

THE CHALLENGE

- Year-over-year reductions in Workforce Innovation and Opportunity Act (WIOA) funds require more cost-efficient service models.

WIOA Funding	Local Area Program Year (PY) Total (Adult, Dislocated Worker & Youth) Allocation	
	PY 2011	PY 2022
Upper Savannah	\$ 2,750,219	\$ 1,302,200
Total Allocated to Local Areas	\$ 41,225,663	\$ 22,960,677

REGIONALISM PRACTICES

Cost efficiencies identified since the forum include:

- Midlands and Lower Savannah sharing a SC Works Online Services (SCWOS) Coordinator
- Catawba and Midlands sharing service provider accountants
- The sharing of a SC Works Operator and a service provider Regional Manager between Trident and Lowcountry

SKILLS MATRIX | ENTRY-LEVEL MAINTENANCE TECHNICIAN

WORK SAFELY	Follow Applicable Lock-Out/Tag-Out/Test-Out Policy and Procedure Follow Applicable PPE Policy and Procedure Follow Applicable Arc Flash Policy and Protocol Interpret and Comply with Safety Signage Follow 5S LEAN Workplace Policy and Procedure Follow Start-Up and Shut-Down Procedures for All Components Interpret and Implement SDS (Safety Data Sheets) Guidelines Follow Basic Environmental Rules and Regulations				
SOFT SKILLS	Use Written and Oral Communication Skills in All Professional Interactions Work as a Team Member to Delegate and Distribute Tasks and Resources Collaborate with Machine Operators, Interdepartmental Colleagues, and Management Personnel Use Time-Management Skills to Plan Tasks and Availability Provide, Receive, and Implement Critical Feedback in Real Time Develop and Implement Preventative Maintenance Strategies, Schedules, Routines, and Checklists Use Inventory Management Skills to Record, Track, Catalog, and Order Consumables Interpret, Maintain, and Generate Service Logs and Documentation				
	MECHANICAL	HYDRAULIC	PNEUMATIC	ELECTRICAL	CONTROLS
INTERPRET AND MAINTAIN PRINTS, DIAGRAMS, AND SCHEMATICS	Use Prints, Diagrams, and Schematics to Inspect, Adjust, and Document Components and Systems			Interpret basic LAD programs to identify inputs, outputs, timers, counters, boolean instructions, and math instructions.	
Select and use layout tools to interpret, transfer, and document GD&T (Geometric Dimensioning and Tolerances) data.	Follow relevant policy and procedure whenever routing pipes, hoses, lines, wiring, and cabling.				
SELECT AND USE BASIC TOOLS	Micrometers and Calipers Dial Indicators, Gauges, and Levels			DMMs (Digital Multimeters) Wire Terminating Tools	
Rules and Squares Pliers, Wrenches, and Sockets Torque Control Devices Drill Bits, Reamers, Taps, and Dies Fasteners and Fastener Drivers Files, Shears, and Cutters Reciprocating and Band Saws Hoists and Rigging Equipment					
INSPECT, ADJUST, SERVICE, CALIBRATE, TROUBLESHOOT, AND DOCUMENT FIELD DEVICES	Motors				
Shafts Gears Bearings Belts	Pumps	Compressors	Drives Transformers Contactors Switches Solenoids Breakers Fuses		
	Valves Actuators Regulators Lines Filters		Discrete & Analog Sensors Discrete & Analog Relays Wiring and Cabling		
HANDLE, APPLY, AND DISPOSE OF HAZARDOUS MATERIALS	Lubricants Sealants				
Adhesives Solvents Abrasives Surfactants Detergents	Hydraulic Fluid				

Upper Savannah Workforce Area: Strategic Plan Update for 2022-2024
Executive Summary

It is the goal of the Upper Savannah Workforce Board to help businesses meet the current and future hiring needs and to help job seekers find work.

Opportunities

Although unemployment rates are low, there are still subgroups of the population, which have been left behind. There are also jobs which are unfilled.

A survey of job orders which are reported as unfilled include two groups:

1. Jobs which are unattractive to job seekers because of wages, benefits, hours or working conditions or a combination of factors.
2. Jobs that require specific skills. There is a shortage of skilled manufacturing technicians, welders, mechanics, truck drivers, medical personnel, and construction workers.

Groups, which are underrepresented in the workforce, include:

1. Individuals without reliable transportation
2. Those with poor basic skills or who do not have a high school credential
3. Individuals with disabilities
4. Residents with criminal backgrounds and those who cannot pass a drug screening.
5. Young people without prior work experience.

Resources

As the region tries to get more residents into the workforce and undertakes to reduce key skills gaps, it has resources. Sixteen different agencies support the Upper Savannah SC Work System. Budgets across the 16 partners vary (and not all budgets are earmarked exclusively for workforce activities.) The primary program responsible for workforce development is the Workforce Innovation and Opportunity Act (WIOA) has a yearly budget of about \$1.2 million.

