



**South Carolina
Workforce Investment Act
Annual Report
Program Year 2002**

Introduction

It is with great pleasure that I share South Carolina's Workforce Investment Act Annual Report for Program Year 2002, covering the period July 1, 2002 through June 30, 2003. The information contained in this document is a testament to the dedication and commitment to excellence exhibited by the many business volunteers and professional staff who labored tirelessly over the past year to ensure that much needed workforce services were available to businesses and job seekers. Even in the face of the continued economic decline that plagued South Carolina, partners in the one-stop service delivery system increased their collaboration and coordination efforts in order to maximize services to customers. As a result, South Carolina has a more refined and seamless one-stop system which provides improved and expanded services to its customers.



During Program Year 2002, we searched for new and innovative ways to introduce one-stop services to employers. The newly implemented Incumbent Worker Training program has served the dual purpose of increasing employer awareness of the Workforce Investment Act while also increasing their use of the one-stop system. As you will see in the local area narratives, many local areas expanded their one-stop services and were generally more productive. Local efforts were also pursued to improve collaboration and partnering to enhance their one-stop delivery systems.

As previously stated, the economic trends in South Carolina continued to decline. Unemployment rose to 6.1% from 5.7% for the previous year, and the number of dislocated workers rose as well. A number of businesses have left the state and remaining revenues have declined. However, in this declining economy, the state still managed to meet or exceed fifteen of the seventeen required performance measures. Customer satisfaction levels remained high in spite of enormous economic obstacles.

The State Workforce Investment Board provided guidance and oversight as growth and improvement in the system continued. During Program Year 2002, the Board established a State Youth Advisory Council to provide direction for local youth councils and to help address the many challenging issues facing our youth. Three new one-stop workforce centers were opened, expanding the delivery system and customer service base. The state's much awaited new participant data and management information system (SC Virtual One Stop system) went into full operation October 11, 2002.

In keeping with the Act's core principles of providing seamless service and universal access to its customers, the state has worked diligently to create and nurture linkages and promote full collaboration with workforce development entities, education and economic development. Our vision for the future projects even stronger collaborations with partners. South Carolina is committed to building a quality workforce and promoting industry through strong partnerships and providing a strong statewide workforce development system.

Best Wishes

A handwritten signature in blue ink that reads "J. Patrick Hudson". The signature is written in a cursive style.

J. Patrick Hudson, Chair
State Workforce Investment Board

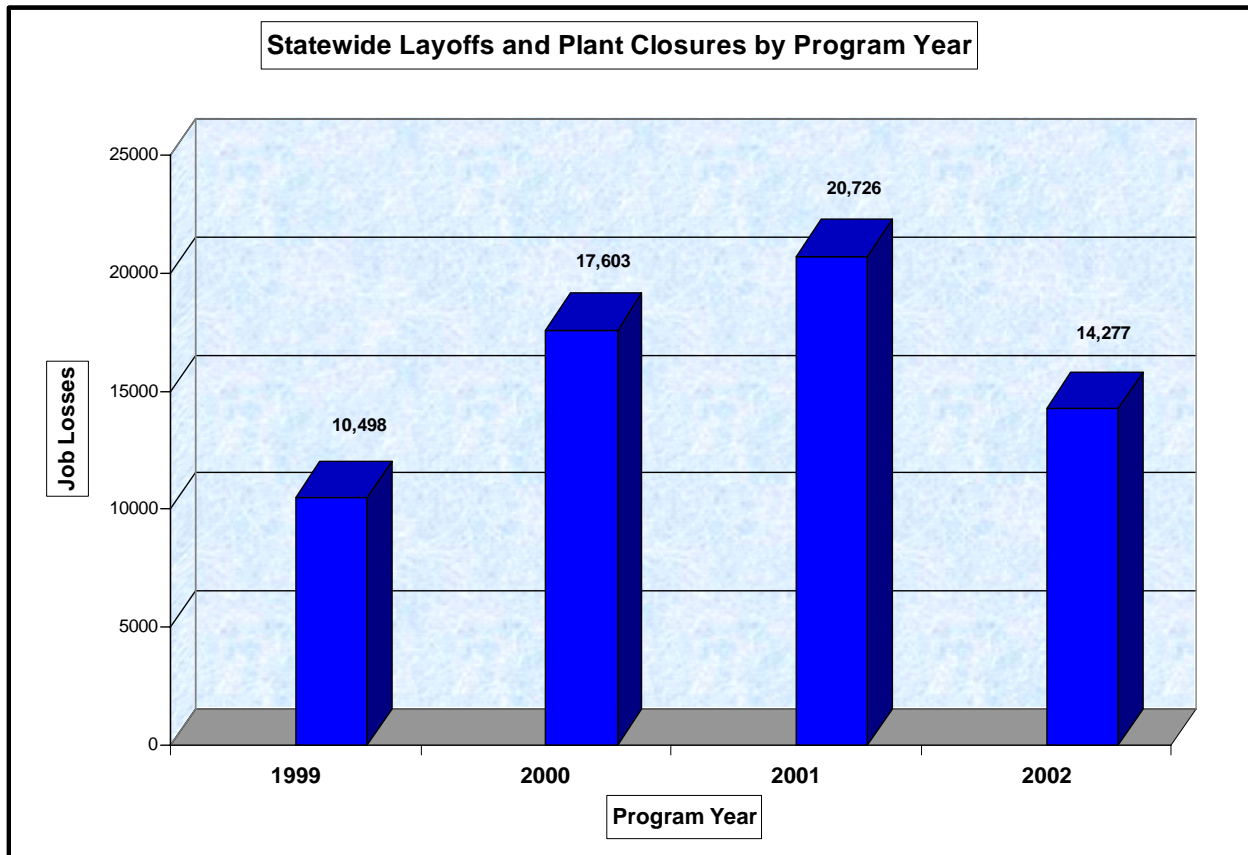
Rapid Response Assistance

Under the Workforce Investment Act (WIA), the Dislocated Worker Unit is the lead entity of the “Rapid Response Team” and is responsible for ensuring that Rapid Response assistance is efficient and effective throughout the state. Local teams are generally comprised of representatives of the Workforce Investment Area/Board, the State Dislocated Worker Unit, and the local Employment Security Commission office, which includes the Unemployment Insurance program. Upon notification or confirmation of a layoff event, contact is made to schedule an initial meeting with the company management staff. Information such as the anticipated layoff schedule, re-employment services, employee demographic data, and unemployment insurance is shared during the initial meeting. Upon conclusion of this meeting, a schedule is agreed upon whereby much of the same information can be shared with the affected workers on site before the first layoff is expected to occur. The ultimate goal is to reduce the period between unemployment and suitable reemployment.

As a result of the Trade Act Amendments of 2002, Rapid Response Teams across the state have ensured that trade-impacted workers are provided information on reemployment services, as well as the new Health Coverage Tax Credit (HCTC) and the Alternative Trade Adjustment Assistance (ATAA) program for older workers. Additionally, South Carolina has worked diligently in ensuring the necessary coordination between the TAA and WIA partner programs at both the state and local levels. Through the formation of a WIA/TAA Coordination Workgroup, the state has defined co-enrollment procedures, initiated required use of the Eligible Training Provider List (ETPL) for TAA-funded training, and revised forms for use by both partner programs.

In Program Year 2002, the Dislocated Worker Unit was notified of 14,277 job losses across the state through plant closures or layoffs. By year’s end, 306 meetings had been conducted for employers and employees affected by these layoff events. As a result of continued layoffs, South Carolina’s unemployment rate increased to 6.1% for the period July 2002 – June 2003, up from 5.7% in the prior year. This increase put a heavy strain on the state’s resources available to assist dislocated workers. It soon became apparent that additional assistance, in the form of national emergency funds, was needed to sustain a viable workforce system and provide necessary retraining opportunities. By the end of Program Year 2002, the state received approval of a National Emergency Grant to assist five of the twelve local workforce investment areas experiencing significant increases in the demand for dislocated worker services.

Program Year 2002 Annual Report



Incumbent Worker Training

On January 31, 2002, the State Workforce Investment Board approved the policies and parameters for a statewide Incumbent Worker Training (IWT) initiative under WIA. The purpose of IWT is to provide resources for employers to train currently employed workers in an effort to keep businesses and workers competitive. State funds authorized for IWT were prorated to each of the 12 local workforce areas, with a small amount set aside at the state level to address cross-regional training efforts. As a result, the state issued grants to the local areas and provided template documents for use in implementing IWT in each area. This approach ensures buy-in in addressing local economic development and workforce needs in a timely manner. In addition, it has engaged the business community and facilitated increased utilization of local workforce system services by area employers. By the end of Program Year 2002, funds had been obligated in 290 IWT agreements with employers across the state. There has been a good mix of small versus large businesses with 33% of these employers having less than 50 employees, and 67% having 50 or more employees. Manufacturing/production is the main industry represented at 64% of the employers. Through these agreements it is projected that over 20,000 workers will benefit from training. The types of training are very diverse, including occupational skills (company specific, technical and computer skills), soft skills (including leadership, team building and effective communication), safety/first aid, quality control/process improvement, basic skills, language/culture and Work Keys.

In addition to monthly expenditure and training progress reports, IWT employers are requested to provide feedback regarding the program in the form of a Final Program and Budget Report. By the end of the Program Year, 136 IWT agreements had been completed with 60 Final Reports received from employers. Results of these Final Reports indicated that 1,642 employees had completed training, with 40% of these employees having received a credential/certification. The overall employer rating of the Program on a scale of 1 – 5 (with 5 being excellent) was 4.5. In addition, employers indicated that 134 jobs were created and 145 existing jobs were saved as a result of the IWT program. Therefore, even at minimum wage, these 279 jobs yield approximately \$3,000,000 annually, which is subsequently put back into the state's economy. This translates into a 467% annual return on investment of the IWT funds expended through Program Year 2002.



The evaluation of the IWT Program is ongoing. As Program Year 2002 was the first full year of implementation, it is not possible to report long term training outcomes at this time. The state plans to measure long-term retention and earnings change through Unemployment Insurance (UI) wage record matching, as information becomes available.

Pendleton District Workforce Development Board

Post Office Box 587
Pendleton, South Carolina 29670

Workforce Investment Board Chair:

Mark Sharp, Senior Director
Nutricia Manufacturing USA, Inc.



