



GREENVILLE COUNTY WORKFORCE DEVELOPMENT BOARD

PY 2020 – PY2023 WIOA Regional and Local Plans

Executive Summary

Greenville County Workforce Development Board (GCWDB) Four Year Local Plan Executive Summary

Background

Under the Workforce Innovation and Opportunity Act (WIOA), and State Instruction 15-16, the Executive Director of each Workforce Board must submit a Regional and Local Plan outlining a four-year strategy for the area's workforce development system and coordination with other Local Workforce Development Boards in the Greater Upstate Region. The plans must be approved by the GCWDB, the area's signatory official and county council chairman before submission to the state. The local Workforce Board must make the proposed plan available to the public and provide a 10-day period for comment. The plan must be submitted to the Department of Employment and Workforce (DEW) by October 1, 2020. DEW has 90 days from the date the plan is submitted to approve the plan. Local Workforce Boards must have an approved plans in place in order to receive funding for the six core programs:

1. Adult program (Title I of WIOA),
2. Dislocated Worker program (Title 1),
3. Youth program (Title I),
4. Adult Education and Family Literacy Act program (Title II),
5. Wagner-Peyser Act program (Title III), and
6. Vocational Rehabilitation program (Title IV)

Key Sections of the Four Year WIOA Regional Plan

- Partnership and Collaboration
- Increased access to resources and services through the use of technology
- The impact of COVID-19 on the state's workforce and strategies to facilitate rapid reemployment.

Key Sections of the Four Year WIOA Local Plan

- Workforce and Economic Analysis
- Strategic Vision and Goals
- Local Area Partnerships and Investment Strategies
- Program Design and Evaluation, and
- Operations and Compliance
- Attachments

A. A description of how each local area within the region was afforded the opportunity to participate in the regional planning process, along with a description of the planning process undertaken to produce the regional plan.

Each of the four Workforce Development Directors appointed a staff member to coordinate responses for the 2020-2023 Regional Plan on behalf of their respective workforce areas. This

group developed the groundwork, tasks list, and timeline for completing the regional plan. Each local area was given the chance to submit responses for the consideration of the group. These responses highlighted the similarities and ongoing partnerships within the region, while also identifying areas of opportunity. The effort, coordinated by the four local areas, was inclusive and all submissions were evaluated to ensure inclusion of each local area's unique perspective and views. A draft of the plan was then sent to the administrators in order to ensure that chief elected officials were included in the process.

The process for including the chief elected official(s) and local WDBs may vary from local area to local area.

In the **Greenville County** area, the chief elected official and Greenville County WDB are involved in the development of the plan via:

- The Chief Elected Official, the County Administrator, and the Greenville County WDB receive the planning guidance and have opportunity to review and provide feedback to the WDB Executive Director during development.
- The Chief Elected Official, the County Administrator, and the Greenville County WDB receive an executive summary of the draft regional plan. The full draft plan will also be made available so that stakeholders may receive opportunity to review the full plan and to provide feedback to the WDB prior to finalization.
- The full regional plan is placed as an item for information at a County Council meeting. Any comments received from Council members will be provided by the Clerk to Council and on to the Greenville County WDB. Subsequently, the regional plan will be made available for a 10-day public comment period. Any comments received will be incorporated as attachments to the regional plan and presented to the Greenville County WDB for final approval.

In the **Upper Savannah** area, board members were invited to take part in the planning, including attending sector strategy meetings. To provide more insight, each local area can select a board member from each local area to attend the Sector Partnership meetings. Chief elected officials continue to get updates of the process. Upper Savannah staff meet with area resource organizations consisting of economic developers, county/city managers, and chamber leaders. Upper Savannah shares minutes of these meetings with these leaders so they can encourage more participation from industry partners.

In the **Upstate** area, consisting of Cherokee, Spartanburg and Union Counties, we created four committees for the local plan and in these meetings, we also included the regional plan instructions for discussion and creation. The workgroups are as follows:

- Workforce & Economic Analysis
- Strategic Vision and Goals
- Local Area Partnerships and Investment Strategies
- Program Design and Evaluation

Each workgroup invited had representation from the Upstate Workforce Board, education, WIOA funded program, business, partner and Workforce Board staff. We also required that we invited one person from each of our three counties on each Zoom meeting. Each County Council member on the three County Councils received an invitation to join a committee on which to participate. Each Upstate Workforce Board member also received a request to join a committee. The Upstate Workforce Board will send the final local and regional plan to each County Council and Workforce Board member. We plan to ask the County Councils to allow non-significant changes be made after their adoption of the plan if the Workforce Board staff feel they are important. We have asked for a letter from each County Administrator stating that their Council has adopted/approved the plan.

In the **WorkLink** local area, Chief Elected Officials and the Workforce Development Board were included in the process via regular meeting updates, input via strategic planning and the incorporation of existing board and local policies. The board also reviews and ultimately approves this and all similar planning documents. In addition, local board members from the region are represented on the Regional Sector Strategies Team, which has been integral to regional collaboration begun under the 2016 Regional Plan.

