

**Workforce Innovation and Opportunity Act  
Local Plan Modification  
July 1, 2018 – June 30, 2020**

**Local Area:**  
**Midlands**

**Counties within the Local Area:**  
**Fairfield, Lexington and Richland**

**Local Area Administrator and Contact Information:**

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## Attachment B: Local Plan Modification 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. Local Boards and chief elected officials must submit a local plan modification every two years to identify and describe any changes to policies, procedures, and activities that are carried out in the local area, consistent with the strategic vision and goals outlined in the State Plan, including its modification, and the respective regional plan modification.

*NOTE: Local Boards must use previously approved plans (regional and local) as the starting point and add or revise information as appropriate, based on the guidance below. Any changes and additions to the plans must be **HIGHLIGHTED IN YELLOW**.*

### Section I: Workforce and Economic Analysis

1. A new analysis of regional labor market data and economic conditions if changes have occurred since 2016. The analysis must include changes to existing and newly emerging in-demand industry sectors and occupations, and the employment needs of employers in those existing and newly emerging in-demand industry sectors and occupations.

Labor Market Information and relevant related area workforce data has driven the planning process for the Midlands Area for many years - prior to both WIOA and WIA. The Midlands Area's five year priorities, goals and plans focus around an analysis of the current and emerging trends that will shape the needs of employers. For the purposes of **updating** our planning we have evaluated and considered **refreshed** data both as a Local Workforce Development Area and as a member of the Central Region.

Areas of data examination include existing and emerging in-demand industry sectors and occupations; employment needs (of employers); knowledge and skills necessary to meet employment needs; current workforce of the area and region; and the education and training providers/opportunities. **The tables and analysis were created from data published or available in March 2019.**

## Existing and emerging in-demand industry sectors and occupations

**Table 1**  
**Industry Data**

<b><u>Element</u></b>	<b><u>Midlands Workforce Area</u></b>	<b><u>Central Workforce Region</u></b>
<b>New Hires by Industry 10 Highest (Previous Rank) Q3 2018</b>	<ol style="list-style-type: none"> <li><b>1. Health Care &amp; Social Assistance (4)</b></li> <li>Retail Trade Retail Trade (3)</li> <li>Accommodation &amp; Food Services (2)</li> <li>Public Administration (8)</li> <li>Educational Services (9)</li> <li><b>Administrative/Support/Waste mgmt. (1)</b></li> <li>Manufacturing (7)</li> <li>Finance/Insurance (n/a)</li> <li>Professional, Scientific, &amp; Technical Services (5)</li> <li>Construction (6)</li> </ol>	<ol style="list-style-type: none"> <li>Administrative/Support/Waste mgmt.</li> <li>Accommodation &amp; Food Services</li> <li>Retail Trade</li> <li>Health Care &amp; Social Assistance</li> <li>Professional, Scientific, &amp; Technical Services</li> <li>Manufacturing</li> <li>Construction</li> <li>Educational Services</li> <li>Public Administration</li> <li>Other Services (except Public Admin.)</li> </ol>
<b>Turn-over by Industry (10 Highest) Q3 2018 (No new data)</b>	<ol style="list-style-type: none"> <li>Administrative/Support/Waste mgmt.</li> <li>Accommodation &amp; Food Services</li> <li>Arts, Entertainment &amp; Rec.</li> <li>Construction</li> <li>Agriculture, Forestry, Fishing...</li> <li>Retail Trade</li> <li>Other Services (except Public Admin.)</li> <li>Real Estate, Rental &amp; Leasing</li> <li>Professional, Scientific, and Technical Services</li> <li>Transportation &amp; Warehousing</li> </ol>	<ol style="list-style-type: none"> <li>Accommodation &amp; Food Services</li> <li>Administrative/Support/Waste mgmt.</li> <li>Arts, Entertainment &amp; Rec.</li> <li>Agriculture, Forestry, Fishing...</li> <li>Construction</li> <li>Retail Trade</li> <li>Real Estate, Rental &amp; Leasing</li> <li>Other Services (except Public Admin.)</li> <li>Professional, Scientific, and Technical Services</li> <li>Transportation &amp; Warehousing</li> </ol>
<b>Labor Market Projections (Total Employment by Industry) 2012 - 2022</b>	<p><b>Total Employment, All Jobs: 12.03% + (0.23%+)</b></p> <ol style="list-style-type: none"> <li><b>1. Agriculture, Forestry, Fishing... (26.88% &amp; 2.41%) (n/a)</b></li> <li>Admin./Support (25.87% / 2.33%) (4)</li> <li>Professional, Scientific... (25.66% /</li> </ol>	<p><b>Total Employment, All Jobs: 12.65% +</b></p> <ol style="list-style-type: none"> <li>Construction (27.96% / 2.5%)</li> <li>Health Care (26.54% / 2.38%)</li> <li>Professional, Scientific... (25.19% / 2.27%)</li> <li>Admin./Support (19.55% / 1.80%)</li> <li>Real Estate, Rental &amp; Leasing (16.67%</li> </ol>

	<b>2.31%) (3)</b> <b>4. Health Care&amp; Social Asst. (20.72% /1.9%) (2)</b> <b>5. Construction (20.53% / 1.89%)</b> <b>6. Wholesale Trade (18.52% /1.71%)</b> 7. Education services (15.43% / 1.45%) (n/a) 8. Accommodation & Food Services (10.46% / 1.02) (10) 9. Information (n/a) <b>10. Real Estate, Rental &amp; Leasing (9.74% / 0.93%) (6)</b>	<b>/ 1.55%)</b> 6. Transportation & Warehousing (14.23% / 1.34) 7. Arts, Entertainment & Rec. (13.24% / 1.25%) 8. Mining, quarrying, and oil... (12.87% / 1.22%) 9. Management of Companies & Enterprises (12.60% / 1.19%) 10. Agriculture, Forestry, Fishing... (12.43% & 1.18%)
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**Table 2**  
**Occupation Data**

<u>Element</u>	<u>Midlands Workforce Area</u>	<u>Central Workforce Region</u>
<b>Projections by Occupation (Openings – Growth, 10 Highest)</b>	1. <b>Office/Admin Support (1)</b> 2. <b>Sales &amp; Related(4)</b> 3. Food Preparation & Related (6) 4. Transportation & Material Moving (7) 5. <b>Healthcare Practitioners &amp; Tech. Operations (2)</b> 6. <b>Education, Training &amp; Library (5)</b> 7. Management (10) 8. Business & Finance Operations (9) 9. Production (n/a) 10. Installation/Maint./Repair (n/a)	1. <b>Office/Admin Support</b> 2. <b>Health Practitioners &amp; Tech. Operations</b> 3. <b>Food Preparation &amp; Related</b> 4. <b>Sales &amp; Related</b> 5. <b>Education, Training &amp; Library</b> 6. Construction & Extraction 7. Production Occupations 8. Transportation & Material Moving 9. Business & Financial Operations 10. Management
<b>Growing Occupations (Projected growth, 10 Highest)</b>	1. <b>Home Health Aides</b> 2. <b>Personal Care Aides</b> 3. <b>Software developer</b> 4. <b>Healthcare Social Workers</b> 5. <b>Preschool Teachers</b> 6. <b>Physical Therapist Aides</b> 7. <b>Web Developers</b> 8. <b>Operations Research Analysts</b> 9. <b>Nursing Instructors</b> 10. <b>Statisticians</b>	1. <b>Interpreters &amp; Translators</b> 2. <b>Home Health Aides</b> 3. <b>Diagnostic Medical Sonographers</b> 4. <b>Physical Therapist Aides</b> 5. <b>Physical Therapist Assistants</b> 6. Medical Secretaries 7. Physician Assistants 8. Radiation Therapists 9. Magnetic Resonance Image Tech. 10. Personal Care Aides

<b>Declining Occupations (Percent Change, 10 Highest)</b>	<ol style="list-style-type: none"> <li>1. Switchboard Operators (9)</li> <li>2. Photographic Processors (n/a)</li> <li>3. Postal Service Mail Sorters (6)</li> <li>4. Meter Readers (n/a)</li> <li>5. Computer Operators (5)</li> <li>6. Heat Treat setters (n/a)</li> <li>7. Mail Clerks (n/a)</li> <li>8. Postal Service Carriers (7)</li> <li>9. Molding/Casting Machine Setters (n/a)</li> <li>10. Welding/Solder/Brazing Machine Setters (n/a)</li> </ol>	<ol style="list-style-type: none"> <li>1. Data Entry Keyers</li> <li>2. Textile Knitting/Weaving machine setters...</li> <li>3. Textile Winding/Twisting machine setters...</li> <li>4. Postal Service Mail Sorters</li> <li>5. Postal Service Clerks</li> <li>6. Computer Operators</li> <li>7. Textile Cutting Machine Setters</li> <li>8. Prepress Technicians &amp; Workers</li> <li>9. Meter Readers, Utility</li> <li>10. Information &amp; Record Clerks</li> </ol>
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**Table 3**  
**Employment needs of Employers/Business**