Adult and Dislocated Worker Program:

The Pendleton District Workforce Investment Board has a unique partnership with Adult Education in Anderson School Districts 1 & 2. During the strategic planning retreat in January 2003, the board decided to look at the skill set needs of employers and what skills employees possess. The board was interested in bridging the gap between these two. They discovered that the Adult Education representative to the board had already developed a curriculum designed for this purpose. The representative formed a committee of employers and key partners to revise and define the use of this curriculum. They had an opportunity to pilot the program when a large textile plant closed in the small town of Honea Path. This event was devastating to the community. The town mayor was eager to provide this program and volunteered space for the classes. The graduation rate for the pilot program was astounding, of the 23 participants, 91% graduated. The title of the program is “WorkCore Certification, Essential Skills for the Workplace”. The six-week program focuses on soft skills necessary for any workplace. An optional extra week can be added with an emphasis on skills necessary for manufacturing. We anticipate that in addition to manufacturing, there will be modules developed for other industries such as banking, health care, etc. The board recognizes the WorkCore certification as a credential for WIA performance purposes. The State Adult Education Department is planning on implementing this project statewide.

Board Initiatives Narrative:

One of the most interesting board initiatives evolved from the strategic planning committee. After reviewing the “State of the Workforce Report” commissioned by the board, the planning committee decided they needed more information. They contracted with Clemson University to conduct surveys to determine why individuals do or do not take advantage of the services available in the One-Stops. The study has gone a step further, to look at the attitudes of unemployed workers. The survey is trying to determine if the unemployed take responsibility for their situation. Do they blame external circumstances such as the economy, or NAFTA or do they take the responsibility for keeping their skills current?

Upper Savannah Workforce Development Board

222 Phoenix Street Ext., Suite 200
PO Box 1366
Greenwood, SC 29648

Workforce Investment Board Chair:

Jesse Sibert, Maintenance Manager
Milliken - McCormick

Adult and Dislocated Worker Program:

The Upper Savannah Workforce system continues to grow. More than 100,000 visits were made to One-Stop Workforce Centers. Existing centers saw an increase of 11.9% and new centers in McCormick and Edgefield Counties accounted for an additional three thousand visits. Workshops and networking groups for job seekers were strengthened in Program Year 2002.

Utilization of short-term training programs have increased. Some trainees opt to take a semester of classes and then start work and continue learning new skills on the job. GED instruction is a priority. In two counties Pre-GED exams are offered at One-Stop Centers.



Youth Program:

The youth program is continuing to help basic-skills deficient students prepare for the exit exam and offers exposure to post-secondary educational opportunities. An Internet-based basic skills program is available to all enrolled youth. Tutoring and mentoring are also offered. To foster teamwork, a WIA step team and choir have been formed.

Board Initiatives:

The Upper Savannah Workforce Board continues to find cost-efficient ways of reaching people. The McCormick One-Stop Center opened in October 2002 with the help of a Community Development Block Grant from the S.C. Department of Commerce. A center was established in Edgefield in a county-owned community center. The space was donated.

Other Innovative Programs or Initiatives:

The Upper Savannah Area participates in local events, such as wellness fairs, county festivals and chamber of commerce expos. Volunteers from the workforce system worked 11 events in 2002 (often at night or on weekends) giving out information and meeting employers.

During Program Year 2002, the Greenwood Area Rotary Club was recognized at the Annual Job Creator's Award ceremony for partnering with the workforce system to expand the hours of a free medical clinic for laid off workers

A new focus is supporting small businesses and promoting entrepreneurship. Workshops for youth and dislocated workers were held.

Upstate Workforce Investment Board

Post Office Box 5666
Spartanburg, SC 29304

Workforce Investment Board Chair:

Fred Gibbs, President
First South Bank Financial Services

Adult and Dislocated Worker Program:

Program year 2002 was an extensive planning year for The WIB and the One-Stop sites. Busting at the seams, the Upstate WIB hired an outside consultant to come in and conduct an assessment. With the unemployment rate soaring and layoffs occurring so quickly, some changes needed to be made to help adult and dislocated workers in the Upstate. With the aid of Innovative Workforce Solutions, program year 2003 is poised to be a great year for the Upstate.



The first change that was made was the location of the Comprehensive One-Stop. The location was moved to downtown Spartanburg. The size of the space tripled to accommodate the growing demands of the community. The site is now housed within walking distance of the bus depot, Adult Learning Center, WIB office and USCS Achieve Program. This allows people from all over the county to access the center easily and to use the newly renovated and spacious resource center.

The other significant change was the addition of fourteen new staff. We now have two employees who speak Spanish, one who speaks German, another that speaks French and one who does sign language. We are set up and ready to help all individuals in our community regardless of their barriers.

With all of the changes in place, the Upstate WIB and the Upstate One-Stop are ready to face the many challenges of our growing but ever changing economy and community. These optimistic changes will allow positive results for the Upstate communities.

Youth Program:

The Upstate WIB hired a Youth Services Coordinator (YSC) to be responsible for referring youth to appropriate programs in the area, conduct/keep current the community inventory and serve on all youth-related committees. The YSC, with the aid of other youth organizations, developed a Youth Services Directory that listed various youth services that are being provided.

The Upstate Youth Council sponsored a Summer Robotics Camp. The vocational schools, the districts and various employers contributed to educate the students about robotics in industrial careers.

The Upstate WIB sponsored Youth Summits to gain perspective on solutions that can assist the youth to develop and enhance their job seeking and retention skills. Youth ages 14-21, private business representatives, public officials and non-profit agency representatives were invited to participate. The Upstate WIB used the information to identify programs that will be more responsive to the communities.

Greenville County Workforce Investment Board

301 University Ridge, Suite 1500
Greenville, South Carolina 29601-3665

Workforce Investment Board Chair:

Darrell Curry, President
PCLC



Business Services

Greenville County Workforce Investment Area has made significant accomplishments to provide business services to area employers. Some of the highlighted business services include Incumbent Worker Training (IWT) Program and partnerships with economic development agencies.

With the support of the State Workforce Investment Board, Greenville WIA has received \$336,510 in IWT funds, which resulted in a total of 27 IWT contracts. Large and small businesses have received IWT funds ranging from \$1,200 - \$72,000 to provide soft skills and technical skills upgrading of employees. Additionally, the IWT program has benefited the local area with marketing the One-Stop System's business services.

Greenville WIA has established partnerships with local economic development agencies such as the Greater Greenville Chamber of Commerce, Greenville Area Development Corporation, and the Greer Development Corporation. Through the partnership, Greenville WIA is an active participant in marketing the One-Stop business services to new and existing employers. Over the past program year, Greenville WIA has participated in collaborative economic development projects to recruit new businesses into the local area. The partnership has enabled Greenville WIA to stay current on economic development initiatives to bring new jobs into the area and to connect businesses with the many valuable employer services made available through the One-Stop and Workforce Investment Act (WIA) program.

One-Stop Partners Subcommittee

The Greenville Workforce Investment Board established a new subcommittee during PY'02 in order to enhance communication and coordination between One-Stop partners. The One-Stop Partners Subcommittee is comprised of partner agency leaders (or designees) who meet at designated times to discuss matters such as duplication of services and intake and referral processes, and to share information on new initiatives. During PY'02 the One-Stop Partner Subcommittee coordinated monthly meetings for front-line staff for the purpose of sharing information about agency programs, i.e., eligibility requirements, provision of services and new initiatives, etc. The meetings proved very successful and enabled each participating partner to receive accurate information on the available services offered by each partner and to minimize inappropriate referrals due to inaccurate information being shared with customers about other agencies. The subcommittee will resume with monthly meetings after the start of 2004.

Midlands Workforce Development Board

1550 Gadsden Street
PO Box 995
Columbia, SC 29202

Workforce Investment Board Chair:

James P. Armstrong, President
General Sales Company

Adult and Dislocated Worker Program:

In a climate of economic downturn, the local area service providers and One-Stop partners have set the standard in the state by providing innovative workshops to address the needs of both local businesses and job-seekers. Service delivery strategies have been developed that stress “fast-tracking” individuals who can be quickly returned to the workforce. The State Workforce Board recognized the work of the One-Stop partners and service providers by naming them Outstanding One-Stop Center for the most recent program year.

Youth Program:

The Midlands Youth Council has taken the lead in building a system that draws on the strengths of all the Local Area’s youth service providers. Family Service Center, a private non-profit agency, serves both older and younger youth through a holistic program with intensive case management as the principle component. Midlands Technical College provides advanced occupational skills training, coupled with work readiness and soft skills training to older youth participants.

Board Initiatives:

The Board launched a partnership with the city of Columbia to teach basic masonry and carpentry skills to capitalize on the incredible job growth in the construction industry. Modeled on the European Craft Work approach, the project placed over 75% of graduates in jobs.

The Board in a move to better align itself with local economic development and to be more responsive to local needs, announced it would move the administration of local WIA programs to the Midlands Council of Governments.



Other Innovative Programs or Initiatives:

This year the Midlands Area unveiled their web site, www.midlandsonestop.org, which provides information and an on-line self assessment of eligibility for services.

The Midlands Board authorized the creation of a Faith/Community Based Council to advise and coordinate activities among area groups interested in workforce development. Over 70 churches and community organizations are participating.

Trident Workforce Investment Board

c/o Grants Administration
Lonnie Hamilton, III Public Services Building
4045 Bridge View Drive
North Charleston, South Carolina 29405-7464

Workforce Investment Board Chair:

Michele Creel, CEO
Systems and Services LLC.



Adult and Dislocated Worker Program:

The Trident Workforce Development Area continued to provide collaborative services to employers and job seekers. Having established a successful, well-recognized One-Stop System, the Trident Workforce Investment Board supported initiatives to unite jobseeker and employer services to promote economic development. Highlighted by partnerships with Trident Health System, Robert Bosch Corporation, Nucor Steel and numerous additional employers, the Trident System created lucrative employment opportunities for job-seeking customers. Combined with aggressive efforts to include additional partners and industries, the System provided and continues to provide premium services to support and enhance the local workforce and labor pool.

Youth Program:

The Youth Advisory Council broke from “business as usual” and began intensive strategic planning including community-wide sector forums. As a result, Trident will establish its first co-located Youth One-Stop. This will allow efficient use of limited dollars while providing services to substantially more youth. Consistent analysis and monitoring yielded increased performance. Efforts are underway to promote more accountability from the Council in terms of representation, service provision and oversight.

Board Initiatives:

In preparing for funding shortages, the Board has conducted system analyses and community forums to assess our current status. The Board is aggressively “courting” the economic development (ED) community, seeking active participation in activities where WIA can assist ED efforts. Reports are provided to local elected officials to ensure their knowledge and input on workforce development. Members utilize associations with other organizations to connect with the objectives of the Board’s mission to “unify the efforts of education, business, labor and economic development to meet customer needs.”

