

S.C. Department of Employment and Workforce 2018 Strategic Plan

During Fiscal Year 2017-18, South Carolina's workforce picture continued to brighten. The state's unemployment rate had dropped to a low not seen since December 2000, as more than 2.2 million people were working across the state. The state's unemployment rate for veterans dropped to 3.9 percent from 5 percent the previous year.

To help those seeking employment, the agency provided nearly 4 million services to more than 171,680 unique SC Work Center visitors. DEW also continued to enhance its partnerships with other agencies and organizations to help match people to jobs, provide training and access to educational programs.

The agency continued to develop the SC Talent Pipeline, also known as Sector Strategies, to ensure that businesses have a pool of ready and skilled workers to fill their positions. This year's focus has been on employer engagement. The employers' input is needed to determine the skills needed to perform the jobs now and in the future. The agency also was able to cut Unemployment Insurance taxes for the third consecutive year saving taxpayers more than 30 percent on average over that period. DEW also is able to rebuild the Trust Fund while providing the tax relief for the last five years and by continuing to aggressively collecting overpayments. For the coming year, DEW will continue to build upon the strategic and operational planning of the previous fiscal year.

Having previously established and approved a strategic plan, this fiscal year was about executing the previously identified action items and enhancing the plan by building on the agency's successes. The agency identified five major areas of focus and incorporated them into the strategic plan. These focus areas are 1) Security, 2) Mission, 3) Employees, 4) Customer Service and 5) Efficiency. The following are the agency's goals, strategies and progress made in each of these focus areas:

Mission Statement

To promote and support an effective, customer-driven workforce system that facilitates financial stability and economic prosperity for employers, individuals and communities.

Vision Statement

South Carolinians will view the S.C. Department of Employment and Workforce as an efficient, transparent, customer-friendly partner in providing quality workforce solutions.



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Main Goals

1. Security
2. Mission
3. Employees
4. Customer Service
5. Efficiency

Goal One: Protect private and confidential stakeholder data

Strategies

- Implement continuous assessments of compliancy requirements and best practices to help ensure that the appropriate controls are in place for agency information, systems, and business processes.
- Enhance SCDEW's culture of information security, confidentiality, and privacy of agency information focused on policies & procedures and the continuous education of agency staff.

Progress

- Providing agency-specific security and privacy information to staff on a regular basis.
- Applying vendor technologic patches to critical systems within seven days from being published.
- Business process reviews of major business units are underway.

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Goal Two: Foster financial stability and economic prosperity through a strong workforce system

Strategies

- Create effective customer-focused workforce system experiences.
- Foster and participate in Partnerships across South Carolina to maximize effective relationships and to leverage resources.
- Continue to enhance the use of data (internally and externally) as a driving force in making strategic decisions for the state's workforce system.
- Continue to grow and support Sector Strategies as a means of building regional talent pipelines and creating meaningful Career Pathways for workers in South Carolina.

Progress

- Engaged additional partners for resource sharing in all comprehensive SC Works Centers.
- Increased workforce and labor market training for agency staff and partners.
- Partnered with state trade associations on the development of career pathways.
- Engaged more than 120 businesses to become Second Chance employers.
- Meeting all Bureau of Labor Statistics federal reporting deadlines.

03

Goal Three: Become an employer of choice in South Carolina

Strategies

- Promote and encourage employee engagement and satisfaction.
- Promote and encourage employee development.
- Promote and encourage a culture of wellness and safety.

Progress

- Making regular field visits to ensure everyone in outside of the main campus feels connected to the agency.
- Promoting monthly, non-mandatory developmental training for staff.
- Continuing to provide structured career development opportunities for staff.
- Conducting executive director listening tours across the agency.
- Providing working wellness initiatives for staff across the agency.

04

Goal Four: Provide excellent customer service to all internal and external stakeholders

Strategies

- Continuous improvement of customer service based upon feedback from stakeholders.
- Provide resources for a unified framework for customer service.
- Build relationships by fostering transparency with internal and external stakeholders.

Progress

- Identified areas of stakeholder engagement.
- Developed a customer service committee made up of individuals for the agency's different divisions to assess internal and external feedback to improve customer service.
- Providing increased communication to staff.
- Providing customer service tips to staff on an ongoing basis.

Goal Five:

Achieve optimal value from available resources and funding to increase public trust

Strategies

- Promote our culture of ongoing/continuous improvement among agency stakeholders by developing efficiency guidelines for all agency functions and processes.
- Maximize accountability, public trust, and transparency coupled with sound fiscal decisions.
- Expand implementation of the unified Enterprise Project Management Office (EPMO) framework to increase efficiency for a greater number of agency functions and processes.

Progress

- Launched a new modernized unemployment insurance benefits system giving claimants and businesses more access to their accounts.
- Launched the new State Unemployment Insurance Tax System, to allow business and easier and more robust system to file their wage reports and pay their unemployment insurance contributions.
- Identified areas where the agency can gain efficiencies and track progress.
- Re-wrote purchasing card and procurement manual.