The area's system has established infrastructure. There are SC Works Centers in each county. Piedmont Technical College has a campus in each county and offers hands on industrial training in three counties. At the moment technical college tuition is free. There are programs which pay tuition for recent graduates in half of the workforce area.

While most American Rescue Plan money has been allocated there is the possibility of getting additional money if one can demonstrate effectiveness.

Needs

Upper Savannah has a workforce of more than 100,000 with about four thousand business units. The population of the area is slightly older, less affluent and less educated as the state as a whole. Less than three thousand individuals were estimated to be unemployed at the last report.

Goals and Strategies

The current budget for the Workforce Investment and Opportunity Act translates to about \$12 per worker in the region. Some training programs costs more than \$10,000 per person. To make a meaningful change in the region, the workforce board must set priorities. Below are goals and related strategies.

1. Expanding free basic career services with virtual and in-person options. By providing information about jobs and self-help services the system can fill job vacancies efficiently. Measurable goals include

- a. Increasing center traffic
- b. Serving potential workers at alternative locations
- c. Increasing utilization of online services through SC Works Online
- d. Increasing number and quality of resumes in system

*The goals will be measured quarterly. Tactics for increasing system utilization include weekly social media posts, signs, events, and systematic communication with gatekeepers. Primary responsibility: SC Works Operator. **Committee Responsibility: Operations***

2. Increasing awareness of opportunities for high wage jobs. Measurable goals include:

- a. Increased Labor Market Information consultations for those in centers.
- b. Annual outreach to gatekeepers
- c. Increase in interest in key sectors expressed in Individual Graduation Plans
- d. Communication to high school graduates

*LMI consultations will be tracked quarterly. Tactics include promoting materials, communicating with gatekeepers, outreach events. Will investigate virtual reality career simulation equipment. Primary responsibility: "a & b," SC Works Operator and "c&d" and virtual reality equipment, Upper Savannah staff. **Committee Responsibility: Operations***

3. Expanding Labor Force by Increasing Base and Reducing Barriers

- a. Special populations outreach including veterans, public benefits recipients, those with disabilities, offenders, high school dropouts, those without transportation, transitioning homemakers, those who have participated in foster care system.
- b. Provide referrals to services to connect potential workers with assistance. It is expected that each SC Works system staff member make at least one referral per month.
- c. Seek grants to expand supportive services such as transportation.

Tactics include weekly emails to gatekeepers, monthly coordination meetings, having a referral script, providing up-to-date information on resources, tracking referrals made by SC Works. All partners are responsible with the SC Works operator as the leader. Upper Savannah will assist with "c." **Committee Responsibility: Non-Traditional Workers**

4. Communicating Soft Skills Expectations

- a. Increase soft skills activities tracked in SCWOS. At least one activity per staff member per month.

Tactics: Operator and service provider - Develop promotional materials, host employer speakers, integrate soft skills evaluations in subsidized work-based learning. DEW - assess need for soft skills training by reviewing work history, imbed employer expectations in job listings. All- workshops featuring content provided by employers. **Committee Responsibility: Youth.**

5. Promoting and Investing in Training

- a. Increase number of those with high school credentials
- b. Increase number of credentials earned in: manufacturing, engineering, healthcare, IT and construction
- c. Invest in training for eligible individuals in targeted areas. Increase percentage completing and getting a training related job.

Tactics: Refer anyone without HS credential to adult education. Promote opportunities especially for short-term training and apprenticeship. Increase number of completers served by WIOA sponsored training by coordination with training providers and improved case management. Responsibility: Operator and Service Provider "a-c"; DEW, assessment of education level as part of job matching. Educational providers "a & b." **Committee Responsibility: Youth**

6. Employer Services

- a. Increase number of jobs filled
- b. Increase quality and speed of referrals
- c. Increase utilization of specialized services such as federal bonding/incumbent worker
- d. Increase utilization of training resources through partners (including apprenticeship)
- e. Increase market penetration and repeat services.

Tactics: Listen to employers and act as a consultant to offer partner services. Maintain notes in database and review notes prior to visits. Responsibility; Business services lead and partners including WIOA and DEW. Business Services Team(Lead selected by Board).

7. Operational Efficiency/Resources

- a. Decrease cost per job seeker and cost per placement by dividing fixed costs by a greater number of participants placed.
- b. Decrease time between first visit and job attainment
- c. Review traffic to see if staff should be placed in alternative locations.
- d. Increase partner participation by increasing value to partners
- e. Automate WIOA paperwork with fillable forms to reduce burden/appearance of bureaucracy
- f. Increase revenue through grants, donations and in-kind donations Operator is responsible for leveraging 1% of their contract annually increasing by 1% per year
- g. Track preventable reporting errors to identify root causes.

Tactics: Increase outreach especially social media and gatekeeper communications, review reports. Provide board reports on additional revenue obtained. Schedule appointments weekly with expectations for "homework. Responsibility: operator and partners Committee: Executive