<u>Element</u>	<u>Midlands Area</u>		<u>Central Region</u>		<u>South Carolina</u>	
<b>Job Openings (By Number, PY15)</b> <b>Current data is incomplete for Midlands Area</b>	<b>Jun-16</b>	12,337	<b>Jun-16</b>	18,726	<b>Jun-16</b>	61,518
	<b>May- 16</b>	12,368	<b>May- 16</b>	18,212	<b>May- 16</b>	63,126
	<b>Apr-16</b>	13,574	<b>Apr-16</b>	19,764	<b>Apr-16</b>	67,021
	<b>Mar-16</b>	13,929	<b>Mar-16</b>	20,000	<b>Mar-16</b>	61,889
	<b>Feb-16</b>	13,616	<b>Feb-16</b>	19,831	<b>Feb-16</b>	64,238
	<b>Jan-16</b>	13,409	<b>Jan-16</b>	19,511	<b>Jan-16</b>	56,427
	<b>Dec-15</b>	12,622	<b>Dec-15</b>	18,432	<b>Dec-15</b>	60,418
	<b>Nov-15</b>	14,476	<b>Nov-15</b>	20,574	<b>Nov-15</b>	73,219
	<b>Oct-15</b>	14,877	<b>Oct-15</b>	21,052	<b>Oct-15</b>	71,138
	<b>Sep-15</b>	14,769	<b>Sep-15</b>	20,871	<b>Sep-15</b>	71,372
	<b>Aug-15</b>	14,378	<b>Aug-15</b>	20,410	<b>Aug-15</b>	71,760
	<b>Jul-15</b>	14,239	<b>Jul-15</b>	20,482	<b>Jul-15</b>	73,050
	<b>Avg. Openings</b>	13,716	<b>Avg. Openings</b>	19,822	<b>Avg. Openings</b>	66,265
	<b>Percent of Openings</b>	69.20% (Area) 20.70% (SC)	<b>Percent of Openings</b>	29.91% (SC)		
	<b>Avg. UI</b>	5.09%	<b>Avg. UI</b>	5.61%	<b>Avg. UI</b>	5.56%

In the two years since the original analysis, the Midlands has experienced continued job and economic growth. The trends and in-demand occupations have shifted in rank order within the data; however the priority clusters and sectors of focus in the Midlands remain relevant.

Of the declining occupations, it is noteworthy that these are industries and jobs that appear to be impacted by process automation and other forms of technology shift. It is generally held that while these jobs are on the decline, other opportunities are created as these industries evolve. These workers are strong candidates for skill upgrades and retraining to address the talent gap that employers experience due to these industry transitions.

The areas of in-demand and growth employment are in line with several key factors that make the Midlands unique; the Midlands is the geographic center of the state, contains the state capital city, diverse industry and state government, and is well connected via the interstate system to the Charleston Port and Charlotte, NC. These factors put Healthcare, Information Technology, Advanced Manufacturing, Transportation/Distribution/Logistics and Business at the forefront of employment in the Midlands Area. In many cases, there is a commonality or overlapping connection between two or more of the industries.

The alignment of industry sectors and occupations between the Midlands Area and Central Region is quite beneficial for our planning. This close correlation has meant that our work (as a WDA) toward a strategy for regional alignment has been in sync with local priorities. Employment needs and growth opportunities match, as do those industries which show a decline in worker needs. Overall, the Midlands Area represents the largest portion and percentage of the Central area which is to be expected given population and business size.

### Knowledge and Skills Necessary to Meet Needs/Demands

**Table 4**  
**Growing Job (2012-2022) by Education for Midlands LWDA**

<u>Education/Training</u>	<u>By Number</u>	<u>By Percent</u>
Associate's Degree	2,931	7.9%
Bachelor's Degree	7,162	19.2%
Doctoral or Prof. Degree	1,111	3.0%
High School Diploma/GED	12,641	34.0%
Less than HS/GED	8,991	24.1%
Master's Degree	1,054	2.8%
Postsecondary, Non-Degree	2,843	7.6%
Some College, No Degree	501	1.3%
<b>Total</b>	<b>37,234</b>	<b>100.0%</b>

	<u>Certification</u>	<u>Soft Skills</u>	<u>Hard Skills</u>
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1.	Driver's License	Oral/Written Communication	Quality Assurance
2.	Certified Registered Nurse	Integrity	Technical Support
3.	Basic Life Support	Team-orientated/Teamwork	Structured Query Language
4.	Commercial Driver's License	Marketing	Preventive Maintenance
5.	Basic Cardiac Life Support	Microsoft Office	Medicaid
6.	Cert. in Cardiopulmonary Resuscitation	Detail Oriented	Quality Control
7.	Continuing Education	Customer Service Oriented	Computer-based Training
8.	HAZMAT	Problem Solving	Preventative Maint. Inspection
9.	Cert. Nursing Administration	Self-starting/Self-motivation	Bilingual
10.	Licensed Practical Nurse	Work Independently	Geriatrics

**Table 5**  
**Current Workforce in the Region**

<u>Element</u>	<u>Midlands Area</u>		<u>Central Region</u>		<u>South Carolina</u>	
<b>Unemployment Rate (Annual, Prior 5 years)</b>	<b>2017</b>	<b>4.1%</b>	<b>2015</b>	6.0%	<b>2017</b>	<b>4.4%</b>
	<b>2016</b>	<b>4.6%</b>	<b>2014</b>	6.5%	<b>2016</b>	<b>4.9%</b>
	<b>2015</b>	5.4%	<b>2013</b>	7.7%	2015	6.0%
	<b>2014</b>	5.7%	<b>2012</b>	9.2%	2014	6.4%
	<b>2013</b>	6.5%	<b>2011</b>	10.4%	2013	7.6%
<b>UI Rate Change (%)</b>	5 Year – 63.0% decrease		5 Year – 56.6% decrease		5 year – 57.8% decrease	
<b>Unemployment Rate (Monthly, PY-15)</b>	<b>Feb-19</b>	<b>3.0%</b>	<b>Feb-19</b>	5.7%	<b>Feb-19</b>	<b>3.3%</b>
	<b>Jan-19</b>	<b>3.4%</b>	<b>Jan-19</b>	4.9%	<b>Jan-19</b>	<b>3.6%</b>
	<b>Dec-18</b>	<b>3.1%</b>	<b>Dec-18</b>	5.2%	<b>Dec-18</b>	<b>3.3%</b>
	<b>Nov-18</b>	<b>3.1%</b>	<b>Nov-18</b>	5.6%	<b>Nov-18</b>	<b>3.0%</b>
	<b>Oct-18</b>	<b>3.1%</b>	<b>Oct-18</b>	5.5%	<b>Oct-18</b>	<b>3.2%</b>
	<b>Sep-18</b>	<b>3.1%</b>	<b>Sep-18</b>	5.5%	<b>Sep-18</b>	<b>3.2%</b>
	<b>Aug-18</b>	<b>3.5%</b>	<b>Aug-18</b>	5.3%	<b>Aug-18</b>	<b>3.7%</b>
	<b>Jul-18</b>	<b>3.4%</b>	<b>Jul-18</b>	5.4%	<b>Jul-18</b>	<b>3.6%</b>
	<b>Jun-18</b>	<b>3.5%</b>	<b>Jun-18</b>	5.9%	<b>Jun-18</b>	<b>3.7%</b>
	<b>May-18</b>	<b>2.8%</b>	<b>May-18</b>	5.8%	<b>May-18</b>	<b>2.8%</b>
	<b>Apr-18</b>	<b>2.7%</b>	<b>Apr-18</b>	6.2%	<b>Apr-18</b>	<b>2.7%</b>
	<b>Mar-18</b>	<b>3.9%</b>	<b>Mar-18</b>	6.3%	<b>Mar-18</b>	<b>3.4%</b>