Regional planning and collaboration began during the 2016 Regional Planning process and will continue through the life of the 2020-2023 Regional Plan. These meetings have initiated collaborative efforts not previously implemented and will continue to promote positive changes in the way things are done across the region.

PARTNERSHIP AND COLLABORATION

Link Upstate's greatest strength lies in its network of professionals that serve our community. Through ongoing collaboration at all levels, our region has made strides in serving our hardest to reach customers and in building last relationships with our employers and our partner organizations.

B. Workforce and Economic Analysis

Area Summary

Greenville County, located in the upstate of South Carolina, is the most populous county in the state. As of the 2010 census, Greenville County's population was 451,225. Greenville County is

also included within the Greenville-Anderson-Mauldin Metropolitan Statistical Area. A few other quick facts about Greenville County:

- 4.6 unemployment rate (July 2016)
- 10,824 available open jobs
- Total average employment for 1st QTR of 2016 was 257,769
- 18.86% change in population growth from 2000 – 2010
- Total per capita income in 2014 was \$40,791.

In-Demand Sectors and Occupations

According to the Community Profile published by the SC Department of Employment and Workforce, the top 10 industries by employment in the Greenville County WDB region are as follows: Administrative and Support and Waste Management and Remediation Services; Health Care and Social Assistance; Retail Trade; Manufacturing; Accommodation and Food Services; Educational Services; Professional, Scientific, and Technical Services; Wholesale Trade; Construction; and Finance and Insurance. Labor Market Projections for Greenville County show that the following are the top 10 industries for projected employment: Health Care and Social Assistance; Administrative and Support and Waste Management and Remediation Services; Professional, Scientific, and Technical Services; Construction; Retail Trade; Education Services (State, Local, and Private); Accommodation and Food Services; Transportation and Warehousing; Wholesale Trade; and Other Services (except Public Administration).

There are a number of occupations that consistently have openings and are expected to continue to grow between now and 2025. The top 10 openings in occupations are as follows: Office and Administrative Support Occupations; Sales and Related Occupations; Food Preparation and Serving Related Occupations; Production Occupations; Transportation and Material Moving Occupations; Healthcare Practitioners and Technical Occupations; Management Occupations; Business and Financial Operations Occupations; Education, Training, and Library Occupations; and Installation, Maintenance, and Repair Occupations.

It is important to note that the Administrative and Support and Waste Management and Remediation Services industry category includes all workers who are employed by a staffing agency. In Greenville, we have a large number of staffing agencies, and they provide much of the entry level employment in manufacturing. Therefore, many of the job opportunities in manufacturing are being captured within the Administrative and Support industry cluster instead of the Manufacturing industry.

Knowledge and Skills

In order to help employers fill job vacancies and help job seekers obtain employment, it is necessary to examine the skills and certifications that employers are looking for. In the Greater Upstate Region, the top 10 advertised hard and soft skills include: oral and written communication, Microsoft office, integrity, detail oriented, marketing, customer service oriented, self-starting/self-motivated, team-oriented/teamwork, problem solving, and organizational skills. The top 10 advertised certificates/licensures that employers are seeking

include: Driver's License, Certified Registered Nurse, Commercial Driver's License, Certification in Cardiopulmonary Resuscitation, Occupation Safety and Health Administration Certification, HAZMAT, Basic Life Support, Continuing Education, Advanced Cardiac Life Support, and Licensed Practical Nurse.

Relative to the minimum required education level required for jobs advertised online in the Greenville region, 46% of the advertised jobs require a High School Diploma or Equivalent, 26% require a Bachelor's Degree, 14% require an Associate's Degree, and 11% require no minimum education requirement. See Table I below.

According to the 2015 South Carolina Job Skills Gap Update, there are a number of industries throughout in Greenville County that will have more job openings than available skilled job seekers between 2012 and 2022. Those industries include: Architecture and Construction; Business, Management, and Administration; Finance; Hospitality and Tourism; Information Technology; Manufacturing; Marketing; and Transportation, Distribution, and Logistics.

C. Strategic Vision and Goals

GCWB's Strategic Goals for Preparing Workforce

The GCWB strategic vision is to enhance the region's economic growth and competitiveness through collaborative partnerships, alignment and leveraging of resources, and delivery of superior workforce development activities. To achieve this vision, economic and workforce development stakeholders will work together regionally to deliver quality training and career pathway opportunities as a foundation for economic and social growth that benefits the entire workforce region.