Other Innovative Programs or Initiatives:

The Incumbent Worker Training Program enabled the Trident Area to successfully meet the growing needs of business and industry. Through the successful implementation of this initiative, Trident (Charleston County) was recognized by the South Carolina Association of Counties as the Honorable Mention Award Winner in the J. Mitchell Graham Memorial Award competition.

Pee Dee Workforce Investment Board

PO Box 5719
Florence, SC 29502

Workforce Investment Board Chair:

William Sebnick, Owner
MidSouth Metals

The Pee Dee WIB has worked hard during PY'02 to engage community partners in its workforce development efforts. Area employers are more eager than ever to participate with WIA due to WorkKeys and the region's comprehensive job development system. County economic development directors have embraced WIA's Incumbent Worker Training funds, and community groups in Chesterfield and Marlboro Counties are proud to take part in the WIB's innovative "Cars for Careers" project.

Adult, Dislocated Worker and Youth Program:

The LWIA has developed a job development system in which the job developers coordinate to meet the needs of area employers. There are nine job developers that work either in the eight chartered One-Stop Workforce Centers in the Pee Dee Area or for one of the independent youth contractors. They share employer contact information and assist one another in meeting On-the-Job (OJT), direct placement or work experience goals. The entire job development system is built upon the utilization of ACT's WorkKeys Assessment system. All WIA enrollees are assessed utilizing the KeyTrain tutorial software in the One-Stops. WorkKeys, along with Key Train as a tutorial, is offered by the job developers as they visit employers in their communities as a "free" service when used in concert with OJT contracts. The employer receives, free-of-charge (a \$500 value), a profile of the job being filled by WIA OJT participants. The WorkKeys assessment of the OJT referrals are also done at no charge to the employer and the resulting job match makes for a "win-win" situation for the employer and the jobseeker. The job profile becomes the property of the employer to be used for screening purposes for future hiring as it is EEO compliant. The employer uses the One-Stop for the assessment of future non-WIA employees for a fee thereby providing a "fee for service" opportunity for the LWIA. The LWIA keeps two certified WorkKeys profilers extremely busy profiling jobs for employers in the six-county region.

Board Initiatives:

In PY'02, the Pee Dee Workforce Investment Board proactively addressed the critical transportation problems of WIA customers. The "Cars for Careers" project was piloted in Chesterfield and Marlboro Counties. Donations were sought for new or used vehicles that could be offered to WIA customers who qualified to be considered for the "free" cars. An application form has been developed and a selection committee and selection criteria have been established. If the "donated" cars are in need of repair, an area Technical Education Center's automotive students provide the labor. Two cars have been completely refurbished and are ready for award. If this program is as successful as expected, it may be expanded to other counties in the Pee Dee Region.



Other Innovative Programs or Initiatives:

The Incumbent Worker Training (IWT) program has been embraced by the Pee Dee WIB as a tremendous tool to encourage the participation of employers and economic development directors from the six counties. Economic development directors serve on the WIB's committee that awards the IWT funds and of course, assists the WIB in notifying area businesses of the availability of the funds.

Lower Savannah Workforce Development Board

Post Office Box 850
Aiken, South Carolina 29802-0850

Workforce Investment Board Chair:

Wanda Hutto, Human Resource Manager
Scotsman, Inc.

Program Year 2002 validated the Lower Savannah Workforce Investment Area's commitment to developing collaborative partnerships and leveraging resources with other agencies and programs within the region. We have coordination partnerships with a variety of agencies and programs whose mutual goals are to assist program participants in overcoming barriers to employment.

Youth Program:

A coordination partnership between the Lower Savannah Workforce Investment Area (LSWIA) and the William J. McCord Adolescent Treatment Center resulted in collaboration between the McCord Center's Open Horizons Program, Orangeburg/Calhoun/Allendale/Bamberg (OCAB) Community Action Agency's WIA Younger Youth Project C.O.R.E., the local school system's New Visions Alternative School Program, and the local Department of Juvenile Justice (DJJ) to assist a special category of youth ages 14-21 and their parents. These youth are highly "at-risk" because they have one or more barriers. This group of youth includes juvenile offenders, truants, substance abusers, youth with behavioral problems, low achievers in school, and are required to attend alternative school. Services to these youth and parents included, but were not limited to specialized counseling and treatment through the Open Horizons Program and academic remediation, employability and work maturity competency skills training through the OCAB CAA. These youth have made significant progress and are pictured below with key staff from three of the programs involved with their venture to success.



Other Innovative Programs or Initiatives:

Through coordination and collaboration with the Barnwell County Human Services Coordinating Council, the LSWIA established a computer system in the First Steps office of the Blackville Community Development Corporation (BCDC). The LSWIA'S WD Staff and its Barnwell ESC One-Stop Workforce/Career Center are working closely with the BCDC in using this computer system to assist Blackville citizens in developing competency in employability and work maturity skills and performing job searches close to home.

Choices: The LSWIA teamed with the Aiken Tech Prep/School-to-Work Consortium whereby a member of the LSWIA's staff teaches an interactive seminar called Choices to eighth graders. The program is to help students increase their career and life options through good academic decisions.

Program Year 2002 Annual Report

South Carolina Access Plus: The LSWIA partnered with the Council on Aging to develop an Aging and Disability Resource Center which aims to help people of all ages with disabilities to overcome barriers to community living.

Catawba Regional Workforce Investment Board

Post Office Box 450
Rock Hill, SC 29731

Workforce Investment Board Chair:

Tommy Davis, Human Resource Manager
F. Schumacher & Company

Adult and Dislocated Worker Program:

During PY'02, the Catawba Workforce Investment Board made significant strides in improving coordination and collaboration. One example of collaboration is the initiative between the Rock Hill One-Stop Center and Rock Hill Adult Education to provide GED preparation classes at the Rock Hill One-Stop. This effort has made it more accessible for customers who do not possess a high school credential to receive GED training in addition to the multitude of other employment-related services all at one location. The response to the GED training has been overwhelming from customers of the one-stop. The success of this initiative in the Rock Hill center has paved the way for similar ones within the other two counties. This initiative is an example of the benefits that can be derived when one-stop partners collaborate to enhance and improve the one-stop service delivery system.

Youth Program:

One excellent example of the coordination and collaboration within our WIA youth program exists through a WIA grant with Communities in Schools of Lancaster County. The WIA Academic and Vocational training grant for out-of-school youth is coordinated with a Youth Build grant, funded by Housing and Urban Development. Participants registered in the WIA grant also are enrolled in the Youth Build grant. Program participants spend one-half of their time in GED training and the other half in construction training, wherein they are building houses for Habitat for Humanity. Habitat for Humanity provides a skilled carpenter to supervise the program participants during the building construction training. There also is collaboration with the Department of Juvenile Justice and the Department of Social Services to provide supportive services, in that numerous referrals to this program come from both agencies.



Board Initiatives:

During PY'02, as a result of strategic planning, the Catawba Regional Workforce Investment Board implemented a plan to be more responsive to local business and industry. The Board employed a Business and Industry Liaison to focus primarily on businesses to ensure that they are fully aware of the services within the one-stops. Also, this staff person has been surveying local businesses to identify their needs in order for the one-stop to be more responsive. The Business and Industry Liaison is working closely with the chambers, associations of human resource professionals, and other business organizations to ensure that a mechanism exists for information exchange between the WIA system and the employer customers. Also, the Board partnered with the Labor Market Information Division of the SC Employment Security Commission to create a Business Solution Center within the Rock Hill One-Stop Center. The Business Solution Center is a dedicated area within the one-stop, primarily for employers, that provides a number of resources to meet the needs of the employer customer.

Other Innovative Programs or Initiatives:

One other innovative program operated in the Catawba WIA is the Youth Work Integration Networking Program. This program provides opportunities for eligible secondary school youth with disabilities to receive academic and occupational training that will prepare them to enter the labor force. Program participants complete work integration network curriculum, consisting of academic training, hands-on learning laboratory performing a variety of jobs, job shadowing and work experience. Participants also participate in in-school job experiences, job shadowing and internships that will assist them in development of social skills and work skills required for employment. Program participants that successfully complete the curriculum are awarded the locally approved Work Integration Networking Diploma and are placed in unsubsidized employment with job coach support.

Santee-Lynches Workforce Investment Board

36 West Liberty Street
Sumter, South Carolina 29151

Workforce Investment Board Chair:

Charles M. Gavin, Corporate Secretary
Freeman Millworks Co., Inc.



Adult and Dislocated Worker Program:

This year our One-Stops targeted improvements in WIA recruitment and closing gaps in health care occupations. Resources were allocated to develop “Is WIA For Me.” This program uses computers and a series of appointments to assist case managers in knowing a participant’s best next step and also ensures business entry-level criteria is known by prospective jobseekers. Regionally, healthcare shortages continue. One-Stops worked with youth providers, hospitals, and customers to prepare adults and older youth for health care jobs.

Youth Program:

The Santee-Lynches Youth Council focused on two strategic initiatives: improve provider performance and limit how many high school young adults dropout. The Council created business-led provider groups to improve partnerships, performance, placement of WIA youth, and retention. An ad hoc committee created a “What’s Next” transitioning program to show prospective dropouts their limited employment options and opportunities for success. The program also links them to the One-Stop Workforce System. Another youth initiative is the Manufacturing Certification pilot project. This partnership between WIA, regional school districts, economic developers, and five key businesses provides specific training that will ensure graduates priority in hiring as well as college tuition reimbursement if hired. Another youth initiative was a partnership between South Carolina Hospital Association and other partners to prepare WIA youth for careers in health care through a medical terminology course.

Board Initiatives:

The Santee-Lynches WIB selected Work Keys as the preferred method for improving the quality of the workforce. The Board set aside resources to profile positions for WIA customers through on-the-job-training contracts and assured these positions would be higher paying entry-level positions. Work Keys scores are posted in One-Stops affording customers time to prepare for most frequently filled regional jobs through the use of Key Train, a computer-based training program.

Waccamaw Workforce Investment Board

1230 Highmarket Street
Georgetown, South Carolina 29440

Workforce Investment Board Chair:

Bernie Baum, National Sales Director
Strand Development Company

Adult and Dislocated Worker Program:

The majority of employment and training services for Adult and Dislocated Workers are conducted within the Workforce Centers. Spiraling unemployment, a declining manufacturing base and global competition have enhanced partner relationships within these Centers. When 350 workers were laid off as a result of Cooper Wiring moving its operation to Mexico, partners quickly intervened to reduce the stress caused by the loss of work. The South Carolina Employment Security Commission, Georgetown County Adult Education and Horry-Georgetown Technical College established a fluid plan designed to serve affected workers as quickly as possible. Many of these workers appreciate the convenience of taking basic/remedial/pre-vocational and computer training on the campus of the Georgetown Workforce Center.