**Table 6**  
**Labor Market Trends**

<u>Element</u>	<u>Midlands Area</u>	<u>Central Region</u>
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Employment by Industry (10 Highest)	<ol style="list-style-type: none"><li>1. Health Care &amp; Social Assistance</li><li>2. Retail Trade</li><li>3. Accommodation &amp; Food Service (5)</li><li>4. Public Administration (n/a)</li><li>5. Educational Services (4)</li><li>6. Admin./Support/Waste mgmt.</li><li>7. Manufacturing</li><li>8. Finance &amp; Insurance</li><li>9. Professional, Scientific, &amp; Technical Services</li><li>10. Construction (n/a)</li></ol>		<ol style="list-style-type: none"><li>1. Health Care &amp; Social Assistance</li><li>2. Retail Trade</li><li>3. Manufacturing</li><li>4. Accommodation &amp; Food Service</li><li>5. Educational Services</li><li>6. Admin./Support/Waste mgmt.</li><li>7. Public Administration</li><li>8. Finance &amp; Insurance</li><li>9. Professional, Scientific, &amp; Technical Services</li><li>10. Construction</li></ol>	
New Startup Firms (8 Prior Quarters)	<u>Quarter</u>	<u>Midlands</u>	<u>Central Region</u>	<u>South Carolina</u>
	2016 Q4	144	228	888
	2016 Q3	91	173	679
	2016 Q2	128	254	831
	2016 Q1	197	476	1445
	2015 Q4	144 (121)	212	889 (775)
	2015 Q3	83 (111)	189	665(741)
	2015 Q2	140 (95)	176	905(760)
	2015 Q1	273 (196)	351	1746(1384)
New Hires by Industry (10 Highest) (No New Data)	<u>Midlands</u>		<u>Central Region</u>	
	<ol style="list-style-type: none"><li>1. Admin./Support/Waste mgmt.</li><li>2. Accommodation &amp; Food Service</li><li>3. Retail Trade</li><li>4. Health Care &amp; Social Assistance</li><li>5. Professional, Scientific, &amp; Technical Services</li><li>6. Construction</li><li>7. Manufacturing</li><li>8. Public Administration</li><li>9. Educational Services</li><li>10. Other Services (except Public Admin.)</li></ol>		<ol style="list-style-type: none"><li>1. Admin./Support/Waste mgmt.</li><li>2. Accommodation &amp; Food Service</li><li>3. Retail Trade</li><li>4. Health Care &amp; Social Assistance</li><li>5. Professional, Scientific &amp; Technical Services</li><li>6. Manufacturing</li><li>7. Construction</li><li>8. Educational Services</li><li>9. Public Administration</li><li>10. Other Services (except Public Admin.)</li></ol>	
Turnover by Industry (10 Highest) (No New Data Available)	<u>Midlands</u>		<u>Central Region</u>	
	<ol style="list-style-type: none"><li>1. Administrative/Support/Waste mgmt.</li><li>2. Accommodation &amp; Food Services</li><li>3. Arts, Entertainment &amp; Rec.</li></ol>		<ol style="list-style-type: none"><li>1. Accommodation &amp; Food Services</li><li>2. Administrative/Support/Waste mgmt.</li><li>3. Arts, Entertainment &amp; Rec.</li><li>4. Agriculture, Forestry, Fishing...</li></ol>	



	<b>4. Construction</b> <b>5. Agriculture, Forestry, Fishing...</b> 6. Retail Trade 7. Other Services (except Public Admin.) 8. Real Estate, Rental & Leasing 9. Professional, Scientific, and Technical Services 10. Transportation & Warehousing	<b>5. Construction</b> 6. Retail Trade 7. Real Estate, Rental & Leasing 8. Other Services (except Public Admin.) 9. Professional, Scientific, and Technical Services 10. Transportation & Warehousing
<b>Educational &amp; Skill Attainments</b> <b>(No New Data Available)</b>	<b><u>Midlands</u></b> <b><u>(2013 5-year Estimates)</u></b>	<b><u>Central Region</u></b> <b><u>(2013 5-year Estimates)</u></b>
	3.30% Less than 9 <sup>th</sup> Grade 7.83% 9 <sup>th</sup> to 12 <sup>th</sup> , No Diploma 25.22% High School Graduate 22.43% Some College 8.93% Associate's Degree 20.07% Bachelor's Degree 12.22% Graduate Degree	4.58% Less than 9 <sup>th</sup> Grade 9.20% 9 <sup>th</sup> to 12 <sup>th</sup> , No Diploma 28.58% High School Graduate 21.44% Some College 8.78% Associate's Degree 17.49% Bachelor's Degree 9.98% Graduate Degree
<b>Barriers To Employment</b> <b>(No New Data Available)</b>	<b><u>Midlands</u></b> <b><u>(Combined – Fairfield, Lexington &amp; Richland)</u></b> <b><u>Total Population: 679,872</u></b>	<b><u>Central Region</u></b> <b><u>(Combined – Catawba, Lower Savannah &amp; Midlands)</u></b> <b><u>Total Population: 1,338,713</u></b>
	<b>Disability</b>	<b>Disability</b>
	35,908	125,709
	<b>Ex-Offender (2015 Releases)</b>	<b>Ex-Offender (2015 Releases)</b>
	1,290	2,554
	<b>Homeless (2015)</b>	<b>Homeless (2015)</b>
	*No data provided	1468 / 27.4% of state total
	<b>Poverty</b>	<b>Poverty</b>
	653,672	1,303,641
	<b>Youth not in school (15-24 years old)</b>	<b>Youth not in school(15-24 years old)</b>
	39,944	71,288

Despite new data sets not being available, analysis of other areas indicate that we are not likely to experience a major unforeseen shift in Labor Market trends and the skills necessary to meet employment demands. By virtue of an integrated Business Services team that connects with the business community and monitoring of official and unofficial data, the Midlands Area remains confident in our position to assist in creating the talent needed. Of the Labor Market trend shifts that were noticed, these were rank order shifts observed for the most part. The Priority Clusters and Industry Sectors remain the same.

The most significant change in data for the Midlands, as has been the experience nationwide, has been the historic decline of overall unemployment. The Midlands has benefited dramatically from the economic recover over the last decade, and now trends lower than the statewide UI average rate. While we hope to see this trend continue down, the area will monitor for any signs that a shift may loom and be prepared to react to any economic downturn.

The review of current data related to workforce skills and knowledge show the Midlands in a strong position. Our Unemployment Rate is below the state average, and has declined at an even faster rate. The market trends for new hiring track with the sectors and industries that have, in recent history, shown significant growth; both in the Workforce Area and the Region as a whole. New firm startups also appear higher for 2015 when compared to the same quarter for 2014 – a trend that was also noted for the state as a whole. The upward growth of startups indicates a potential for partnerships geared toward entrepreneurship. Other workforce indicators point to a need to expand partnerships that will expand our reach to serve populations that may have barriers to employment. Specifically, we will target new partnerships to leverage and expand services for individuals with disabilities and ex-offenders.

**Table 7**  
**Available Education & Training Opportunities**

<u>Institutions</u>	<u>Degrees Awarded (2014)</u>
18 (20)	12,360

Two private training institutions have closed since 2017 in the Midlands Area. While any close of a business is significant in terms of impact to the area and the workforce, the closures are not likely to have an impact to the skill and training capability in the Midlands. Given the increased attention at a national level to the costs and performance of educational entities, a shift in private-for-profit institutions is not a surprise. This adjustment is not anticipated to have an appreciable impact to the Midlands area.

There are numerous educational institutions and training providers in the Midlands Area. This includes the University of South Carolina’s primary campus, a strong technical college system and many private providers. At the present time, it appears that the education and training availability in the Midlands is poised to continue meeting the area demands, as well as other areas around that state. Increasing interest in training geared toward critical growth industries is the primary challenge as opposed to increasing training opportunities.

In addition, these numbers do not account for the opportunities available through distance education. As technology makes distance education a viable and cost effective option, this will ensure that the skill training needs of our area can be met.

### Strengths and Weaknesses of Workforce Development Activities

**Table 8**  
**Education Levels of Projected Jobs**

<u>Education/Training</u>	<u>By Percent (Projected)</u>	<u>Education Attainment (2013 5-year Estimate)</u>
Associate's Degree	7.9%	8.93%
Bachelor's Degree	19.2%	20.07%
Doctoral or Prof. Degree	3.0%	*12.22%
High School Diploma/GED	34.0%	25.22%
Less than HS/GED	24.1%	11.13%
Master's Degree	2.8%	*12.22%
Postsecondary, Non-Degree	7.6%	<i>Specific data not available</i>
Some College, No Degree	1.3%	22.43%
<b>Total</b>	<b>100.0%</b>	<b>100%</b>

\*Education Attainment data available is not delineated between Master's Degree, Doctoral or other Professional Degree.

Given the trends of increased educational attainment and advanced skill training, we anticipate a continued upward trajectory. The efforts of multiple partners should lead to a continued decline in the population without a High School Diploma/GED. Additionally, we anticipate that the job and sector growth of the Midlands will result in a continued increase in educational levels, but specifically Postsecondary, Non-Degree, likely with an overlap in those with an Associate's or Bachelor's Degree.

