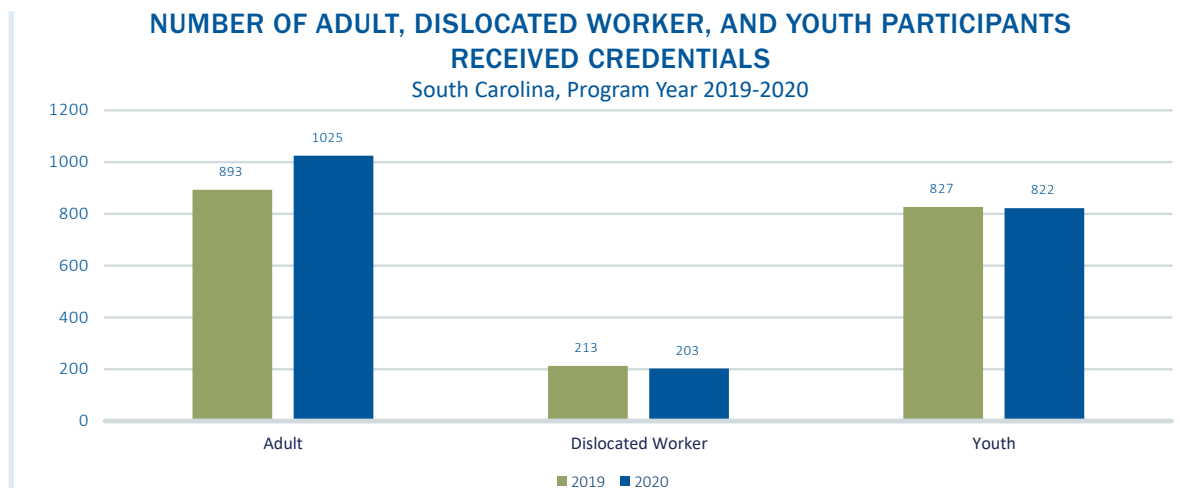
## Performance Accountability

### Participants Served

During PY'20, South Carolina served over 3,900 adults, 1,150 dislocated workers, and over 1,900 youth participants through WIOA-funded programs in our 12 LWDAs.

### Adult, Dislocated Worker, and Youth programs

During PY'20, 1,025 adults, 203 dislocated workers, and 822 youth received industry recognized credentials statewide. From PY'19 to PY'20, the percentage of participants receiving credentials increased by 14.8% for adults. Dislocated worker credential attainment decreased by 4.7% and youth credentials decreased 0.6% during this time. The increase in credentials earned by the adult participants was encouraging despite effects of the pandemic.





The chart below reflects Adult, Dislocated Worker, and Youth program performance for Program Year 2020:

## PROGRAM YEAR 2020 - ANNUAL PERFORMANCE SUMMARY (QUICK REFERENCE)

WorkLink					Pee Dee				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	102.5%	99.8%	102.4%	101.6%	Employment Rate Q2	101.3%	92.0%	93.2%	95.5%
Employment Rate Q4	99.4%	105.4%	104.4%	103.1%	Employment Rate Q4	100.0%	100.6%	103.9%	101.5%
Median Earnings	99.0%	103.6%	99.5%	100.7%	Median Earnings	107.9%	98.8%	122.2%	109.6%
Credential Rate	117.1%	134.2%	99.0%	116.8%	Credential Rate	122.1%	131.1%	98.4%	117.2%
Measurable Skill Gains	134.1%	125.0%	129.8%	129.6%	Measurable Skill Gains	109.9%	164.8%	102.5%	125.7%
Overall Program Score	110.4%	113.6%	107.0%		Overall Program Score	108.2%	117.5%	104.0%	
Upper Savannah					Lower Savannah				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	90.3%	96.2%	92.1%	92.8%	Employment Rate Q2	91.8%	97.0%	100.2%	96.3%
Employment Rate Q4	86.5%	108.3%	90.7%	95.1%	Employment Rate Q4	100.3%	91.0%	103.8%	98.3%
Median Earnings	98.1%	83.8%	117.6%	99.8%	Median Earnings	97.9%	135.7%	97.6%	110.4%
Credential Rate	115.0%	165.2%	55.9%	112.0%	Credential Rate	133.9%	142.9%	102.5%	126.4%
Measurable Skill Gains	115.9%	163.0%	134.6%	137.8%	Measurable Skill Gains	118.7%	90.9%	105.3%	105.0%
Overall Program Score	101.2%	123.3%	98.2%		Overall Program Score	108.5%	111.5%	101.9%	
Upstate					Catawba				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	93.9%	98.6%	93.5%	95.3%	Employment Rate Q2	93.6%	96.3%	101.6%	97.2%
Employment Rate Q4	100.4%	95.3%	113.1%	102.9%	Employment Rate Q4	95.2%	87.5%	97.1%	93.3%
Median Earnings	87.7%	186.0%	107.5%	127.0%	Median Earnings	98.0%	115.1%	114.9%	109.3%
Credential Rate	109.2%	68.2%	111.5%	96.3%	Credential Rate	137.2%	104.8%	101.9%	114.6%
Measurable Skill Gains	149.7%	141.7%	115.7%	135.7%	Measurable Skill Gains	85.8%	111.3%	124.3%	107.1%
Overall Program Score	108.2%	117.9%	108.2%		Overall Program Score	102.0%	103.0%	108.0%	
Greenville					Santee-Lynches				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	92.2%	90.2%	127.2%	103.2%	Employment Rate Q2	94.6%	72.0%	96.4%	87.7%
Employment Rate Q4	93.8%	92.1%	102.3%	96.0%	Employment Rate Q4	98.2%	80.0%	89.1%	89.1%
Median Earnings	119.9%	151.1%	104.3%	125.1%	Median Earnings	85.0%	52.9%	108.0%	82.0%
Credential Rate	93.8%	71.0%	112.1%	92.3%	Credential Rate	111.3%	100.0%	100.7%	104.0%
Measurable Skill Gains	141.6%	154.5%	134.4%	143.5%	Measurable Skill Gains	121.4%	171.0%	123.5%	138.6%
Overall Program Score	108.3%	111.8%	116.0%		Overall Program Score	102.1%	95.2%	103.5%	
Midlands					Waccamaw				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	93.4%	100.4%	102.0%	98.6%	Employment Rate Q2	100.5%	100.4%	105.2%	102.0%
Employment Rate Q4	93.3%	97.3%	91.6%	94.1%	Employment Rate Q4	105.8%	104.3%	107.5%	105.8%
Median Earnings	113.1%	102.4%	94.5%	103.3%	Median Earnings	119.1%	115.8%	145.9%	126.9%
Credential Rate	107.9%	103.4%	92.2%	101.2%	Credential Rate	84.4%	89.7%	78.8%	84.3%
Measurable Skill Gains	111.7%	141.7%	119.2%	124.2%	Measurable Skill Gains	83.6%	134.0%	125.7%	114.5%
Overall Program Score	103.9%	109.0%	99.9%		Overall Program Score	98.7%	108.8%	112.6%	
Trident					Lowcountry				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	88.9%	90.5%	93.5%	91.0%	Employment Rate Q2	93.9%	91.5%	92.1%	92.5%
Employment Rate Q4	98.9%	102.8%	94.5%	98.7%	Employment Rate Q4	93.5%	93.3%	97.6%	94.8%
Median Earnings	103.8%	81.0%	92.5%	92.4%	Median Earnings	90.7%	111.2%	81.4%	94.5%
Credential Rate	115.8%	83.0%	74.2%	91.0%	Credential Rate	108.7%	147.2%	92.4%	116.1%
Measurable Skill Gains	105.7%	83.3%	105.2%	98.1%	Measurable Skill Gains	168.4%	150.0%	140.8%	153.1%
Overall Program Score	102.6%	88.1%	92.0%		Overall Program Score	111.0%	118.7%	100.9%	

The assessment reflects performance across programs and negotiated indicators. To pass performance a Local Development Area (LWDA) must:

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

Color Coding:

Pass
Fail

## Wagner-Peyser

South Carolina met or exceeded PY'20 Wagner-Peyser (WP) negotiated performance goals. The chart below provides actual performance for PY'19 and '20.