The Coastal Workforce Center expanded their network of partners by including Time Warner Cable, Horry County School District, Coastal Carolina University and Radio Station 94.9. As a result, Horry County School District lists all their job openings with them. The Kingstree Workforce Center was elevated from a satellite to a comprehensive center during PY'02. Partner services at the Center include representation from Vocational Rehabilitation, Occupational Training and Development, Waccamaw EOC, Waccamaw Council of Governments, Williamsburg County Adult Education and South Carolina Legal Justice Service.

Youth Program:

A major partnership venue in the Region called Project REACH and funded by a Duke Foundation Grant involves out-of-school youth in a Housing Repair Program. The collaboration that allowed Project Reach to materialize brought 11 entities together, including Duncan United Methodist Church, Pee Dee Community residents, the City of Georgetown, Waccamaw Regional Council of Governments, Five Rivers CDC, Horry-Georgetown Technical College, Occupational Training and others. Out-of-school youth receive life skill and construction training in a classroom setting followed by hands-on experience supervised by a general contractor.

Board Initiatives:

The Waccamaw Workforce Investment Board partnered with Horry Georgetown Technical College to provide a greater opportunity for local residents to enter healthcare occupations. This collaboration addressed the critical shortage of health care personnel in the area and added financial support toward developing Allied Health Care Programs. The Waccamaw Workforce Investment Board agreed to finance a specific amount of money for three years commencing with the academic year 2002-2003. In return, Horry-Georgetown Technical College agreed to recruit, admit and enroll WIA eligible students annually into Allied Health Care career programs.

Kingstree Workforce Center



Lowcountry Workforce Investment Board

P. O. Box 98
Yemassee, SC 29945-0098

Workforce Investment Board Chair:

Janie Treon, Vice President
Hilton Head Island Chamber of Commerce

The Lowcountry continues to work toward true, full service integration with all mandatory One-Stop partners. In addition, we have made a concerted outreach effort to community and faith-based organizations as well. As a result, we are able to offer more and more seamless services to our customers. Adults, Dislocated Workers and Youth are all served at the One-Stop Centers in order to promote life long learning and increase citizen awareness of the self-service resources available to anyone through the One-Stops. The following is one example of the “outside the box” collaboration that serves customers so well in the Lowcountry.

A mother, living with her two children in a homeless shelter, came by the Colleton One-Stop looking for help getting back on her feet. This was the place, she had heard, where she could look for a job *and* talk to someone about getting her GED. She wound up getting a lot more, as did the two friends she brought with her.

First, Franklin Smalls, a retired teacher and Adult Education volunteer, got her enrolled in a basic GED course, and the Department of Social Services agreed to pay for her GED exam when the time came. She also found a place to live when Smalls offered her a house he had for rent. Both of the customer’s friends were also served by Adult Education. One was referred to a tutoring class, and another got a job referral. *In one convenient trip to the One-Stop*, these three customers went from being homeless, living in a shelter, having no future, to studying for their GED with the promise of help with the exam fee, to moving into a house and interviewing for a job. Surely this is what partnerships are all about!



PERFORMANCE MEASUREMENT

Cost Analysis

The Department of Labor (DOL) guidance with regard to calculating and reporting performance outcomes disconnected the services provided to individuals in a program year from the outcomes reported in that year. WIA funds expended between July 1, 2002 and June 30, 2003 had little if any impact on reported outcomes achieved by individuals exiting programs between October 1, 2001 and September 30, 2002. The following table represents program dollars expended between July 1, 2002 and June 30, 2003 divided by the number of participants that were reported to have received services during that time period.

<i>Cost Effectiveness</i>	<u>Expenditures</u> Participants Served
Adult Program	\$1,726
Dislocated Worker Program	\$1,657
Youth Program	\$3,094

Reporting

On October 11, 2002, the state left its temporary WIA data collection system behind, converting all existing records to a new web-based system called the South Carolina Virtual One-Stop (SCVOS). The design of the system software provided the state with greater quality control of the data entered into the system. Producing the first quarterly DOL performance report out of SCVOS in February of 2003 proved a significant challenge. In the following months, the state expended great effort to provide Local Area guidance and increase the dependability of the system. As a result, Local Area administrators and front-line staff have gained skill and confidence. The state continues to work closely with Geographic Solutions, Inc. to improve the reliability of the system and provide utilitarian enhancements.

As efficient program management is the ultimate goal of SCVOS, fulfillment of this expectation remains in the future. While the Data Validation initiative and the implementation of the Common Performance Measures will require enormous amounts of reporting attention in the 2004 calendar year, the state will do its best to progress the system toward its conceived goal.

Incentive Awards

The State Workforce Investment Board readjusted its incentive policy for program year (PY) 2002 to place an increased emphasis on providing effective services for WIA youth. While the state, as a whole, met or exceeded each of its seventeen performance goals for PY 2001, a number of Local Areas had particular difficulty meeting their youth goals. The board reasoned that an increased incentive would focus Local Areas efforts where it was most needed.

Forty percent of the year's incentive funds were set aside to reward areas that fulfilled state coordination expectations. These expectations included: serving an increased percentage of individuals with barriers to employment, adhering to established deadlines, creating collaboration with faith-based and community organizations, and improving the coordination of services provided in the comprehensive One-Stop.

Sixty percent of incentive funds were set aside to reward Local Areas meeting or exceeding negotiated goals on the seventeen DOL mandated performance measures. Emphasis was placed on maintaining customer satisfaction and meeting youth goals.

Program Year 2002 Annual Report

Program Year 2002 Performance Summary

Of the seventeen mandated performance goals negotiated with the DOL, the state achieved:

- 100% of the goal or higher on each of nine measures;
- 80% of the goal or higher on six other measures; and
- Less than 80% of the goal on the two remaining measures.

South Carolina WIA PY 2002 Performance Summary

WIA Mandated Measures		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Participants	72.0	78.7
	Employers	69.0	78.3
Entered Employment Rate	Adults	74.5%	74.6%
	Dislocated Workers	75.5%	87.8%
	Older Youth	67.3%	70.6%
Retention Rate	Adults	87.7%	81.9%
	Dislocated Workers	90.8%	88.2%
	Older Youth	83.6%	78.3%
	Younger Youth	41.0%	18.6%
Earnings Change/ Earnings Replacement Rate	Adults	\$2,949	\$2,065
	Dislocated Workers	90.0%	100.3%
	Older Youth	\$3,029	\$2,468
Credential & Employment/ Diploma Rate	Adults	50.0%	51.5%
	Dislocated Workers	60.0%	63.3%
	Older Youth	31.0%	29.7%
	Younger Youth	41.0%	38.7%
Skill Attainment Rate	Younger Youth	64.3%	84.9%
Performance Goal Attainment	Greater Than or Equal To 100%	Between 80% & 100%	Less Than 80%
	9	6	2

State WIA programs met or exceeded all negotiated performance goals for program year 2001. Although the state could foresee significant negative economic pressures, performance goals for program year 2002 were based upon a continuous improvement model.

For the past eighteen months, the unemployment rate in South Carolina has consistently exceeded the national average. While the national unemployment rate appears to be declining, the percentage of unemployed South Carolinians continues to rise. A number of major businesses have left the state and revenues from remaining businesses have declined. Competition has risen for limited employment opportunities and employment advancement. As expected, continuously ascending WIA performance was virtually impossible to achieve. However, in this declining economic environment, Local Area WIA programs managed to assist participants to meet or exceed fifteen of seventeen very lofty goals. The state was pleased that both participant and employer customers were quite satisfied with the services provided throughout the State's One-Stop system.

State Evaluations of Workforce Investment Activities

Customer Satisfaction Surveys

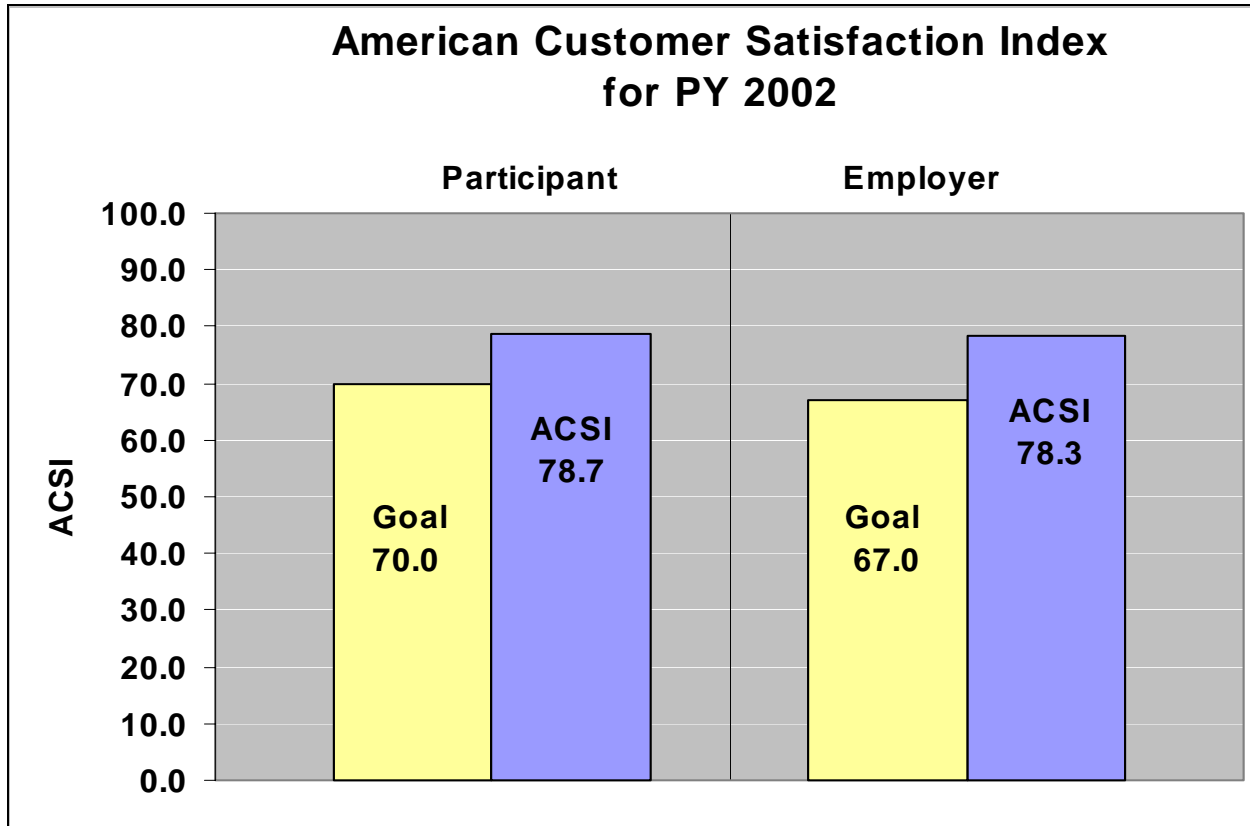
Meeting the expectations of our customers and effectively delivering job seekers and employer services is the primary focus of the Workforce Investment Act in South Carolina. Exceptional customer satisfaction and service is one of the major goals of the South Carolina's Workforce Development System.