Overall, the education and training needs projections align very closely with educational attainment data from the last few years. The area of need and targeted focus will be High School Diploma/GED attainment. This has historically been a challenge across South Carolina, however this disconnect in the Midlands Area is less than 9 percent. Statewide emphasis has been placed on increasing the high school graduation rates which has been beneficial.

Increasing the number of job seekers with HS/GED credential is a continued focus of the Midlands Workforce Development Area (MWDA). Our method for increasing these numbers is directly linked to our partnerships with Adult Education. Reliable communication and referrals, as well as GED classes offered in our SC Works Center will ensure successful program toward narrowing this gap.

*\*Source data and projections cited were obtained from the South Carolina Department of Employment and Workforce Labor Market Information Profile reports and information provided by the Business Intelligence Department.*

## Section II: Strategic Vision and Goals

1. A description of changes to the Local Board's strategic vision to support regional economic growth and self-sufficiency.

The Midlands Workforce Development Board evaluates the strategic vision and goals with regularity to maintain relevance and serve the needs to area. As necessary, changes are implemented; primarily with regard to customer engagement or through enhanced partner relationships. Since 2016, no substantial changes have occurred with regard to the Board's strategic vision; however the MWDB continues to evaluate innovative ways to achieve economic growth and self-sufficiency in the area. Through renewed and new partnership efforts, the board seeks to expand the reach of resources to support the vision.

The Midlands Workforce Development Board (MWDB) has adopted and maintained a vision of a workforce system, which provides employment opportunities, improves the quality of the workforce and facilitates economic development. The MWDB supports a workforce system in coordination with stakeholders that meets the needs of employers and job seekers by administering programs that promote their economic growth and competitiveness in the Midlands region. To achieve this end, the area objectives include building an integrated workforce development system that effectively pools the resources of diverse partner agencies and delivers optimal quality customer-focused service for both job seekers and employers in the Midlands region. Our dedication to the vision and these goals has been consistent and we will remain dedicated to these principles.

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

In realm of economic growth, we view our role as one of talent development. By partnering with area and regional stakeholders, we have the information needed to equip job seekers with the skills required to meet employer needs. The creation of the Central Region planning team is a critical component to this end. Regional planning will allow us ensure that our resources are aligned to work with the flow of business and adapt as necessary. The goals that define our vision include increases in high school diplomas/GED credential, employment opportunities and decreases in unemployment/joblessness and unfilled positions. The Midlands Area also seeks to continue our status within the Workready Communities initiative by continuing to increase and upgrade the number of Career Readiness Credentials earned. Additionally, training remains an important component of the Midlands strategy for the workforce. A focus on the priority clusters for classroom training combined with increased opportunities of Apprenticeship and On-the-Job Training will help the area strengthen and build the Talent Pipeline. The variety of training options will allow the Midlands to make training accessible, available and attractive to the wide array of job seekers including youth and individuals with barriers to employment.

- **A description of the Local Board’s strategy to work with entities that carry out the core programs and required partners to align local resources available to the area to achieve the strategic vision and goals referenced above.**

The Midlands Workforce Development Board (MWDB) has long prioritized establishing and growing partnerships with critical stakeholders and contributors - both within and outside of our local area. This strategy remains a central focus in our service delivery model and in aligning the available local resources.

This includes continuing to coordinate the activities of partners through regular meetings of the Midlands Business Services Team, led by MWDB staff. This team consists of representatives from SCVR, SCDSS, SCDEW, SC National Guard, and many others. The cohesive team approach allows all partner agencies to share information in regards to services planned or provided, thereby reducing duplication and increasing participation. MWDA also maintains relationships with all WIOA required partners as mandated by the Act. Due to statewide cutbacks some agencies still do not maintain the level of in-person services as they were previously able to sustain. This has resulted in modifications to delivery methods to include virtual referrals and affiliate offices to accommodate the needs of job seekers in the area. Additionally, training remains an important component of the Midlands strategy for the workforce. A focus on the priority clusters for classroom training combined with increased opportunities for Apprenticeship and On-the-Job Training will help the area strengthen and build the Talent Pipeline. The variety of training options will allow the Midlands to make training accessible, available and attractive to the wide array of job seekers including youth and individuals with barriers to employment.

The MWDA will continue to pursue opportunities with partners and other entities that match our vision, goals and that may allow us to leverage additional resources and funds.

### **Section III: Local Area Partnerships and Investment Strategies**

#### **1. A description of changes to the workforce development system in the local area.**

The most significant change to the Midlands workforce development system is the addition of ResCare Workforce services as the OneStop Operator for the Area. In addition, ResCare was also selected as the provider of WIOA Career Services in Richland and Lexington Counties. The competitive procurement began in the fall of 2016, and services began February 2017.

#### **1. A description of the planning process undertaken to produce the local plan. The description must include how the chief elected officials and Local Board were involved in the development of the plan.**

The MWDB planning process followed a methodology with which we have previously found great success; a division a labor planning around staff areas of expertise. We view this as a Subject Matter Expert approach, and find it continues to be the most effective way to manage a large scale project. The individual components of the planning and plan writing were evaluated by subject area, and then assigned to the most appropriate staff or team of staff members. Each section and element of the plan template was analyzed to determine the

need(s), then a determination of current status and areas in need of address or revision. A peer review model was then implemented to ensure accuracy and that all relevant input was incorporated. A final draft of the plan and framework was presented to the Midlands Workforce Development Board, county councils, local government members and chief local elected officials with an opportunity to provide comments and guidance before release for public comment.

2. A description of changes to how the Local Board works with the entities carrying out core programs.

The most significant change to how the MWDB carries out core programs is the addition of ResCare as the Operator, WIOA Service and Business Services provider. The selection of a private provider has increased the pool of resources and expertise available and provided the opportunity for the MWDB and staff to focus on system development, advocacy, partnership and the leveraging of resources. This has enabled the Midlands to utilize a strategy of community engagement with partners for public contact, instead relying solely on customer visits to our existing facilities. In essence, the Board has been able to focus on the role of convener in the area with ResCare and Fairfield County working in tandem with other service programs and partners.

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

The Midlands Area continues to monitor the monitor and evaluate the strategies used in the area within these specific areas of service and engagement. To date, there have not been critical changes in these areas. The Midlands will continue to seek more effective ways to collaborate and implement changes that provide relevant benefits.

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

To ensure that employers are engaged in the Midlands Workforce system, we intend to continue a multi-pronged approach. To ensure business use, we will provide relevant services, products and solutions. We will achieve this starting with the Midlands BST. The BST with it's partnership approach and integration of services to support a one-knock system helps to ensure that duplication is eliminated – thus employers can understand system services and are not interrupted through repetitive contacts. Formally scheduled meetings are held quarterly at a minimum, however improvised meetings and electronic communication mean intelligence is constantly flowing through the team.

Engaging employers in Midlands does not follow one simple format. The BST members utilize a multifaceted approach that may include cold-calls, follow up from prior contacts, face-to-face through community based events, or even social media. In

essence, the type of approach to engagement is tailored to the industry or business.

- Support a local workforce development system that meets the needs of businesses in the local area;

The Midlands BST has incorporated the use of data to ensure that efforts and services remain demand-driven. The information they use comes from a variety of sources, and covers many categories. The specific data from the SCDEW's Business Intelligence Division, Labor Market Information, Economic Development, etc. and the analysis of the information is an example. However, specific intelligence from the business community is also considered.

- Improve coordination between workforce development programs and economic development; and

Our connection to area economic development has increased in recent years. The Midlands area has prioritized economic development from a local, regional and where appropriate, state level as a key partnership for success. We found success by providing a quality services that benefit and bolster the efforts economic development organization. Additionally, we have increased our engagement by seeking economic development experience and expertise through participation on our BST, area committees and other ad hoc groups.

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

The departure of in-office Unemployment Insurance services has proven to be a continued challenge. While the online UI system and call center service model offer some upgrades, many of our customers are not computer literate or comfortable in self-directed use. While we do our best to offer computer classes to combat this, it is not a fast solution. To ensure a strong and customer focused linkage with the UI program within the SC Works System we have consider our partnership with SC DEW to be critical. The Re-Employment Assistance (REA) UI staff in the centers provide us with the needed connection to the front line of unemployment services. Beyond the local level, the MWDB works closely with the SC DEW Area Director for our Region. This relationship allows a two-way flow of information.

4. A description of changes to 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.

Updates to the Midlands area business services strategies and services include several

adjustments and additions. First, beginning in PY17, the MWDB utilized the option of a locally funded Incumbent Worker Training (IWT) program to supplement the resources made available from state discretionary funds. As long as the area funding permits, the MWBD is likely to continue this strategy as a result of the success and return on investment in the form of skill upgrades, wage increases, and potential to create new work opportunities.