	PROGRAM YEAR 2019			PROGRAM YEAR 2020		
	EMPLOYMENT Q2	EMPLOYMENT Q4	MEDIAN EARNINGS	EMPLOYMENT Q2	EMPLOYMENT Q4	MEDIAN EARNINGS
Negotiated Goal	67.5%	67.0%	\$4,300	68.0%	67.5%	\$4,700
Percent of Goal — State	102.4%	102.8%	127.1%	92.6%	95.6%	107.8%
Percent of Goal — WorkLink	107.7%	109.3%	138.3%	93.1%	97.8%	118.7%
Percent of Goal — Upper Savannah	104.3%	106.6%	121.7%	93.7%	97.8%	103.7%
Percent of Goal — Upstate	108.9%	105.7%	147.3%	96.6%	104.1%	121.9%
Percent of Goal — Greenville	107.7%	106.9%	150.8%	96.0%	101.5%	131.8%
Percent of Goal — Midlands	103.4%	103.9%	109.1%	93.8%	95.3%	98.5%
Percent of Goal — Trident	88.1%	90.1%	180.3%	81.9%	84.1%	129.4%
Percent of Goal — Pee-Dee	105.6%	104.8%	114.6%	94.9%	96.9%	102.7%
Percent of Goal — Lower Savannah	101.3%	101.9%	129.3%	95.4%	95.0%	107.2%
Percent of Goal — Catawba	101.3%	105.2%	129.6%	89.3%	93.3%	120.2%
Percent of Goal — Santee-Lynches	100.0%	101.5%	105.6%	91.8%	96.0%	91.4%
Percent of Goal — Waccamaw	103.3%	104.9%	116.0%	94.9%	94.4%	96.6%
Percent of Goal — Lowcountry	97.9%	96.0%	104.6%	87.9%	88.0%	93.7%

Customer Satisfaction

South State Instruction Letter 18-11, SC Works Certification Standards, provides criteria that must be used to evaluate one-stop centers and the one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. Both the Jobseeker and Business Services standards require local areas to have a customer feedback system in place that assesses customer satisfaction of both the service(s) provided and outcome(s) of the services.

In PY’20, local areas surveyed 35,000 jobseekers and 2,300 businesses:

JOBSEEKER SURVEYS

- Over 5,800 jobseekers responded, yielding a 16.5% response rate.
- Jobseekers responded favorably, resulting in a statewide average satisfaction rate of 88%.

BUSINESS/EMPLOYER SURVEYS

- More than 630 employers responded, yielding a 28% response rate.
- Employer feedback resulted in a statewide average satisfaction rate of 62%.

SURVEY METHODS

Local areas use a combination of paper and electronic survey methods:

- Paper surveys are available in resource rooms and on or near staff workstations. Some local areas give customers a survey at check-in and ask them to return it before leaving.
- Local areas use a variety of products to distribute electronic surveys, including SurveyMonkey, Google Forms, and the SC Works Online Services (SCWOS) Customer Relationship Management (CRM).
- Some local areas survey customers after each visit or service, while others survey at random.

The PY’20 jobseeker survey response rate increased by 10 percentage points, while the employer response rate decreased by nearly 20 percentage points. In all local areas, survey completion is voluntary. Efforts to increase response rates include:

- Using electronic surveys instead of paper.
- Using social media to conduct feedback surveys.
- Monitoring feedback more regularly (e.g., weekly vs. monthly).
- Using the SC Works and DEW mass communication tools to distribute surveys.



# LABOR MARKET INFORMATION

The Labor Market Information (LMI) Division produces a wide array of data, statistics, and analysis related to employment and workforce in South Carolina. This includes labor supply and demand, wages and income, labor force and unemployment figures, employment projections, and labor force demographics. There are many consumers of LMI products, including workers and jobseekers, employers, elected officials and other policymakers, education professionals, and economic developers, as well as academic researchers and the media. All LMI material is publicly available at [scworkforceinfo.com](http://scworkforceinfo.com). LMI staff also provide trainings, responses to data requests, and presentations centered on the state's workforce.