South Carolina's Workforce Development System is comprised of seventeen Comprehensive One-Stops and thirty-eight Satellites to deliver workforce development employment and training services. The "One-Stop" concept provides an extensive array of job training, education, and employment services to job seekers and employers at a single point of contact. Services include comprehensive and specialized skills assessment, individual career counseling and planning, job referrals, job development, and support services provided under the Workforce Investment Act. The primary focus of our One-Stop System is meeting the needs of businesses for skilled workers and the training, education and employment needs of all individuals. All of these services are offered with the primary goal and focus on providing exceptional customer service to both job seekers and employers.

In a constant effort to provide continual improvement of services to all of our clients, two major groups of customers are surveyed on a monthly basis. The surveys are conducted via telephone and administered by trained interviewers who are skilled in delivering customer satisfaction surveys. The customer satisfaction survey focuses on both Workforce Investment Act (WIA) participants and employers who use services offered by our One-Stop system.

The results, feedback and comments from the surveys are summarized and reviewed on a monthly, quarterly and annual basis for the state and the twelve Workforce Investment Areas in South Carolina. The survey results are posted to a website on a monthly basis. The statewide customer satisfaction survey applies the American Customer Satisfaction Index (ACSI) methodology.

During the third year of the WIA Program, South Carolina administered the required methodology for the customer satisfaction survey as specified by the Department of Labor. The customer satisfaction surveys for PY 2002 measured the level of satisfaction with services with three mandatory questions for employers and program participants. The three questions measured the overall satisfaction, overall expectations and the customer's ideal of a program. The surveys yielded an American Customer Satisfaction Index score of 78.7 for service to participants and 78.3 for employers. Both the participant and employer goals were exceeded for PY 2002 (see American Customer Satisfaction Index table below).

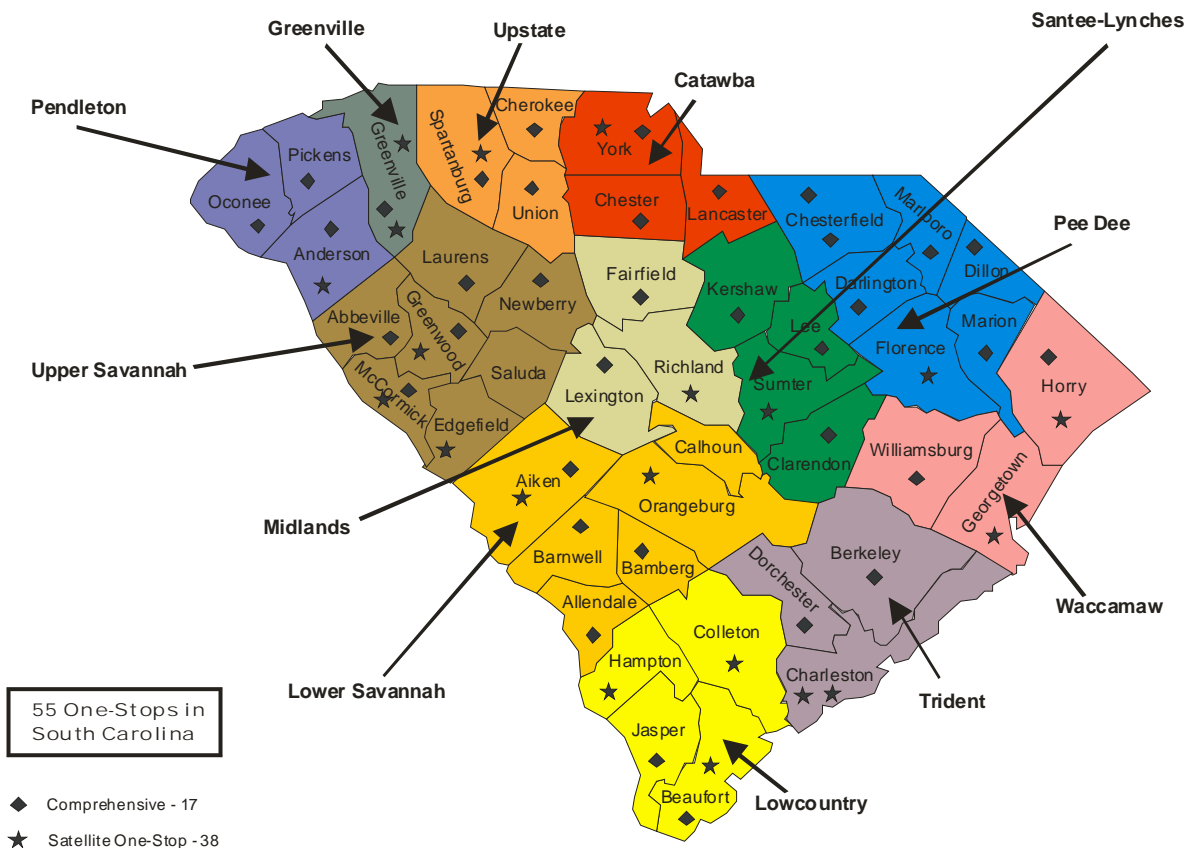


“Secret Shopper” Program

South Carolina’s Secret Shopper program’s primary focus is on continuous improvement. The program concentrates on evaluating, making enhancements, and improving performance in our One-Stops.

For the second year, the State Workforce Investment Board granted approval for the statewide “Secret Shopper” program. The “Secret Shopper” program grant was awarded to Lengel and Associates. As a part of this grant, each local area is evaluated on a quarterly basis. The evaluation is based on both telephone contacts and on-site visits, followed by detailed written reports. South Carolina’s One-Stop Secret Shopper program utilizes real people from local communities to evaluate and provide customer feedback. The “Secret Shopper” provides an objective, detailed review of the services a job seeker or employer receives during a visit to a One-Stop location or during any workforce development activities. Since core services are where most of our customers actually are, the “Secret Shopper” program actually focuses on those services. The focus is on the facility, the employees, and their work while serving job seekers and employers. The program is a way to provide a truly objective aspect of what our workforce investment customers really think about our one-stops, our staff, and our partners. The goal of the “Secret Shopper” program is to make workforce development operations more effective and successful. Results of customer feedback are used to further evaluate the Workforce Development system with an emphasis on continuous improvement of our services to our customers.

Program Year 2002 Annual Report



Required Tables

Table A - Workforce Investment Act Customer Satisfaction Results						
Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72.0	78.7	1,236	5,374	1,910	64.7
Employers	69.0	78.3	1,757	6,485	2,314	75.9

PLEASE REFER TO THIS LEGEND FOR REQUIRED TABLES

- Exceeded Actual Performance Level is greater than the Negotiated Performance Level
- Met Actual Performance Level is greater than or equal to 80% and less than 100% of the Negotiated Performance Level
- Not Met Actual Performance Level is less than 80% of the Negotiated Performance Level

Required Tables

Table B - Adult Program Results At-A-Glance									
	Negotiated Performance Level		Actual Performance Level						
Entered Employment Rate	74.5%	74.6%	1289						
			1727						
Employment Retention Rate	87.7%	81.9%	1276						
			1558						
Earnings Change in Six Months	\$2,949	\$2,065	\$2,837,009						
			1374						
Employment and Credential Rate	50.0%	51.5%	472						
			916						
Table C - Outcomes for Adult Special Populations									
Reported Information	Public Assistance Recipients Receiving Int. or Trng. Services		Veterans		Individuals with Disabilities		Older Individuals		
Entered Employment Rate	67.6%	100	77.4%	72	57.3%	67	55.3%	162	
		148		93		117		293	
Employment Retention Rate	78.7%	85	76.8%	63	83.6%	61	74.3%	133	
		108		82		73		179	
Earnings Change in Six Months	\$1,662	\$151,206	\$1,962	\$125,585	\$2,361	\$151,135	(\$500)	(\$79,483)	
		91		64		64		159	
Employment and Credential Rate	37.5%	27	58.5%	31	25.8%	16	26.6%	51	
		72		53		62		192	
Table D - Other Outcome Information for the Adult Program									
Reported Information	Individuals Who Received Training Services			Individuals Who Received Only Core and Intensive Services					
Entered Employment Rate	76.5%	568		73.2%	721				
		742			985				
Employment Retention Rate	83.0%	601		80.9%	675				
		724			834				
Earnings Change in Six Months	\$2,669	\$1,721,185		\$1,531	\$1,115,824				
		645			729				

Program Year 2002 Annual Report

Table E - Dislocated Worker Program Results At-A-Glance

		Actual Performance Level	
Entered Employment Rate	75.5%	87.8%	1113
			1267
Employment Retention Rate	90.8%	88.2%	982
			1113
Earnings Replacement Rate	90.0%	100.3%	\$9,920,647
			\$9,892,530
Employment and Credential Rate	60.0%	63.3%	419
			662

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	94.0%	78	94.1%	16	75.9%	82	84.6%
		83		17		108		13
Employment Retention Rate	92.3%	72	87.5%	14	84.1%	69	81.8%	9
		78		16		82		11
Earnings Replacement Rate	96.4%	\$845,757	109.1%	\$121,783	84.7%	\$647,786	94.8%	\$86,148
		\$877,187		\$111,657		\$764,760		\$90,901
Employment and Credential Rate	82.9%	34	81.8%	9	48.9%	22	66.7%	6
		41		11		45		9

Table G - Other Outcomes Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	90.3%	598	85.1%	515
		662		605
Employment Retention Rate	86.3%	516	90.5%	466
		598		515
Earnings Replacement Rate	104.9%	\$5,259,990	95.6%	\$4,660,657
		\$5,016,480		\$4,876,050

Program Year 2002 Annual Report

Table H - Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67.3%	70.6%	144
			204
Employment Retention Rate	83.6%	78.3%	144
			184
Earnings Change in Six Months	\$3,029	\$2,468	\$380,029
			154
Credential Rate	31.0%	29.7%	76
			256

