

SC WORKS

PEE DEE

PEE DEE LWDA INSTRUCTION NUMBER: 20-004

To: Pee Dee LWDA Contractors

Subject: Soft Skills Instruction and Activity code

Issuance Date: December 23, 2020

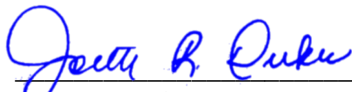
Effective Date: December 8, 2020

Purpose: The purpose of this instruction is to transmit State Instruction 20-02 regarding updates to the list of activity codes for the Wagner-Peyser (WP) and Workforce Innovation and Opportunity Act (WIOA) Title I programs, to include the addition of soft skills instruction.

Policy: The SC Department of Employment and Workforce has set forth the State's policy to ensure that the following activity code 142- Soft Skills Instruction is recorded upon the provision of soft skills instruction for WP, Adult, Dislocated Worker, and Youth participants. The Contractor should ensure that corresponding case notes are entered in SCWOS with the applicable activity code as outlined. The case notes should indicate the type and a description of the soft skills instruction conducted.

Action: Staff should review and become familiar with State Instruction 20-02 (attached) which outlines the State's policy governing the provision of Soft Skills Instruction and the use of the established activity code.

Inquiries: Questions pertaining to this instruction should be directed to April Gaskins at (843) 669-3138.



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STATE INSTRUCTION NUMBER 20-02

To: Local Workforce Area Signatory Officials
Local Workforce Area Board Chairs
Local Workforce Area Administrators
DEW Area Directors
DEW Regional Managers

Subject: Soft Skills Instruction and Activity Code

Issuance Date: December 8, 2020

Effective Date: Immediately

Purpose: This guidance updates the list of activity codes for the Wagner-Peyser (WP) and Workforce Innovation and Opportunity Act (WIOA) Title I programs, to include the addition of soft skills instruction.

Background:

The State Workforce Development Board (SWDB) released the Nagle Soft Skills Study in January 2010, highlighting the soft skills that businesses identified as critical for hiring and retention. Soft skills can be learned and refined through education, training and experience, and are transferable in career pathways.

Training in soft skills has remained a top priority in building the talent pipeline and is part of many statewide strategies. Partner programs routinely provide soft skills instruction through workshops, boot camps, instructor-led curriculums, and career coaching. Traditionally, the workforce system has primarily served individuals who face barriers to employment and while priority of services remains essential, there is an increasing need to promote and reinforce soft skills, especially as COVID-19 displaced workers transition back to employment.

The SWDB has emphasized that the workforce system must provide soft-skills training to the existing and emerging workforce seeking employment assistance as part of the state's COVID-19 recovery and reemployment efforts. While the range of soft skills varies by industry, there are common skills or essential soft skills that are recognized by businesses across industries and career levels.

Providing soft skills instruction to job seekers will better equip those individuals with the behavioral skills needed today and provide businesses with a skilled workforce. Recording and reporting the facilitation of soft skills instruction across partner programs will highlight the efforts of the public workforce system to reskill, upskill and soft-skill job seekers.

Policy: The following activity code must be recorded upon the provision of soft skills instruction for WP, Adult, Dislocated Worker, and Youth participants:

Activity Code 142: Soft Skills Instruction


Soft skills instruction is provided to ensure that individuals are equipped with a combination of people skills, communication skills, and social and emotional intelligence which enable them to navigate their environment, work well with others, and achieve their goals. Soft skills instruction can be delivered in a variety of formats, including one-on-one, small or large group workshops, in person or virtual, or other appropriate formats. A corresponding case note should indicate the type and a description of the soft skills instruction conducted.

| Program | Triggers Participation/Delays Exit | Length of Service | Mapped to Reporting Category | Mapped to PIRL Element # |
|----------|------------------------------------|---|------------------------------|--|
| WP | Yes | N/A | N/A | N/A |
| Adult/DW | Yes | Up to 30 days; May be extended in 30 day increments; 90 day maximum | 126, 147, 158, 159, 198 | 1004, 1005, 1200, 1201, 1210, 1213, 2004 |
| Youth | Yes | Up to 45 days; May be extended in 15 day increments; 45 day maximum | 126, 142, 147, 158, 159, 198 | 1004, 1005, 1006, 1115-1, 1200, 1201, 1210, 1213, 1408 |

Note: For the most up-to-date Activity Codes, see the Staff Online Resources in SCWOS.

Action: Ensure that all staff receive and understand this policy and review the revised activity codes by program.

Inquiries: Questions may be directed to PolnPro@dew.sc.gov.


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Technical Services, Policies and Reporting