The LMI Division operates four programs that are funded by the Bureau of Labor Statistics, part of the U.S. Department of Labor:

- Local Area Unemployment Statistics (LAUS) produce data on how many people are employed and how many people are unemployed, i.e., any individual who doesn't have a job and is actively looking for one. The sum of these two figures is the labor force, and the share of the labor force that is unemployed is the unemployment rate.
- Current Employment Statistics (CES) provide information on the number of filled jobs and their average wage every month, as well as some detail by industry. Note that these numbers may not always tell the same story: LAUS is a survey of households, while CES is a survey of businesses. LAUS and CES data are published monthly by DEW in our Employment Situation press release.
- The Quarterly Census of Employment and Wages (QCEW) is a record of all businesses in the Unemployment Insurance system, how many people they employ, how much they pay, and what industry they are in. This information is more comprehensive than CES but not as timely.
- Occupational Employment and Wages Statistics (OEWS) provide information on payroll and salary by occupation rather than industry. These data are published annually.

## Workforce Innovation Grant

LMI receives a Workforce Innovation Grant from the Employment and Training Administration, also part of the Department of Labor. This funding supports many additional products, including short- and long-term employment projections by industry and occupation, data on company staffing patterns, information on current job openings and job candidates, and much more, as well as occasional reports on topics of interest to LMI customers.

## TRENDS

LMI publishes a monthly report, South Carolina Data Trends, which summarizes the data discussed here and provides analysis on economic topics of interest. Current and previous issues are available on the DEW website at [dew.sc.gov/data-and-statistics/data-trends-issues](http://dew.sc.gov/data-and-statistics/data-trends-issues). LMI also regularly updates our community profiles portal, which provide an array of information about our state, its counties and metropolitan areas, and 12 workforce development areas. Profiles are available at [lmi.dew.sc.gov](http://lmi.dew.sc.gov).



It is important to note that the QCEW is a record of all businesses in the Unemployment Insurance system, how many people they employ, how much they pay, and what industry they are in. This information is more comprehensive than CES but not as timely.

It is worth noting that there is another LMI product, the Quarterly Census of Employment and Wages (QCEW). This report provides data on the number of jobs and wages paid by all businesses in the state, regardless of whether they are in the Unemployment Insurance system. The QCEW is published quarterly and is available on the LMI website.

In December 2021, the average South Carolina private sector worker earned \$20.96 per hour. This is up from \$20.00 in December 2020. The QCEW is published quarterly and is available on the LMI website.

However, different parts of the economy have not all risen at the same rate. The QCEW is published quarterly and is available on the LMI website.

Source: Current Employment Statistics, Note: December 2021 data are preliminary

ECONOMIC SECTOR	DEC. 2019	DEC. 2021	CHANGE
Manufacturing	\$ 20.30	\$ 21.04	+ 3.6%
Goods-producing	\$ 20.28	\$ 20.97	+ 3.4%
Construction	\$ 20.65	\$ 20.24	- 2.0%
Manufacturing	\$ 20.65	\$ 20.24	- 2.0%
Private services	\$ 20.65	\$ 20.24	- 2.0%
Health, transportation and utilities	\$ 20.65	\$ 20.24	- 2.0%
Food and beverage	\$ 20.65	\$ 20.24	- 2.0%
Professional and business services	\$ 20.65	\$ 20.24	- 2.0%
Educational and health services	\$ 20.65	\$ 20.24	- 2.0%
Government	\$ 20.65	\$ 20.24	- 2.0%
Other services	\$ 20.65	\$ 20.24	- 2.0%

## TECHNICAL SERVICES, POLICIES AND REPORTING

Technical Services, Policies and Reporting is responsible for reporting performance requirements and writing policies that adhere to federal and state laws and regulations governing unemployment, workforce development, and employment services. Additionally, reporting architect employees are responsible for providing ad hoc reports to support operations and program management for Workforce Development, Employment Services, and UI Divisions. Policies and Procedures staff also provide technical expertise in the operation of the Employment Services system, SC Works Online Services, the Unemployment Benefits online system, and the State Unemployment Insurance Tax System.