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans				Out-of-School Youth	
Entered Employment Rate	57.9%	11	0.0%	0	42.9%	3	71.8%	135
		19		1		7		188
Employment Retention Rate	63.6%	7	0.0%	0	100.0%	4	79.4%	139
		11		1		4		175
Earnings Change in Six Months	\$2,945	\$17,670	\$0	\$0	\$2,915	\$8,746	\$2,507	\$365,967
		6		1		3		146
Credential Rate	28.6%	6	0.0%	0	25.0%	2	28.5%	68
		21		1		8		239

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	64.3%	84.9%	3376
			3975
Diploma or Equivalent Attainment Rate	41.0%	38.7%	249
			643
Retention Rate	41.0%	18.6%	106
			571

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
	Skill Attainment Rate	88.3%	515	88.3%	423	77.2%
		583		479		848
Diploma or Equivalent Attainment Rate	51.4%	38	62.3%	38	30.7%	69
		74		61		225
Retention Rate	28.1%	16	22.0%	9	17.6%	37
		57		41		210

Table L - Other Reported Information, part A

	12 Month Retention		12 Month Earnings		Non Traditional Employment	
Adults	75.0%	413	\$3,211	\$1,550,835	1.2%	16
		551		483		1289
Dislocated Workers	80.3%	408	109.3%	\$4,158,108	1.4%	16
		508		\$3,804,578		1113
Older Youth	67.9%	76	\$2,416	\$222,305	1.4%	2
		112		92		144

Table L - Other Reported Information, part B

	Wages at Entry		Training Related	
Adults	\$ 3,584	\$4,139,917	32.9%	160
		1155		486
Dislocated Workers	\$ 5,076	\$5,127,108	33.5%	169
		1010		505
Older Youth	\$ 2,229	\$271,968		
		122		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	6337	2432
Dislocated Workers	6196	2253
Older Youth	920	317
Younger Youth	3428	1291

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$10,936,181
Local Dislocated Workers		\$7,074,337
Local Youth		\$13,455,619
Rapid Response (up to 25%) 134 (a) (2) (A)		\$3,193,551
Statewide Required Activities (up to 25%) 134 (a) (2) (A)		\$3,483,107
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Incumbent Worker Training	\$2,844,950
	One Stop Enhancement	\$928,594
	Miscellaneous	\$842,843
Total of All Federal Spending Listed Above		\$42,759,182

Pendleton

Table O - Local Performance			
Local Area Name Pendleton	Total Participants Served	Adults	164
		Dislocated workers	423
		Older Youth	28
		Younger Youth	109
ETA Assigned # 45010	Total Exiters	Adults	69
		Dislocated workers	185
		Older Youth	14
		Younger Youth	86
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	80.9
	Employers	69.0	82.7
Entered Employment Rate	Adults	81.8%	96.6%
	Dislocated Workers	81.2%	98.9%
	Older Youth	81.6%	50.0%
Retention Rate	Adults	86.9%	80.6%
	Dislocated Workers	92.5%	87.5%
	Older Youth	94.2%	100.0%
	Younger Youth	51.3%	16.7%
Earnings Change/Earnings Replacement in Six	Adults	\$2,815	\$3,191
	Dislocated Workers	81.6%	90.8%
	Older Youth	\$3,784	\$2,434
Credential/Diploma Rate	Adults	55.2%	75.0%
	Dislocated Workers	65.0%	82.1%
	Older Youth	37.8%	53.8%
	Younger Youth	41.0%	53.3%
Skill Attainment Rate	Younger Youth	65.6%	87.4%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	2	12

Upper Savannah

Table O - Local Performance

Local Area Name Upper Savannah	Total Participants Served	Adults	336
		Dislocated workers	1003
		Older Youth	92
		Younger Youth	250
ETA Assigned # 45025	Total Exiters	Adults	191
		Dislocated workers	475
		Older Youth	43
		Younger Youth	109
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	75.8
	Employers	69.0	81
Entered Employment Rate	Adults	73.8%	72.7%
	Dislocated Workers	84.0%	91.4%
	Older Youth	63.3%	68.4%
Retention Rate	Adults	84.4%	85.1%
	Dislocated Workers	94.7%	91.1%
	Older Youth	75.6%	82.4%
	Younger Youth	51.3%	32.4%
Earnings Change/Earnings Replacement in Six	Adults	\$2,764	\$1,259
	Dislocated Workers	85.7%	87.7%
	Older Youth	\$2,833	\$1,942
Credential/Diploma Rate	Adults	49.7%	44.4%
	Dislocated Workers	67.2%	65.9%
	Older Youth	29.4%	20.8%
Skill Attainment Rate	Younger Youth	41.0%	61.5%
Skill Attainment Rate	Younger Youth	63.2%	80.4%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	4	9

Upstate

Table O - Local Performance

Table O - Local Performance			
Local Area Name Upstate	Total Participants Served	Adults	661
		Dislocated workers	865
		Older Youth	4
		Younger Youth	153
ETA Assigned # 45020	Total Exiters	Adults	71
		Dislocated workers	180
		Older Youth	0
		Younger Youth	133
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	81.1
	Employers	69.0	77.2
Entered Employment Rate	Adults	80.0%	80.0%
	Dislocated Workers	85.0%	98.3%
	Older Youth	66.5%	0.0%
Retention Rate	Adults	86.0%	50.0%
	Dislocated Workers	95.2%	91.5%
	Older Youth	93.5%	0.0%
	Younger Youth	51.3%	13.6%
Earnings Change/Earnings Replacement in Six	Adults	\$3,684	\$1,972
	Dislocated Workers	82.3%	88.2%
	Older Youth	\$3,784	\$0
Credential/Diploma Rate	Adults	54.0%	57.1%
	Dislocated Workers	68.0%	57.4%
	Older Youth	30.8%	0.0%
	Younger Youth	41.0%	59.2%
Skill Attainment Rate	Younger Youth	80.6%	87.1%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	7	2	8

Greenville

Table O - Local Performance

Table O - Local Performance			
Local Area Name Greenville	Total Participants Served	Adults	162
		Dislocated workers	874
		Older Youth	34
		Younger Youth	83
ETA Assigned # 45015	Total Exiters	Adults	36
		Dislocated workers	208
		Older Youth	12
		Younger Youth	64
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	80.3
	Employers	69.0	76.8
Entered Employment Rate	Adults	74.6%	87.5%
	Dislocated Workers	82.7%	81.0%
	Older Youth	76.5%	90.9%
Retention Rate	Adults	92.8%	87.5%
	Dislocated Workers	95.4%	91.5%
	Older Youth	89.3%	60.0%
	Younger Youth	51.3%	25.0%
Earnings Change/Earnings Replacement in Six	Adults	\$3,124	\$6,222
	Dislocated Workers	89.6%	90.5%
	Older Youth	\$2,505	\$867
Credential/Diploma Rate	Adults	50.3%	75.0%
	Dislocated Workers	66.1%	50.0%
	Older Youth	35.5%	72.7%
	Younger Youth	41.0%	25.0%
Skill Attainment Rate	Younger Youth	80.6%	70.3%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	5	4	8

Program Year 2002 Annual Report

Midlands

Table O - Local Performance

Local Area Name Midlands	Total Participants Served	Adults	600
		Dislocated workers	178
		Older Youth	83
		Younger Youth	224
ETA Assigned # 45105	Total Exiters	Adults	254
		Dislocated workers	91
		Older Youth	24
		Younger Youth	68
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	76.7
	Employers	69.0	74.3
Entered Employment Rate	Adults	78.6%	70.8%
	Dislocated Workers	87.3%	85.4%
	Older Youth	55.6%	77.8%
Retention Rate	Adults	86.8%	78.8%
	Dislocated Workers	92.8%	87.1%
	Older Youth	89.3%	90.0%
	Younger Youth	43.9%	50.0%
Earnings Change/Earnings Replacement in Six	Adults	\$3,474	\$2,479
	Dislocated Workers	82.6%	101.8%
	Older Youth	\$3,269	\$4,259
Credential/Diploma Rate	Adults	53.0%	63.4%
	Dislocated Workers	69.8%	74.6%
	Older Youth	25.7%	53.3%
	Younger Youth	41.0%	41.5%
Skill Attainment Rate	Younger Youth	80.6%	84.2%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	4	12

Trident

Table O - Local Performance

Table O - Local Performance			
Local Area Name Trident	Total Participants Served	Adults	644
		Dislocated workers	186
		Older Youth	109
		Younger Youth	289
ETA Assigned # 45095	Total Exiters	Adults	295
		Dislocated workers	76
		Older Youth	16
		Younger Youth	41
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	73.8
	Employers	69.0	76
Entered Employment Rate	Adults	78.7%	86.4%
	Dislocated Workers	89.3%	92.7%
	Older Youth	84.5%	83.3%
Retention Rate	Adults	85.6%	85.1%
	Dislocated Workers	92.3%	90.1%
	Older Youth	76.5%	90.6%
	Younger Youth	51.0%	23.5%
Earnings Change/Earnings Replacement in Six	Adults	\$2,419	\$1,641
	Dislocated Workers	101.2%	102.5%
	Older Youth	\$2,352	\$2,187
Credential/Diploma Rate	Adults	53.1%	74.4%
	Dislocated Workers	71.4%	88.2%
	Older Youth	38.8%	21.6%
	Younger Youth	41.0%	36.4%
Skill Attainment Rate	Younger Youth	66.5%	92.4%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	5	9

Program Year 2002 Annual Report

Pee Dee

Table O - Local Performance

Local Area Name Pee Dee	Total Participants Served	Adults	1064
		Dislocated workers	584
		Older Youth	188
		Younger Youth	699
ETA Assigned # 45045	Total Exiters	Adults	417
		Dislocated workers	228
		Older Youth	74
		Younger Youth	164
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	81.6
	Employers	69.0	79.1
Entered Employment Rate	Adults	71.6%	77.2%
	Dislocated Workers	69.4%	88.6%
	Older Youth	61.9%	68.9%
Retention Rate	Adults	87.3%	82.8%
	Dislocated Workers	94.5%	87.7%
	Older Youth	79.7%	79.6%
	Younger Youth	51.3%	4.5%
Earnings Change/Earnings Replacement in Six	Adults	\$2,568	\$2,229
	Dislocated Workers	101.2%	116.7%
	Older Youth	\$3,129	\$2,249
Credential/Diploma Rate	Adults	48.4%	67.1%
	Dislocated Workers	55.5%	78.6%
	Older Youth	28.7%	27.9%
	Younger Youth	41.0%	26.2%
Skill Attainment Rate	Younger Youth	37.1%	93.2%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	5	9