Our goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment will be accomplished:

- Support regional workforce development through effective workforce development
- Develop regional sector strategy that insures business needs are being met via skill development of the workforce.
- Provide effective career counseling and career pathway models.
- Replicate best practice workforce development programs within the region.
- Prioritize workforce development activities for the low-income and other priority populations
- Maintain Work Ready Communities Certification
- Obtain One-Stop Center Certification

D. Local Area Partnerships and Investment Strategies

The Greenville County Workforce Development System includes the following partners and programs:

- Workforce Development (3 programs – WIOA Adult, WIOA Dislocated Worker, WIOA Youth programs)
- SC Department of Employment and Workforce (5 programs – MSFP, Veterans’ Workforce, Wagner-Peyser, UI, Trade Adjustment Assistance programs)
- AARP (1 program – Senior Community Service Employment Program – SCSEP)
- SHARE (1 program – Community Services Block Grant program – CSBG)
- The Housing Authority of the City of Greenville (1 program – HUD E & T)
- SC Vocational Rehabilitation Department (1 program – Title I of the Rehabilitation Act)
- Greenville Literacy Association (1 program – Adult Education and Literacy Activities)
- Greenville Technical College (1 program – Carl Perkins Act)
- Greenville County School District Lifelong Learning Center (1 program – Adult Education and Literacy Activities)
- SC Department of Social Services (2 programs – Supplemental Nutritional Assistance Program – SNAP, Temporary Assistance for Needy Families - TANF)
- Piedmont American Indian Association Lower Eastern Cherokee Nation SC (PAIALECN SC) (1 program – Native American Programs)
- Job Corps – Greenville (1 program – Job Corps)
- Goodwill Industries of the Upstate/Midlands (1 program – YouthBuild)
- Veterans Financial Coaching Program
- Upstate Fatherhood Coalition
- Local Board Partnerships. It should also be noted that the Greenville WDB and Upstate WDBs have collaborated on forming a regional business services strategy. By PY17, both boards intend to solicit its one-stop operator via a consolidated procurement of a single service provider for the Greenville County and Upstate WDB regions.

E. Program Design and Evaluation

The GCWDB will ensure continuous improvement of eligible service providers in the system through adhering to the SC Works Standards, sector strategy initiatives, and quality assurance monitoring and technical assistance training. The GCWDB will also develop criteria for evaluating service providers and their ability to make continuous improvement.

The GCWDB will ensure SC Works centers are available to customers at a minimum of 5 days per week, 8:30 a.m. to 5 p.m. Additionally, we will have extended hours or weekends available as scheduled.

The Greenville County Library System is one of our partners that ensure customers all over the county at least have access to unemployment insurance filing and SCWOS. We will continue to discuss opportunities to make more reemployment services available at the library access points.

We continue to look for new opportunities to open up access points in other parts of the county, as appropriate.

F. Operation and Compliance

Per Section 107 of the Act, the chief elected official in the local area shall serve as the grant recipient. The chief local elected official has designated Greenville County Government to be the WIOA grant recipient and to be responsible for disbursement of grant funds.

The Workforce Innovation and Opportunity Act (WIOA) eliminated the option under WIA that allowed the designation or certification of one-stop operators by agreement between the local board and a consortium of three or more one-stop partners.

The full requirements for the new competitive process are set out at sec. 678.605 of the Joint WIOA Final Rule, and they clarify that local boards must select the one-stop operator through a competitive process.

Locally, in keeping with WIOA regulations, the Request for Proposal (RFP) and procurement process are done every three years at a minimum. The Greenville County WDB intends to partner with the Upstate WDB on a consolidated procurement of an operator to oversee daily SC Works operations within Greenville, Spartanburg, Cherokee, and Union counties.

The Greenville County WDB and fiscal agent (Greenville County) both maintain detailed records for each Request for Proposal (RFP) or Invitation for Bid (IFB) issued. Some items that are maintained include (but are not limited to) the following: RFP/ IFB document released; notification of RFP/ IFB advertisement to prospective and registered vendors; SCBO request; SCBO advertisement; timeline; signed Code of Ethics/Conflict of Interest forms; training presentation/sign in sheet; pre-bid meeting bidders sign in sheet; questions and answers related to the RFP/IFB; bid opening results – copy of each proposal/ bid received; committee evaluation score sheets; Intent to Award notice; Notice of Award notice; and contract.

G. Attachments

Copies of the following documents are attached to the Local Plan, as applicable:

- Supportive Services policy
- On-the-Job Training policy
- Incumbent Worker Training (IWT) policy, when using local funds;
- Youth Incentives policy;
- Local training cap policy;
- Local definition for youth who “require additional assistance”; and
- Adult and Dislocated Worker Self-sufficiency definition(s) for training.
- Memorandum(s) of Understanding, including signature sheets;
- Resource Sharing Agreements, including signature sheets;
- All service provider grants, including statements of work and budgets;
- Statements of work for in-house operational staff (where applicable);

- Current or most recent Grant Application Request(s)/Request(s) for Proposals;
- Local Workforce Development Board By-Laws;
- Local Workforce Development Board and Committee meeting schedules;
- Local Workforce Development Board budgets; and
- Local monitoring schedule.