The Midlands Area is also working through a re-launch of the sector strategies for the Manufacturing Industry using the NextGen mode. This involves revamping the approach to put industry champions at the center of the process and be the effective driver. The use of the NextGen model has shown to be a more effective approach to serving business and aligns with the MWDB goal of working to create a talent pipeline to serve the area and region. As this model progresses, it is intended to create a blueprint for the Central Region to follow to scale out to Healthcare, Distribution Logistics, etc.

And finally, the Midlands Area Business Service Team has nearly doubled in size of participant partners, and shifted from a quarterly meeting schedule to monthly. This creates a consistent environment for partners to gather and conduct a roundtable to ensure the effective service to employers.

5. A description of changes to how the Local Board coordinates local workforce investment activities with regional economic development activities that are carried out in the local area, including how the Local Board promotes entrepreneurial skills training and microenterprise services.

Collaborations and partnership through regional and statewide groups will be the prime method of ensuring connection to regional economic development activities. The MWDB has existing relationships with the area economic developers, and through our regional team intend to expand our contacts. Specifically, in the last year, Existing Industry representatives from each of the three counties, as well as the SC Dept. of Commerce have joined and become active with the Area Business Service Team. By working with economic development, the MWDB can link with new and expanding existing businesses; however to promote entrepreneurship, skills and connect with microenterprises we intend to target additional organizations that move in these circles. To expand our services and business services approach to be more inclusive, our goals include greater connections to organizations such as University of South Carolina Technology Incubator, engenuitySC, readySC, Women's Entrepreneur Network, SC Women's Business Center, etc.

We will also seek to engage these partners as active members of our Business Services Team. This will ensure that our Team and its approach will be geared toward entrepreneurs and understand the challenges these businesses face as start-ups.

#### **Section IV: Program Design and Evaluation**

1. A description of changes to the SC Works delivery system in the local area.



As noted, the most substantial change to the SC Works Delivery system has been the addition of ResCare as the OSO and as a service provider; both for WIOA and the SC DSS STARS program. All of the Centers have been receiving equipment upgrades such as ADA accessibility equipment, furniture, PCs and video conferencing/smart board technologies.

- **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 Midlands area will support continuous improvement through a thorough review of training provider applications submitted. Applications are considered for approval against the standards set by the Midlands Workforce Development Board to include attainment of a recognized credential, approval by the State body overseeing the specific training and inclusion within the locally prioritized industry clusters. As performance data becomes available with the implementation of PaTH, performance data will become an additional and important criterion for continued approval on the Eligible Training Provider list.

- **How the Local Board will facilitate access to services provided through the SC Works delivery system, including in remote areas, through the use of technology and other means;**

The Midlands is exploring partnerships to develop regional access points. The purpose of this endeavor would be to deliver virtual access to as many SC Works system services as reasonably possible. At a minimum, our program design would involve providing equipment, training and other necessary materials/resources to a community based partner. The partner, location and other variables would determine the services and levels of service that may be available. Geography and population will be primary considerations in targeting our efforts to develop access point affiliate sites. Presently, we are working with or looking to develop opportunities in rural areas such as Fairfield County, western Lexington County, eastern Richland County, well as additional downtown Columbia spots. In the meantime, multiple partners who serve on the Business Services team have received training in job referrals, job search, and resume and cover letter creation to encourage use of the SC Works Online Services (SCWOS) as they work with their clients. Partners who have received the training include Job Corps, SC National Guard, JUMPS program with SCDSS clients, Goodwill (Job Connection and SCSEP staffs), Lexington County DSS, and the various Adult Education partners. While these locations are not official access points, it does widen the access to the job referrals and thus bringing a better value to the businesses we serve.

For other services, the Midlands has sought to use technology when possible to streamline services. Both the TABE and WorkKeys assessments are available online as well as the various career assessments (Talent, Fit, and My Next Move) are all available online. As a part of WIOA, the Midlands area has increased access to Financial Literacy. Targeted and specific workshops are still held within the Centers with representatives from professional

organizations at no cost to the job seeker. Additionally, the Midlands has made a host of financial literacy curriculums available to be taken online as reinforcement and deeper study of selected topics. These tools and training are available through serving an annual site for VITA providing free tax return preparation by trained professionals and free electronic filing and free training available through Allison, the South Carolina Library, and Wells Fargo. Additional basic skills and occupational skills training is made available to SC Works customers online through Allison, Aztec, and the South Carolina Library. The Midlands is continuing to seek additional online training opportunities for further integration of technology options for the variety of job seekers we serve.

- **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 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities; and**

All entities and partners that operate to provide services within the SC Works Midlands system must agree to and sign a Memorandum of Understanding that define the manner in which they will participate. Attachment B of the MOU provides the assurance that the partner will comply with nondiscrimination provisions of WIOA, Section 188. In addition to these assurances and certifications, the Midlands Area utilizes a designated EO Officer to ensure compliance and provide assistance as needed to ensure the services within the centers are met, to include accessibility as required by the Americans with Disabilities Act of 1990. This is achieved through monitoring, technical assistance and where appropriate, training. South Carolina Vocational Rehabilitation has conducted an assessment of the comprehensive center to recommend technology and other accommodations that may be needed to assist customers. The recommendations from the report have been assessed and the assistive technology provided to the centers to ensure centers and services are accessible. To afford our customers the highest quality service and experience and address on-going staff development, the Midlands Area is working with several partners through the MWDB Disabilities Committee to develop inclusion training. Areas of emphasis have begun around service to individuals with physical and cognitive disabilities, but the committee is targeting expansion into other identified areas of need.

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

Core partners WIOA Adult, Dislocated Worker and Youth services along with Wagner-Peyser, Veterans, and Trade Adjustment Assistance will continue to co-locate within the SC Works Centers. Additional partners (full-time, part-time, and electronically linked) will be added to the collection of on-site partners as appropriate. Resource Sharing among SC Works Center partners is outlined in the common costs and methodology for cost allocation in the Midlands Resource Sharing Agreement.

The provision of core services will be delivered through the various Center partners to include those listed above as well as Adult Education, Midlands Technical College, TANF Employment and Training programs, **SNAP (Supplemental Nutrition Assistance Program)**, SC Commission for the Blind and Vocational Rehabilitation. Those relationships are formalized by the Memorandum of Understanding.

Staff in the Centers aim to empower each of the job seekers through an integrated continuum of career services individualized to address the individual's unique set of needs. The services begin with initial engagement and lead to retention in long-term employment to support the participant and their financial independence.

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

Enhancements to the employment and training activities in the Midlands area have been target around improved engagement and enrollment as a result of the positive job market and record low unemployment. For example, the priority of service policy has been tweaked to promote services. The OJT policy has been revised to allow up to 75% reimbursement to promote the opportunity to small businesses and to assist in the engagement of priority populations (English language learners, Ex-offender, and individuals with disabilities). A Transitional Jobs program for adult participants has also been implemented to enhance the employability of afore mentioned priority populations. To address the gaps that exist regarding Digital Literacy, the MWDB has funded a pilot demonstration project that will create or support a program to increase skills associated with using technology to enable users to find, evaluate, organize, create and communicate information. The project will be operated by the community partner Fast Forward, and have an emphasis on Veteran and homeless populations.

The MWDA WIOA program is designed to assist Adult and Dislocated Worker participants access to high quality career services, education and training and supportive services to obtain quality jobs and retain employment.

Workforce center staff will conduct a comprehensive objective assessment summary of each participant's needs, which are essential if sound decisions are to be made by the participants and staff regarding the services needed for the customer. Service providers may provide other comprehensive and specialized assessments of skill levels and service needs of Adults and Dislocated Workers, which may include: **WIN Learning**, TABE, My Next Move and other diagnostic testing and assessment tools. Such assessments are especially important for lower-skilled or less-experienced participants, and for those seeking to enter a new field due to layoff. A portion of the assessment process is to determine whether the participant needs training services. Service provider will ensure that all participants meet the following training requirements:

- Is unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and
- Have the skills and qualifications to successfully participate in the selected program of training services.

Once assessments are completed, the Service provider and participant will work together to develop an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers.