Lower Savannah

Table O - Local Performance

Table O - Local Performance			
Local Area Name Lower Savannah	Total Participants Served	Adults	719
		Dislocated workers	433
		Older Youth	93
		Younger Youth	543
ETA Assigned # 45050	Total Exiters	Adults	210
		Dislocated workers	163
		Older Youth	40
		Younger Youth	278
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	81.9
	Employers	69.0	80.8
Entered Employment Rate	Adults	65.2%	69.7%
	Dislocated Workers	65.1%	81.1%
	Older Youth	54.9%	50.0%
Retention Rate	Adults	88.5%	78.2%
	Dislocated Workers	87.3%	83.7%
	Older Youth	88.1%	87.5%
	Younger Youth	33.0%	0.0%
Earnings Change/Earnings Replacement in Six	Adults	\$3,461	\$2,265
	Dislocated Workers	90.0%	118.8%
	Older Youth	\$3,784	\$5,605
Credential/Diploma Rate	Adults	44.0%	23.8%
	Dislocated Workers	52.0%	21.8%
	Older Youth	25.4%	21.4%
	Younger Youth	41.0%	8.7%
Skill Attainment Rate	Younger Youth	36.8%	65.4%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	5	5	7

Catawba

Table O - Local Performance

Table O - Local Performance			
Local Area Name Catawba	Total Participants Served	Adults	290
		Dislocated workers	330
		Older Youth	33
		Younger Youth	230
ETA Assigned # 45060	Total Exiters	Adults	138
		Dislocated workers	105
		Older Youth	8
		Younger Youth	89
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	74.3
	Employers	69.0	80.9
Entered Employment Rate	Adults	82.7%	94.7%
	Dislocated Workers	75.5%	93.4%
	Older Youth	68.0%	42.9%
Retention Rate	Adults	84.8%	89.1%
	Dislocated Workers	91.6%	87.7%
	Older Youth	76.5%	66.7%
	Younger Youth	44.9%	3.4%
Earnings Change/Earnings Replacement in Six	Adults	\$3,021	\$3,317
	Dislocated Workers	98.2%	942.0%
	Older Youth	\$3,784	(\$3,737)
Credential/Diploma Rate	Adults	55.9%	73.6%
	Dislocated Workers	60.4%	59.1%
	Older Youth	31.5%	0.0%
	Younger Youth	41.0%	40.3%
Skill Attainment Rate	Younger Youth	59.8%	87.3%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	4	9

Santee-Lynches

Table O - Local Performance

Local Area Name Santee-Lynches	Total Participants Served	Adults	358
		Dislocated workers	281
		Older Youth	84
		Younger Youth	282
ETA Assigned # 45065	Total Exiters	Adults	230
		Dislocated workers	187
		Older Youth	22
		Younger Youth	88
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	73.7
	Employers	69.0	66.1
Entered Employment Rate	Adults	65.7%	78.0%
	Dislocated Workers	89.3%	74.2%
	Older Youth	61.2%	56.3%
Retention Rate	Adults	96.7%	82.9%
	Dislocated Workers	91.1%	92.9%
	Older Youth	85.9%	86.7%
	Younger Youth	51.2%	25.6%
Earnings Change/Earnings Replacement in Six	Adults	\$2,794	\$1,944
	Dislocated Workers	93.0%	89.4%
	Older Youth	\$2,367	\$5,390
Credential/Diploma Rate	Adults	44.3%	48.1%
	Dislocated Workers	71.4%	57.9%
	Older Youth	28.4%	40.9%
	Younger Youth	41.0%	73.4%
Skill Attainment Rate	Younger Youth	80.6%	92.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	6	9

Program Year 2002 Annual Report

Waccamaw

Table O - Local Performance

Table O - Local Performance			
Local Area Name Waccamaw	Total Participants Served	Adults	1116
		Dislocated workers	963
		Older Youth	136
		Younger Youth	461
ETA Assigned # 45085	Total Exiters	Adults	402
		Dislocated workers	301
		Older Youth	47
		Younger Youth	120
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	82.4
	Employers	69.0	80.5
Entered Employment Rate	Adults	78.9%	86.9%
	Dislocated Workers	78.2%	93.7%
	Older Youth	68.9%	84.8%
Retention Rate	Adults	86.5%	83.6%
	Dislocated Workers	95.8%	85.6%
	Older Youth	77.3%	54.5%
	Younger Youth	45.7%	53.8%
Earnings Change/Earnings Replacement in Six	Adults	\$2,202	\$3,060
	Dislocated Workers	95.8%	95.3%
	Older Youth	\$1,269	\$1,693
Credential/Diploma Rate	Adults	53.2%	49.0%
	Dislocated Workers	62.6%	62.4%
	Older Youth	31.9%	21.4%
	Younger Youth	41.0%	59.4%
Skill Attainment Rate	Younger Youth	38.0%	91.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	5	10

Lowcountry

Table O - Local Performance

Table O - Local Performance			
Local Area Name Lowcountry	Total Participants Served	Adults	188
		Dislocated workers	76
		Older Youth	36
		Younger Youth	78
ETA Assigned # 45110	Total Exiters	Adults	100
		Dislocated workers	54
		Older Youth	17
		Younger Youth	24
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72.0	85.4
	Employers	69.0	77.8
Entered Employment Rate	Adults	70.0%	80.4%
	Dislocated Workers	83.2%	84.6%
	Older Youth	84.5%	50.0%
Retention Rate	Adults	88.8%	75.0%
	Dislocated Workers	85.5%	66.7%
	Older Youth	76.5%	100.0%
	Younger Youth	33.0%	0.0%
Earnings Change/Earnings Replacement in Six	Adults	\$2,865	\$1,952
	Dislocated Workers	101.2%	83.2%
	Older Youth	\$1,988	\$0
Credential/Diploma Rate	Adults	47.2%	90.5%
	Dislocated Workers	66.6%	75.9%
	Older Youth	38.8%	0.0%
	Younger Youth	41.0%	45.5%
Skill Attainment Rate	Younger Youth	71.0%	63.6%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	3	8

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72	78.7	1,236	5,374	1,910	64.7
Employers	69	78.3	1,757	6,485	2,314	75.9

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74.5	77.1	1,323
			1,715
Employment Retention Rate	87.7	84.5	1,349
			1,596
Earnings Change in Six Month	2,949	2,291	3,276,424
			1,430
Employment and Credential Rate	50	52.7	477
			905

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	69.6	103	79.3	73	57.8	67	56.4	159
		148		92		116		282
Employment Retention Rate	79.3	88	84.3	70	84.9	62	74.9	131
		111		83		73		175
Earnings Change in Six Months	1,730	164,349	3,145	213,848	2,393	150,749	-307	-47,942
		95		68		63		156
Employment and Credential Rate	37.5	27	60.4	32	26.2	16	26.9	49
		72		53		61		182

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	79	578	75.8	745
		732		983
Employment Retention Rate	85.7	631	83.5	718
		736		860
Earnings Change in Six Months	2,883	1,917,308	1,777	1,359,116
		665		765

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.5	89.2	1,123
			1,259
Employment Retention Rate	90.8	91.6	1,029
			1,123
Earnings Replacement in Six Months	90	95.4	10,355,007
			10,857,839
Employment and Credential Rate	60	64.2	422
			657

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	96.4	80	94.1	16	80.2	81	84.6	11
		83		17		101		13
Employment Retention Rate	98.8	79	93.8	15	88.9	72	81.8	9
		80		16		81		11
Earnings Replacement Rate	90.6	921,165	102.4	116,723	86.3	727,789	94.8	86,148
		1,016,542		114,010		843,077		90,901
Employment And Credential Rate	85.4	35	81.8	9	53.7	22	66.7	6
		41		11		41		9

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	91.8	603	86.4
657			602	
Employment Retention Rate	91.4	551	91.9	478
		603		520
Earnings Replacement Rate	98.9	5,460,857	91.7	4,894,150
		5,519,107		5,338,732

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	67.3
Employment Retention Rate	83.6	78.6	204
			151
Earnings Change in Six Months	3,029	2,563	433,164
			169
Credential Rate	31	30.9	79
			256

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	57.9	11	0	0	42.9	3	75.9	142
		19		1		7		187
Employment Retention Rate	63.6	7	0	0	100	4	79.8	146
		11		1		4		183
Earnings Change in Six Months	2,628	18,394	4,442	4,442	2,915	8,746	2,603	419,096
		7		1		3		161
Credential Rate	28.6	6	100	1	25	2	29.8	71
		21		1		8		238

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
Skill Attainment Rate	64.3		81.3	3,382
				4,158
Diploma or Equivalent Attainment Rate	41		33.4	225
				674
Retention Rate	41		46	281
				611

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	71.1	513	81.8	422	71.8	650
		722		516		905
Diploma or Equivalent Attainment Rate	46.8	36	60	36	30.8	68
		77		60		221
Retention Rate	54	34	53.5	23	63.2	132
		63		43		209

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.2	448	3,675	1,797,037	1.2	16	3,634	4,481,224	25.5	160
		552		489		1,323		1,233		627
Dislocated Workers	84.9	432	107	4,421,996	1.5	17	5,129	5,426,928	30.6	170
		509		4,131,903		1,123		1,058		556
Older Youth	70.3	78	2,530	230,226	1.3	2	2,222	299,966		
		111		91		151		135		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	6,322	2,423
Dislocated Workers	6,186	2,250
Older Youth	919	317
Younger Youth	3,425	1,291

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$10,936,181.00
Local Dislocated Workers		\$7,074,337.00
Local Youth		\$13,455,619.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$3,193,551.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$3,483,107.00
Statewide Allowable Activities 134 (a) (3)	Incumbent Worker Training	\$2,844,950.00
	One Stop Enhancement	\$928,594.00
	Miscellaneous	\$842,843.00
Total of All Federal Spending Listed Above		\$42,759,182.00

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Catawba Workforce Development Board	Total Participants Served	Adults	290
		Dislocated Workers	330
		Older Youth	33
		Younger Youth	230
	Total Exiters	Adults	138
		Dislocated Workers	105
		Older Youth	8
		Younger Youth	89

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	74.3	
	Employers	69	80.9	
Entered Employment Rate	Adults	82.7	96.5	
	Dislocated Workers	75.5	95.1	
	Older Youth	68	42.9	
Retention Rate	Adults	84.8	94.2	
	Dislocated Workers	91.6	96.6	
	Older Youth	76.5	66.7	
	Younger Youth	44.9	45.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,021	3,558	
	Dislocated Workers	98.2	158.8	
	Older Youth (\$)	3,784	-3,737	
Credential / Diploma Rate	Adults	55.9	74.3	
	Dislocated Workers	60.4	59.1	
	Older Youth	31.5	0	
	Younger Youth	41	38.3	
Skill Attainment Rate	Younger Youth	59.8	84.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	3	11

