HENRY McMASTER, GOVERNOR
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March 30, 2022

VIA EMAIL
The Honorable William M. "Bill" Hixon
Subcommittee Chairman, Legislative Oversight Committee
South Carolina House of Representatives
P.O. Box 11867
Columbia, South Carolina 29211

Dear Representative Hixon:

I am following up on questions raised by Committee Members following the House Legislative Oversight, Economic Development, Transportation, and Natural Resources Subcommittee hearing on February 28, 2022, related to education and workforce development. The Department of Social Services' (DSS) responses are outlined below.

1) *Please state any changes that have occurred at your agency, or are planned at your agency because of the meeting with the Subcommittee (e.g., joining labor force participation rate taskforce after learning about during the meeting, etc.)?*
   The Department would welcome the opportunity to participate in state and local workforce boards, councils, and taskforces as appropriate to continue the dialogue and strengthen collaboration specifically around the issue of child care.

2) *To determine where the same information is held by multiple agencies and, therefore, may be used to link information in the different agency systems, please provide a data dictionary for all information the agency maintains related to each of the items below.*
   a. *S.C. employer*
   DSS workforce development staff utilize the SC Works Online System (SCWOS) managed by the Department of Employment and Workforce (DEW) for the purposes of serving employers.

   b. *S.C. job seeker*
   DSS utilizes two internally-operated case management data systems to track participation in the SNAP Employment and Training (SNAP E&T) and Temporary Assistance for Needy Families (TANF) programs. These systems only include information related to program participants. Job seekers in both programs can be referred to vacant positions utilizing the SCWOS system.

    c. S.C. student
    Utilizing the above-mentioned data systems, DSS tracks participation for adult students in both the SNAP E&T and TANF work programs.

3) ***Please provide a list of case management and other data systems utilized by your agency and the following for each:***
DSS utilizes two internally-operated case management data systems to track participation in the SNAP E&T and TANF programs.

    Does it include information on job seekers?
    These systems only include information for program participants who may or may not be current job seekers.

    Does it include information on employers?
    No.

    Does it include information on students?
    Both systems include information regarding program participants who are enrolled in educational programming.

    Does it include information on teaching entities?
    No.

    List of agencies with which the system can integrate data
    South Carolina Department of Employment and Workforce (DEW).

4) ***What data, outside of the data currently available to your agency, may be helpful to your agency reaching potential customers, if any?***
It would be helpful to be notified if a SNAP E&T or TANF program participant has sought services through one of the agencies/organizations in the workforce ecosystem. For example, if a TANF participant were to begin working with Vocational Rehabilitation (VR), notification would allow the DSS case manager to provide additional, supportive services which could complement the work being done by VR.

5) ***What data, outside of the data currently available to your agency, may be helpful to your agency in determining the results/impact your agency services are having on individuals it serves?***
It could be helpful to learn of successful "completions" by other organizations in the workforce ecosystem in order to better serve customers. Using the same example in #4 above, if a customer completed their services with VR, notification of this information would provide the DSS case manager with additional direction for next steps. Not having this notification

requires the customer to share this information with his/her DSS case manager and often causes a lapse in service delivery.

6) *Please list all entities, other than those listed in the attached flow chart, you believe may be involved in the education and workforce ecosystem and role of each.*
   - The South Carolina Department on Aging participates in core partner meetings related to state workforce strategies and manages the Senior Community Service Employment Program (SCSEP).
   - The South Carolina African American Chamber of Commerce works with minority small business owners across the state.

7) *What topics does your agency believe may be helpful to have in a statewide unified workforce plan (e.g., marketing plan, central portal for customers to enter information through which their information could be shared with all applicable entities, etc.)?*
   - Centralization of an integrated case management system across all organizations in the workforce ecosystem. This would alleviate the need for unnecessary duplication, both by the customer (job seeker) and agency/organization staff.
   - Central portal for customers to request assistance from multiple organizations with their information shared across all collaborating agencies.
   - Strategies to implement universally-accepted requirements for organizations in the workforce ecosystem (such as terminology, consent to release/share information, etc.) so that a customer does not have to navigate through these requirements repetitively or without direction.

8) *What potential obstacles can your agency think of that may have to be overcome to successfully implement a statewide unified workforce plan?*
   - Conflicting strategies or priorities between a statewide unified workforce plan and South Carolina's WIOA State Plan.
   - Duplication of efforts already in place with the WIOA State Plan.
   - Terminology is not universally recognized (for example, "case management" means something different to each organization).

9) *To allow the General Assembly and public to access information related to multiple agencies in a single location, would your agency be willing to contact the Revenue and Fiscal Affairs Office (RFA) and provide information necessary for RFA to create and regularly update, through data sharing, maps applicable to your agency?*
   DSS would like to offer the following suggestions on the list of initial maps provided by the Subcommittee:

   1. Add which agencies/organizations are represented at each SC Works Center and Connection Point Locations.

2. Add a Location/Boundary map denoting Licensed and Registered Child Care Facility Locations. This could be generated as a separate, stand-alone map or combined with First Steps 4K Provider Locations, as First Steps 4K operates within private child care centers, which are licensed/regulated by DSS.

3. With respect to the items listed under "Data by County" (*Child Care Supply v. Demand* and *Percent of Child Care Providers Participating in ABC Quality*), RFA is currently working on an early childhood dashboard with participation by numerous state agencies and other organizations. We anticipate that both of the potential measures on your list will be included, as well as others that may be relevant to workforce and economic development. Once this work is completed, we would recommend directly linking the dashboard to the final product RFA creates related to the workforce ecosystem.

If you have questions or would like additional information, please contact me directly at (803) 898-7474 or amber.gillum@dss.sc.gov.

Sincerely,

Amber Gillum
Deputy State Director, Economic Services

cc: Tammy James, Director, Employment Services Division
        Connelly-Anne Ragley, Director, Communications and External Affairs