Under WIOA and through the workforce center system, employment and training activities will include:

- The Workforce Center will provide labor exchange services, including job search and placement assistance, and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs. The South Carolina Online System (SCWOS) is the system used to provide job search and placement assistance, and labor market information to MWDA participants.
- Information on in-demand industry sectors and occupations.
- Provides information on nontraditional employment.
- Provides referrals to and coordination of activities with other programs and services
- Supportive services assistance may be available for Adult and Dislocated Worker participants, and appropriate referrals to other agencies that provide services and assistance, including: child care; child support; medical or child health assistance.
- Training services, when determined appropriate, will be provided through an Individual Training Account (ITA). Training services must be linked to in-demand employment opportunities in the local area and be in one of the training clusters that the Midlands Workforce Development Board (MWDB) has approved for the Midlands. The MWDB approved training clusters are currently:
  - Healthcare
  - Transportation & logistics
  - Manufacturing
  - Information Technology
  - Business Services

The selection of training services is conducted in a manner that maximizes customer choice and training providers are selected from the state's eligible training provider list. The MWDA plans to provide the following training opportunities:

- Occupational skills training;
  - Internships and work experiences that are linked to careers;
  - On-the-job training (OJT);
  - Incumbent worker training (State funded);
  - Skills upgrading and retraining;
  - Entrepreneurial training;
  - Transitional jobs;
  - Job readiness training;
  - Adult education and literacy activities, including activities of English language &
  - Customized training
3. A description of changes to how the Local Board coordinates workforce investment activities carried out in the local area with statewide rapid response activities.

The coordination of rapid response activities have been enhanced in the last 2 years through the standardized training created by SC DEW, plus the addition of ResCare staff within the local area. Also, the organization services through the SC DEW Regional Business and Economic Development Coordinator has streamlined the process and response time.

The MWDB has always maintained a strong connection with the SCDEW Rapid Response team. We plan to continue to promote the Rapid Response services as an effective layoff aversion strategy as well as a first step towards engagement and re-employment for affected workers.

The MWDB has prioritized having a representative present at on-site Rapid Response events during layoffs, closures, or force reductions at local employer facilities. At these meetings and events, WIOA staff provides information to impacted employees regarding career and training services available for eligible Dislocated Workers. The Midlands also conducts on-site certification and enrollment when the employer's schedule and facilities permit this service.

Additionally, the MWDA team embraces Rapid Response funded IWT as a layoff aversion tool and encourages local businesses to utilize the resources to improve their viability as a proactive step in competition. We have found both strategies to be very beneficial to both employers and the workforce. The MWDA intends to continue to support and promote these activities as long as funding is available.

4. A description of changes in the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities.

Since 2016, the focus of the Midlands Youth activities have intensified around work based

learning (WBL) activities. This includes improved approaches toward OJT, Work Experience and investments in Internships. To foster this emphasis, the board has implemented improved policies, opportunity engagement and funding 2 cycles of a Work based Learning Demonstration Grant. The WBL Demonstration Grants have been intended to encourage innovation in program design, service delivery and youth engagement.

The MWDA youth service providers will provide high-quality services for all youth and young adults, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations. At this time the Midlands Workforce Development Board has decided to concentrate all Midlands youth program funding on the Out-of-School youth population ages 16 to 24 who reside in Fairfield, Lexington and Richland counties. The MWDA is working towards making all fourteen (14) WIOA required program elements available to all eligible youth participants. Youth service providers will assist youth in gaining academic and employability skills needed to become successful as they transition into adulthood. MWDA will conduct training for youth service providers, regarding an understanding of the different types of disabilities, how to handle issues of disclosure and disability identification with sensitivity at program intake, and how to determine the most effective mix of services and referrals to make when a disability is identified.

The MWDA coordinates with other agencies that provide service in conjunction with the MWDA and other services that cannot be provided under WIOA. Agencies the MWDB currently partner with and agencies the board plans to collaborate with include:

- Local Department of Juvenile Justice and Juvenile Probation and Parole;
- Columbia Housing Authority for public housing assistance;
- Adult Education and Continuing Education agencies both public and private;
- SC Department of Health and Human Services (SCDHHS) and SC Department of Social Services (SCDSS) for participant assistance and referrals;
- WIOA title II adult education providers;
- SC Department of Disabilities and Special Needs, SC vocational rehabilitation Department and health and mental health providers;
- Project SEARCH business-led school-to-work transition for students with intellectual and developmental disabilities;
- Job Corps referrals;
- Other youth initiatives both public and private.

After eligibility determination, youth service providers will conduct a comprehensive objective assessment summary to determine participant's needs, if sound decisions are to be made by the participants and youth service providers regarding the services needed for the participant. Youth service providers may offer other comprehensive and specialized assessments of skill levels and service needs of youth participants, which may include WorkKeys, TABE, and other diagnostic testing and assessment tools. Assessments are also helpful in identifying basic skills deficiency, soft skills levels, training needs, career interest and leadership skills (TABE, Aztec,

WorkKeys, Skills Profiler, etc.).

Once assessments are completed the service provider and participant will together develop an Individual Service Strategy (ISS) based on the needs of the youth, to identify appropriate goals and objectives, and any appropriate combination of services for the youth to achieve their education, training and employment goals.

The MWDA youth service contractors provide or refer to partner agencies participants in need of the fourteen (14) WIOA required program elements available to eligible youth.

1. Tutoring, study skills training
  2. Alternative secondary school services
  3. Paid and unpaid work experiences
  4. Occupational skill training
  5. Education, workforce preparation activities and training for specific occupations/cluster
  6. Leadership development and community service
  7. Supportive services
  8. Adult mentoring
  9. Follow-up services
  10. Comprehensive guidance and counseling
  11. Financial literacy education
  12. Entrepreneurial skills training
  13. Labor market and employment information
  14. Preparation for and transition to postsecondary education and training
5. A description of changes in how the fourteen (14) youth program elements are integrated in program design.

The addition of a new Youth service provider in ResCare, as well as the WBL demonstration grant providers have increased the reach of the Midlands WIOA Youth Program. The addition of new staff, resources and program designs have contributed to higher profile, in turn increased participant enrollment.

The purpose of the WIOA youth program is to provide effective and comprehensive activities to out-of-school youth seeking assistance in achieving academic and employment success. The MWDA is working towards making all fourteen (14) WIOA required program elements available either directly or through partner referrals to all eligible youth once eligibility is determined and assessments (formal/informal) are given and an Individual Service Strategy is developed with specific activities listed for a successful outcome. The fourteen required program elements are:

(1) Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a post-secondary school diploma or a recognized postsecondary credential – currently provided through Khan Academy academic support and connections to Adult Education for high school credit

recovery;

(2) Alternative secondary school services, or dropout recovery services, when the board determines to provide in-school services – no current in-school services are planned but for high school dropout who desire to return to secondary school services connections are made to the local school district;

(3) Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences and are included in the service provider menu of available services

- Summer employment opportunities and other employment opportunities available throughout the school year;
- Pre-apprenticeship programs;
- Internships and job shadowing; and
- On-the-Job Training opportunities.

(4) Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry or occupational cluster approved by the Midlands Workforce Development Board;

(5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;

(6) Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors;

(7) Supportive services available through the service provider and referrals made to State, local and community service providers;

(8) Adult mentoring for duration of at least 12 months that may occur both during and after program participation;

(9) Follow-up services for not less than 12 months after the completion of participation.

(10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;

(11) Financial literacy education will be provided through workforce center staff provided workshops available through SC Works Center workshops and Wells Fargo Hands on Banking curriculum;

(12) Entrepreneurial skills training;

(13) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

(14) Activities that help youth prepare for and transition to postsecondary education and training

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

The Midlands area has always prioritized maximizing and leveraging resources in support of innovative options to serve customers. The Board supports Business Services, Sector Partnerships, Career Pathways, Developing the Talent Pipeline and Work-Based Learning by



working with local employers to provide information to the Board, Midlands Youth Committee and education and training partners. The most notable adjustment has been the progress of the Central Region Sector Strategies under the NextGen model. The initial launch of the program will tailored to Manufacturing; however the goal is to create a framework to be scaled to all priority sectors while allowing a coordinated approach and improved service delivery. The MWDB and Youth Committee are able to use this information to guide job seekers to in-demand occupations, growing industries and opportunities for career identification, development and growth. The Board is committed to youth career development through strategies such as work-based learning, career exploration with short-term work experience, internships and On-the-Job Training. These work-based learning opportunities in conjunction with soft skills training and basic skills and occupational training from our secondary and post-secondary partners are a part of our integrated learning services that are Youth specific.

In service delivery, educational barriers to employment are always addressed as the Case Managers work with our participants. The staff coordinates communication between education program and the workforce activities as an on-going action item while breaking down other barriers. Identification of funding options for individuals is critical to addressing education needs while maximizing the available resources. For post-secondary education, MWDA staff works with them to apply for Federal and other financial aid that may be available. When appropriate, staff will connect the job seeker to Educational Opportunity Center (EOC) partner services for more intense financial aid assistance.

The Board has long-standing partnerships with several local post-secondary schools including Midlands Technical College as well as the local school districts' CATE and Adult Education programs. The Board staff regularly works with each of the groups through the Board Committees, Partner meetings, Business Service Team meetings, and advisory groups established by the education groups. These groups all discuss ways to integrate our services, leverage resources and avoid duplication of service. Additionally, since the addition of ResCare as a WIOA career services provider, the board has made a concerted effort to facilitate regular meetings and contact between these two groups.