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Greenville County Workforce Investment Board	Total Participants Served	Adults	162
		Dislocated Workers	874
		Older Youth	34
		Younger Youth	83
	Total Exiters	Adults	36
		Dislocated Workers	208
		Older Youth	12
		Younger Youth	64

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	80.3
	Employers	69	76.8
Entered Employment Rate	Adults	74.6	87.5
	Dislocated Workers	82.7	82.8
	Older Youth	76.5	90.9
Retention Rate	Adults	92.8	84
	Dislocated Workers	95.4	89.6
	Older Youth	89.3	60
	Younger Youth	51.3	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,124	6,009
	Dislocated Workers	89.6	90.8
	Older Youth (\$)	2,505	867
Credential / Diploma Rate	Adults	50.3	79.2
	Dislocated Workers	66.1	50
	Older Youth	35.5	72.7
	Younger Youth	41	25
Skill Attainment Rate	Younger Youth	80.6	69.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		4	4
		Exceeded	9

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Lowcountry Workforce Investment Board	Total Participants Served	Adults	187
		Dislocated Workers	76
		Older Youth	36
		Younger Youth	78
	Total Exiters	Adults	100
		Dislocated Workers	54
		Older Youth	17
		Younger Youth	24

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	85.4
	Employers	69	77.8
Entered Employment Rate	Adults	70	82.1
	Dislocated Workers	83.2	87.2
	Older Youth	84.5	50
Retention Rate	Adults	88.8	77.6
	Dislocated Workers	85.5	94.1
	Older Youth	76.5	100
	Younger Youth	33	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,865	2,101
	Dislocated Workers	101.2	88.9
	Older Youth (\$)	1,988	4,100
Credential / Diploma Rate	Adults	47.2	90.5
	Dislocated Workers	66.6	79.3
	Older Youth	38.8	0
	Younger Youth	41	41.7
Skill Attainment Rate	Younger Youth	71	62.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	3	10

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Lower Savannah Workforce Development Board	Total Participants Served	Adults	711
		Dislocated Workers	431
		Older Youth	94
		Younger Youth	543
	Total Exiters	Adults	203
		Dislocated Workers	163
		Older Youth	40
		Younger Youth	278

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	81.9	
	Employers	69	80.8	
Entered Employment Rate	Adults	65.2	71.6	
	Dislocated Workers	65.1	83	
	Older Youth	54.9	50	
Retention Rate	Adults	88.5	80.7	
	Dislocated Workers	87.3	86.4	
	Older Youth	88.1	77.8	
	Younger Youth	33	24.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,461	2,568	
	Dislocated Workers	90	101.4	
	Older Youth (\$)	3,784	5,476	
Credential / Diploma Rate	Adults	44	24.7	
	Dislocated Workers	52	21.8	
	Older Youth	25.4	28.6	
	Younger Youth	41	3.5	
Skill Attainment Rate	Younger Youth	36.8	65.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	4	8

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Midlands Workforce Investment Board	Total Participants Served	Adults	600
		Dislocated Workers	178
		Older Youth	83
		Younger Youth	223
	Total Exiters	Adults	255
		Dislocated Workers	91
		Older Youth	24
		Younger Youth	68

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	76.7	
	Employers	69	74.3	
Entered Employment Rate	Adults	78.6	78.3	
	Dislocated Workers	87.3	86.6	
	Older Youth	55.6	88.9	
Retention Rate	Adults	86.8	78.7	
	Dislocated Workers	92.8	90.1	
	Older Youth	89.3	90.9	
	Younger Youth	43.9	64.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,474	2,358	
	Dislocated Workers	82.6	105	
	Older Youth (\$)	3,269	4,688	
Credential / Diploma Rate	Adults	53	65.9	
	Dislocated Workers	69.8	74.6	
	Older Youth	25.7	53.3	
	Younger Youth	41	41.5	
Skill Attainment Rate	Younger Youth	80.6	76.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	5	11

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Pee Dee Workforce Development Board	Total Participants Served	Adults	1,067
		Dislocated Workers	584
		Older Youth	186
		Younger Youth	699
	Total Exiters	Adults	417
		Dislocated Workers	228
		Older Youth	74
		Younger Youth	164

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	81.6	
	Employers	69	79.1	
Entered Employment Rate	Adults	71.6	81.2	
	Dislocated Workers	69.4	88.6	
	Older Youth	61.9	73.8	
Retention Rate	Adults	87.3	86.4	
	Dislocated Workers	94.5	93.3	
	Older Youth	79.7	78.9	
	Younger Youth	51.3	41.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,568	2,484	
	Dislocated Workers	101.2	102.2	
	Older Youth (\$)	3,129	2,248	
Credential / Diploma Rate	Adults	48.4	67.8	
	Dislocated Workers	55.5	78.6	
	Older Youth	28.7	27.9	
	Younger Youth	41	24.5	
Skill Attainment Rate	Younger Youth	37.1	90.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Pendleton District Workforce Investment Board	Total Participants Served	Adults	164
		Dislocated Workers	423
		Older Youth	28
		Younger Youth	109
	Total Exiters	Adults	69
		Dislocated Workers	185
		Older Youth	14
		Younger Youth	86

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	80.9
	Employers	69	82.7
Entered Employment Rate	Adults	81.8	96.6
	Dislocated Workers	81.2	98.9
	Older Youth	81.6	66.7
Retention Rate	Adults	86.9	86.1
	Dislocated Workers	92.5	92.1
	Older Youth	94.2	100
	Younger Youth	51.3	41.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,815	3,276
	Dislocated Workers	81.6	89.3
	Older Youth (\$)	3,784	1,669
Credential / Diploma Rate	Adults	55.2	75
	Dislocated Workers	65	82.1
	Older Youth	37.8	69.2
	Younger Youth	41	38.9
Skill Attainment Rate	Younger Youth	65.6	85.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	5	11

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Santee-Lynches Workforce Development Board	Total Participants Served	Adults	355
		Dislocated Workers	280
		Older Youth	84
		Younger Youth	282
	Total Exiters	Adults	229
		Dislocated Workers	187
		Older Youth	22
		Younger Youth	88

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	73.7	
	Employers	69	66.1	
Entered Employment Rate	Adults	65.7	80.7	
	Dislocated Workers	89.3	74.8	
	Older Youth	61.2	62.5	
Retention Rate	Adults	96.7	85.1	
	Dislocated Workers	91.1	95.6	
	Older Youth	85.9	87.5	
	Younger Youth	51.2	61.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,794	1,818	
	Dislocated Workers	93	82.8	
	Older Youth (\$)	2,367	5,247	
Credential / Diploma Rate	Adults	44.3	50	
	Dislocated Workers	71.4	57.9	
	Older Youth	28.4	40.9	
	Younger Youth	41	74.6	
Skill Attainment Rate	Younger Youth	80.6	80.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	6	10

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Trident Workforce Investment Board	Total Participants Served	Adults	643
		Dislocated Workers	185
		Older Youth	109
		Younger Youth	289
	Total Exiters	Adults	295
		Dislocated Workers	76
		Older Youth	16
		Younger Youth	41

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	73.8
	Employers	69	76
Entered Employment Rate	Adults	78.7	86.9
	Dislocated Workers	89.3	92.7
	Older Youth	84.5	83.3
Retention Rate	Adults	85.6	89
	Dislocated Workers	92.3	93.1
	Older Youth	76.5	90.6
	Younger Youth	51	52.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,419	2,172
	Dislocated Workers	101.2	107.1
	Older Youth (\$)	2,352	2,187
Credential / Diploma Rate	Adults	53.1	74.4
	Dislocated Workers	71.4	88.2
	Older Youth	38.8	21.6
	Younger Youth	41	35
Skill Attainment Rate	Younger Youth	66.5	90.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	4	12

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Upper Savannah Workforce Development Board	Total Participants Served	Adults	336
		Dislocated Workers	997
		Older Youth	92
		Younger Youth	249
	Total Exiters	Adults	191
		Dislocated Workers	471
		Older Youth	43
		Younger Youth	109

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	75.8
	Employers	69	81
Entered Employment Rate	Adults	73.8	75
	Dislocated Workers	84	92.9
	Older Youth	63.3	68.4
Retention Rate	Adults	84.4	85.5
	Dislocated Workers	94.7	91.3
	Older Youth	75.6	82.4
	Younger Youth	51.3	64.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,764	1,487
	Dislocated Workers	85.7	85.9
	Older Youth (\$)	2,833	1,942
Credential / Diploma Rate	Adults	49.7	44.4
	Dislocated Workers	67.2	68.2
	Older Youth	29.4	20.8
	Younger Youth	41	59.7
Skill Attainment Rate	Younger Youth	63.2	79
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	2	12

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Upstate Workforce Investment Board	Total Participants Served	Adults	660
		Dislocated Workers	865
		Older Youth	4
		Younger Youth	153
	Total Exiters	Adults	70
		Dislocated Workers	181
		Older Youth	0
		Younger Youth	133

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	81.1	
	Employers	69	77.2	
Entered Employment Rate	Adults	80	100	
	Dislocated Workers	85	100	
	Older Youth	66.5	0	
Retention Rate	Adults	86	57.1	
	Dislocated Workers	95.2	91.5	
	Older Youth	93.5	0	
	Younger Youth	51.3	76.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,684	1,769	
	Dislocated Workers	82.3	89.7	
	Older Youth (\$)	3,784	0	
Credential / Diploma Rate	Adults	54	71.4	
	Dislocated Workers	68	58.7	
	Older Youth	30.8	0	
	Younger Youth	41	58.7	
Skill Attainment Rate	Younger Youth	80.6	86	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	2	9

WIA Annual Report Data

State Name: SC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Waccamaw Workforce Development Board	Total Participants Served	Adults	1,112
		Dislocated Workers	963
		Older Youth	136
		Younger Youth	460
	Total Exiters	Adults	401
		Dislocated Workers	301
		Older Youth	47
		Younger Youth	120

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	82.4
	Employers	69	80.5
Entered Employment Rate	Adults	78.9	87.7
	Dislocated Workers	78.2	94.6
	Older Youth	68.9	84.9
Retention Rate	Adults	86.5	85.7
	Dislocated Workers	95.8	86.7
	Older Youth	77.3	57.6
	Younger Youth	45.7	73.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,202	3,092
	Dislocated Workers	95.8	94.7
	Older Youth (\$)	1,269	2,054
Credential / Diploma Rate	Adults	53.2	50
	Dislocated Workers	62.6	62.4
	Older Youth	31.9	21.4
	Younger Youth	41	50.9
Skill Attainment Rate	Younger Youth	38	82.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		2	5
		Exceeded	10