This past year, the division was responsible for working with the vendor of the unemployment insurance benefits platform to continue the technical provisions and execute guidelines outlined in the extension of the CARES Act programs such as Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC), Federal Pandemic Unemployment Compensation (FPUC), Extended Benefits (EB), as well as implementing the FEMA program, Lost Wages Assistance (LWA). As the fiscal year continued, the agency had to implement these programs through the American Rescue Plan Act and add additional programs such as Mixed Earners Unemployment Compensation (MEUC). Then on June 26, 2021, the division had to reprogram the benefits portal to make a smooth transition from the federal programs back to the state UI programs.

Technical Services, Policies and Reporting also added several enhancements to the claimant experience including:

### DEW MOBILE APP

Launched in January, the DEW app empowers claimants with the ability to file an initial claim and complete their weekly certification requirements from their smartphones. Claimants can also see the status of their claim, payment history, and the next available day to certify. Documents and correspondence from the agency are also available for viewing in the app.

The DEW App adds convenience and accessibility for individuals certifying each week from rural areas. Individuals can access their account without broadband or a computer to ensure uninterrupted benefits.

### SCWOS UPGRADES

The state's largest job database, SCWOS at jobs.scworks.org, was updated and redesigned to make claimant's job searches even easier. The new features included:

**Redesigned Dashboard** – The jobseeker dashboard got a refreshed look that included collapsible sections and widgets for a more flexible view. Individuals can now easily access the areas of the website that are most relevant to them, view available services, see latest job matches, and more.

**Enhanced Resume Builder** – New tools were introduced to help jobseekers stand out to employers and to find suitable job listings as well as:

- Identify sections of their resume that may need improvement.
- See how their resume scores against a job's criteria.
- Discover available jobs that may be found by using a resume in searches.

**Intelligent Job Search** – The quick search tool makes it easier to see relevant jobs faster by including options to search based on unique search terms matched to an individual's experience and preferences.

**Improved Job Search Results List** – Job search results now appear in a more compact, "at a glance" view that includes helpful information such as how skills match the criteria of each listing, job card presentations and icons, and filters to easily narrow search results.

### CLAIMANT STATUS BAR

The agency launched a claim status tracker in the MyBenefits portal that allows claimants to see their status in real-time. This status bar empowered claimants to track their claim without having to call the agency for updates.

## LEGISLATIVE RECOMMENDATIONS

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The Department makes the following legislative recommendations that will improve efficiency, promote integrity, and provide relief to employers who come into compliance with the law:

- Amend Sections 41-31-160 and 41-35-615 to require more employers to electronically file quarterly wage reports and responses to unemployment insurance claims. Increased electronic filing by employers will speed claims processing, reduce errors, and promote efficiency by eliminating wasteful use of paper and the risk of lost mail. Additionally, electronic filing takes full advantage of the Department's modernized unemployment insurance benefits and tax systems and will help combat fraud and improper payments by immediately routing vital employer information to the appropriate claim file for review and action.
- Amend Section 41-31-60 to provide relief to employers who are placed into Tax Class 20 because they either (1) did not submit a required wage report; or (2) have a tax lien because they did not pay required unemployment taxes. Currently, an employer is assigned to Tax Class 20 for an entire calendar year if they have a delinquent wage report on the day that DEW calculates tax rates for that calendar year. The Department suggest providing relief to employers who provide the required report by recalculating their tax rate once they submit the required report. The employer would then pay taxes at the recalculated rate going forward. Similarly, employers must pay the Tax Class 20 tax rate if they have an active tax lien. The Department suggests incentivizing good faith repayment of unemployment tax debt by providing relief to employers making payments under an approved installment payment plan by allowing them to pay taxes at their normal tax rate.





# **SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT & WORKFORCE**