Workforce activities and investments will be designed and created based on labor market and business demands. The Board will continue to utilize economic reports and feedback gathered by the Business Services team from the local employers to inform the development of services and investments. As the secondary and post-secondary education providers are an integral part of the Board and Committee structure, the information gathered is shared on a regular basis.

7. A description of changes to how the local board coordinates the WIOA Title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area.

The Midlands Workforce Development Board approved the conversion of the Midlands WIA transportation, childcare and other supportive service policies for the Midlands WIOA program. The services described in this policy are designed to assist participants who are receiving WIOA services to secure and retain employment as well as facilitate participation in employment and training activities. Throughout the program year, policies such as Supportive Services are evaluated for effectiveness and modified as needed. The most notable is an update to the Midlands Area *Other Supportive Services* policy that allows for assistance with legal aid such as record expungement.

MWDA Supportive Services may include, but are not limited to, the following:

- Assistance with transportation;
- Assistance with childcare;
- Legal Aid assistance
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with educational testing, books, fees, school supplies and other necessary items for students enrolled in postsecondary education classes; and
- Payment of fees for employment and training related applications, tests, and certifications.

Support services are provided on a case-by-case basis, funds permitting, when it is verified that the participant lacks the required means and no other agency is able to assist with services. They are provided as part of the individual employment plan, and, as such, need to be considered each time an individual is enrolled in an employment and education program.

Support services are meant to be a short-term measure and as such are limited in both duration and amount. Funding is limited and it is the responsibility of the Program Managers to ensure that each participant has a viable plan including provisions for meeting basic support needs and to assist the participant in identifying other sources of assistance to augment services.

Service providers will ensure that an assessment to determine supportive service needs are completed and documented on all participants who are eligible for and enrolled in WIOA programs. The MWDA policy addresses the coordination and referral of services to other entities in order to avoid duplication of resources and set limits on the funding and duration of such services.

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

The Midlands Area strategy to maximize service coordination and delivery while ensuring continuously improvement is that of a blend of utilizing a Center Operations Business Plan, Memorandums of Understanding, and a Partner Liaison in conjunction with the SC Works Standards. By clearly stating and assigning partner roles, responsibilities and expectations, we will be able to assure that services provided to customers are focused and not duplicative.

The Midlands operational plan for in-center services provides a method of clearly defined service delivery means that programs will operate in a complementary manner. The role of the Partner Liaison within the Midlands SC Works system is to provide the day-to-day linkage between partners, and oversee the mechanics of the plan execution. The methods and direction that the Partner Liaison uses to achieve the seamless effect of service delivery comes in the form of guidance from the MWDB as well as the SC Works Standards. In addition to as needed meetings in the centers, formal quarterly meetings will be scheduled to ensure partners receive the most up-to-date information regarding services and center operations.

The operational plan is a constantly evolving document and currently under review as a part of the SC Works Certification. The addition of a new One Stop Operator, service partners and technology drive this process. As the service delivery in the centers and system evolve, so do the roles. Through an active engagement process, coordination and communication we ensure that there is not a duplication effect of the Wagner-Peyser functions. Examples include daily stand-up meetings, real time communication and correspondence with staff, and monthly staff training sessions.

9. A description of changes in how the local board coordinates the WIOA Title I workforce investment activities with adult education and literacy activities under the WIOA Title II, including how the local board carries out the review of local applications submitted under Title II consistent with WIOA requirements.

The Midlands Workforce Development Board has a long history of collaboration with the Adult Education departments of each school district. We continue to explore opportunities for streamlining service delivery and strengthening the partnership for our shared customers. Adult Education continues to offer classes within the SC Works Center to expand access to the public for GED attainment. In addition, Adult Education has expanded the offerings in the Center to include free computer training as funding becomes available. For the Center collaboration, promotion of all Adult Education services available through all eight Adult Education departments is a part of the communication both physically in the Center and through SC Works Midlands social media to bring the opportunities for skill enhancement as close to each customer's neighborhood as possible.

The consortium of Adult Education Directors selects their representative on the Midlands Workforce Development Board. This Director serves as the liaison between the groups to share information and collaboration opportunities. Additionally, the consortium selected one of the Transition Specialists to serve as a member of the Midlands Business Services Team and representative on the Center Management and Planning Committee. This streamlines information to flow between the frontline staff of both the SC Works Centers and the various

Adult Education departments. Combined with the Board member representative on the Midlands Youth Committee, the Board ensures Adult Education priorities and perspectives are understood by the Board and any actions are shared with the Directors.

This collaborative model continues to serve the Midlands Area and the partnership quite well. By introducing new partners and service providers, the Area maintains the most effective mechanism for efficient coordination is through communication. Additionally, one of the Midlands Area Adult Education programs, Richland School District 2 AE, was selected for a Work Based Learning demonstration pilot grant. The program is intended to help the MWDB learn how to better co-serve participants; specifically individuals transitioning from diploma/GED instruction focus to clarifying their career goals and continuing the learning needed for self-sustaining employment.

With regard to the review of local applications submitted under Title II consistent with WIOA requirements, the Midlands Workforce Development Board uses a volunteer-member ad hoc review committee approach. That is, the MWDB Center Management/Planning Committee or Board Chair calls for a minimum of three volunteers from all members to create a committee when the Midlands Area must review such applications. The ad hoc committee is responsible for reviewing and evaluating the proposals according to the criteria provided. This process is consistent with the review mechanism the Midlands Workforce Development Board employees with all competitive and application review processes.

## **Section V: Operations and Compliance**

1. Copies of cooperative agreements executed since approval of the four-year local plan in 2016, defining how all local service providers, including additional providers, 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 and to other individuals, 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.

Updated agreements are attached

2. A description of changes to the entity responsible for the disbursement of grant funds as determined by the chief elected official(s), if applicable.

There has been no change to the Midlands Fiscal Agent.

The consortium of Fairfield, Lexington & Richland Counties selected the Central Midlands Council of Governments as the fiscal agent for the Midlands area. Since 1969, the Central Midlands Council of Governments (CMCOG) has been assisting local governments develop local and regional plans within the four midlands counties (Fairfield, Lexington, Newberry,

Richland) of South Carolina, as well as providing local governments with planning and technical support to improve the quality of life within the region. CMCOG currently consists of 15 member governments and serves in excess of 725,000 people by providing a regional forum, which allows local officials to seek out common goals and address regional concerns. Today, CMCOG offers a variety of local and regional planning services and technical assistance to local governments within the four-county region

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

Since 2016, the MWDB has successfully completed a competitive procurement for One Stop Operator and WIOA Adult, Dislocated Worker and Youth programs for Richland and Lexington Counties. These services were procured through an RFP issued in October 2016, and contracts with ResCare Workforce Solutions began operation in February 2017. South Carolina and CMCOG policies for competitive procurement were followed for the RFP process.

In addition to ResCare as a service provider, the MWDB still contracts with Fairfield County for WIOA Adult, Dislocated Worker and Youth programs within the County.

4. Agreed upon performance goals negotiated for Program Years 2018 and 2019.

The Midlands Area completed performance goal negotiations for Program Year 2018 and 2019 in September 2018:

Performance Measure	Negotiated Goals
Adult Employment Rate 2nd Quarter After Exit	76.8%
Adult Employment Rate 4th Quarter After Exit	73.0%
Adult Median Earnings 2nd Quarter After Exit	\$5,285
Adult Credential Attainment Within 4 Quarters After Exit	51.9%
DW Employment Rate 2nd Quarter After Exit	80.1%
DW Employment Rate 4th Quarter After Exit	76.0%
DW Median Earnings 2nd Quarter After Exit	\$7,082
DW Credential Attainment within 4 Quarters After Exit	48.6%
Youth Employment Rate 2nd Quarter After Exit	76.6%
Youth Employment Rate 4th Quarter After Exit	69.0%
Youth Credential Attainment within 4 Quarters After Exit	68.1%

5. A description of changes to actions the Local Board plans to take toward becoming or remaining a high-performing workforce area.

The most significant change to the Local Board planning toward remaining a high-performing area has been linked to the contracting of WIOA service and OSO. By transitioning to a

streamlined center and service delivery system, the Board and staff have been working toward roles that are aligned with The Act, to include innovation and advocacy of the system. Focus areas and future improvement include Board specific Strategic plan updates, partnership expansion, leveraging of additional services and technology integration for service delivery.

The Midlands has also completed Center Certification of the comprehensive center and the process for affiliate sites is currently underway. The below actions are still part of the Local Board strategy; however the mechanisms are continually monitored for improvement opportunities.

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

The Midlands area will continue the focus on business-friendly services and improve the integration of partner services. Additionally, we will utilize the SC Works Center standards for job seekers and businesses to ensure consistency across Centers within the local area, region and state. The area initiated a customer feedback system for customer satisfaction in the Centers several years ago and will continue until a time that the State initiates an alternative. Board members are encouraged to (and do) utilize SC Works Center services. They provide feedback to the staff and each other on the effectiveness and satisfaction of those services. At times, members have led focus groups to highlight the available services to other local businesses to encourage greater participation.

- **A description of the methodology used by the Local Board to allocate SC Works center infrastructure funds; and**

For Program Year 2016, the Midlands will utilize the Resource Sharing Agreement framework that was used under WIA. Partners will share in the costs of coordination of services, marketing, Center-specific operational costs (rent, utilities, janitorial, phone/internet, shared paper/ink, etc.) in addition to Center Resource Room Staffing. Partner costs are calculated based on the staff hours spent in the Center and partners choose which category to apply their contribution. Costs and contributions are calculated on a quarterly basis.

In preparation for future program years, the partner group will discuss other infrastructure costs that may need to be added as the partner integration continues. It is anticipated that other line items will be added to the budget increasing the infrastructure costs but adding flexibility in contributions and further integrating services while streamlining costs.

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

Partners share in the costs of coordination of services, marketing, Center-specific operational costs in addition to Center Resource Room Staffing. Line items include:

1. IT support services and monitoring;
2. Rent/Annual Depreciation;
3. Utilities;
4. Janitorial/Maintenance;
5. Equipment Maintenance/Rental (shared copy machine);
6. Internet & Telephone;
7. Building Insurance;
8. Center commons supplies (paper for copier and Resource Room printers and ink for Resource Room printers); and
9. Front Desk staffing (shifted from Resource Room);
10. Center Security.

The shared cost of a Partner Liaison Position has been eliminated and has system website.

Partner costs are calculated based on the staff hours spent in the Center and partners choose which category to apply their contribution. Costs and contributions are calculated on a quarterly basis.

6. A description of changes to how Adult and Dislocated Worker training services are provided through the use of individual training accounts.

No substantial changes have occurred to how Adult and Dislocated Worker Training Services are provided through ITAs. While ResCare has been added as a provider of services, they operate under the Midlands Area policies and procedures, and utilize a proprietary voucher system.

- **If contracts for training services will be used;**

The Midlands will continue using the voucher system to issue vouchers for participant Individual Training Accounts for both Adults and Dislocated Workers. We do not intend to issue contracts for full training classes at this time.

- **How the use of training service contracts will be coordinated with the use of individual training accounts; and**

The Midlands area intends to utilize Individual Training Accounts in combination with On-the-Job Training opportunities to deliver occupational skills training with WIOA funding.

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

The Midlands area has each participant complete a customer selection form in conjunction with the WIOA Eligible Training Provider (ETP)/SCPATH System list as a part of the training funding application process. The Midlands internal ETP list is currently arranged by cluster to

assist the participants in identifying the individual training providers for a specific training. The arrangement of the list also assists management and the Business Services Team to identify gaps in the training availability as job requirements evolve.

7. A description of changes in how 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.

The SC Works Centers utilize the South Carolina Works Online Services (SCWOS) to deliver many of the Core Services including a basic intake and some shared case management services. These services are internet based and available at any sites that are serving the client. Partners utilizing the SCWOS include WIOA (Adult, Dislocated Worker and Youth), Trade, Unemployment Insurance, and Wagner-Peyser programs. Additionally, other partners utilize the labor exchange portion of case management within SCWOS by being a part of the Business Services Team. Partners included on the Business Services Team are Adult Education, Job Corps and SNAP Employment and Training programs.

To further enhance technology use for intake and case management, the Midlands Area has added Virtual Greeter kiosks to all centers as well as smart board video conferencing technologies. Both of the components will streamline processes and in the case of video conferencing, we hope to overcome barriers such as transportation and scheduling. We are also exploring a new software service called SARA. SARA is an AI-based, mobile-centric application that uses two-way texting, email and html to automatically gather key performance and progress information from customers, third parties and staff. The service works in tandem with SCWOS. Given the complete procurement for a data system, this remains in a research status.

8. A description of changes to how the Local Board ensures compliance with the Adult priority of service requirements under WIOA Title I.

Midlands local policy and procedures have been established to give priority to recipients of public assistance, other low-income individuals, individuals who are basic skills deficient and covered individuals in the provision of individualized career services and training services in the Adult program.

The Midlands Workforce Development Board issued MWDA Instruction Letter PY-15-02, Change 6 Midlands Adult Priority of Service Policy on 15 October 2018. Midlands area service providers received training to ensure that they fully understood how the priority of services would be provided in the Midlands. During certification of eligibility, applicants are identified as being covered individuals, low income, recipients of public assistance or basic skills deficient.

The Midlands Workforce Development Area will ensure compliance with the Adult Priority of Service Policy through constant program monitoring by board staff and required internal



monitoring by service providers.

The list below describes the priority of service for individuals served in the WIOA Adult Program.

1st Priority – Eligible Veterans and spouses (Eligible covered persons) who are:

- low income [as defined by WIOA Sec. 3(36)], or
- recipients of public assistance, or
- who are basic skills deficient.

2nd Priority - Eligible individuals (non-covered persons) who are:

- low income [as defined by WIOA Sec. 3(36)], or
- recipients of public assistance, or who are basic skills deficient.

3rd Priority - Eligible veterans and eligible spouses who are:

- not low income, and
- not recipients of public assistance, and
- not basic skills deficient.

4th Priority - Eligible individuals (non-covered persons) who do not meet the above priorities may be enrolled on a case-by-case basis: Local policy limits the number of adults enrolled in WIOA who are not low income, public assistance recipients, or basic skills deficient to **not more than 25% of all adults registered in the current program year.**

**The Midlands Workforce Development Board has adjusted priority of service levels to serve First through Fourth Priorities. Individuals within 4<sup>th</sup> Priority must be interested in occupational skills training and/or OJT within the approved Midlands Training Clusters.**

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

The Midlands Workforce Development Board's goal is to develop strategies and provide intensive services targeted to individuals with significant barriers to employment. MWDB recognizes the need to implement intensive services to those with significant barriers to enter labor force. Efforts related to this goal include the provision of more work-based learning opportunities, access to in-demand industry certifications, job readiness training, and relevant skill building efforts. Additionally the Board plans to increase the program population of participants with employment barriers and tailor services to individuals with disabilities, veterans, out of school youth, young adults with limited work history, those facing language barriers, criminal justice involvement, or homelessness.

**Since 2016, we have continued to form new partnerships to help further our initiatives.** Individuals with barriers to employment include those individuals in one or more of the following:

Displaced homemakers – Services provided by the MWDA dislocated worker program;

Low-income individuals – Services provided by the MWDA adult or youth program;

Individuals with disabilities – Services provided through partnership with SC Vocational Rehabilitation, SC Commission for the Blind, MIRCI, and Work in Progress;

Older individuals – Services provided by the MWDA and in conjunction with SCSEP Service Providers - Experience Works and Goodwill Industries of the Upstate/Midlands;

Ex-offenders – Services provided by the MWDA and in conjunction with SC Department of Corrections and ReEmerge;

Homeless individuals – Services provided by the MWDA and in conjunction with His House, Oliver Gospel Mission, MIRCI, SC DEW's Back to Work, Sistercare Inc., Fast Forward, Samaritan's Well and Transitions;

Youth in or aging out of the foster care services provided by the MWDA and in conjunction with Department of Social Services and Epworth Children's Home;

English language learners – Services provided by the MWDA and in conjunction with English Program for Internationals (EPI) and Agape English Language;

Within 2 years of exhausting TANF – Services provided by the MWDA and in conjunction with South Carolina Department of Social Services;

Pregnant/parenting – Services provided by the MWDA and in conjunction with Department of Social Services;

Long-term unemployed individuals – Services provided by the MWDA and in conjunction with Department of Employment and Workforce's and Unemployment services and Wagner-Peyser employment services as well as other community and partner organizations that serve customers that may be considered as long-term unemployed.

10. Copies of Local Board policies and definitions created or revised since approval of the four-year local plan.

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

- Fully executed Memorandum(s) of Understanding, 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;
- Local Workforce Development Board By-Laws;
- Local Workforce Development Board and Committee meeting schedules;

- Local Workforce Development Board budgets; and
- Local monitoring schedule.

**Local Plan Modification Signatures**

***Local Workforce Development Board:***

Midlands Workforce Development Board  
Harry Plexico, Chair

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

***Local Grant Recipient Signatory Official:***

Midlands Workforce Development Area  
Benjamin Mauldin, Executive Director

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date