

SC WORKS | BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER
WORKLINK
ANDERSON-OCONEE-PICKENS

**WORKFORCE INVESTMENT BOARD
Executive Committee
May 8, 2014 at 9:00 AM
SC Works Comprehensive Center Large Conference Room – Clemson, SC**

AGENDA

- | | |
|---|------------------------------|
| I. Call to Order | Danny Brothers, Chair |
| II. Approval of Minutes (01/09/14)* | Danny Brothers |
| III. DEW Proposal Discussion | Round Table |
| IV. Executive Director Job Description & Posting | Danny Brothers |
| V. Other Business | Danny Brothers |
| A. Strategic Plan. | |
| B. Budget Negotiations Update | |

***Vision – To have a fully-employed, skilled workforce in Anderson, Oconee, and Pickens counties, SC
Mission – We develop the link between employers and the workforce in Anderson, Oconee, and Pickens
counties, SC***

Upcoming Meetings:

**Executive Committee
May 28, 2014 at 2:00pm
SC Works Comprehensive Center Large Conference Room**

**Worklink Workforce Investment Board Meetings
June 11, 2014 at 1:00pm
Martin Inn & Conference Center
Lunch Immediately Precedes the Board Meeting**

**WorkLink Workforce Development Board
Executive Committee Meeting of Thursday, April 10, 2014**

Minutes

Attendance

Danny Brothers, Chair
Robert Halfacre, Vice Chair (by phone)
Trent Acker
Richard Blackwell
Ronnie Booth (by phone)
Stan Brooks
Steve Pelissier

Call to Order

Chairman Danny Brothers called the meeting to order at 9:35 AM and stated that the purpose was to discuss a personnel matter.

Executive Session

Upon a motion from Mr. Acker, and a second from Mr. Brooks, the Committee voted to enter into executive session to discuss a personnel matter. (Unanimous vote)

Re-Convene Into Regular Session

Following executive session, the Committee re-convened in regular session. Chairman Brothers noted that no action had been taken during the executive session.

Adjournment

Upon a motion from Mr. Brooks, and a second from Mr. Blackwell, the Committee voted to adjourn at 11:05 AM. (Unanimous vote)

**WORKFORCE INVESTMENT BOARD
EXECUTIVE COMMITTEE MEETING**

January 09, 2014 – 2:00pm

Comprehensive Center Large Conference Room – Clemson, SC

Members Present:

Danny Brothers
Burriss Nelson

Trent Acker
Robert Halfacre

Richard Blackwell

Members Absent:

Ronnie Booth

Richard Blackwell

Staff Present:

Jennifer Kelly
Patty Manley
Reneé Murdock

Brandi Runion
Sharon Crite

Ronnie Allen
Windy Graham

Guests:

Rick Cothran
Rebecca Battle-Bryant

Cheryl Stanton

Russell Johnson

I. Call to Order

Chair Danny Brothers called the meeting to order announcing a quorum was present to conduct business of the committee and the meeting was being recorded.

II. Approval of Minutes (10/30/13)

The minutes from the October 30, 2013 meeting were included in the meeting packet. Chair Brothers called for any corrections or amendments to the minutes.

ACTION TAKEN: A motion was made by Trent Acker to approve the minutes as submitted, second by Richard Blackwell. Burriss Nelson wished to abstain from the vote since he was not present at the October 30, 2013 meeting. The motion carried with a majority vote.

III. Approval of WorkLink Region SC Works Operations Plan

Ronnie Allen referred to page 3 of the meeting packet and provided a brief overview of the Executive Summary stating this is a required element of the SC Works OneStop Certification, was approved by the Workforce Skills & Education Committee in December 2013, submitted to the State at the end of December 2013 and is being submitted to the Executive Committee for approval.

ACTION TAKEN: A motion from the Workforce Skills & Education Committee to approve the Operations Plan as presented and submitted, second by Trent Acker. Motion carried with a unanimous vote.

IV. SC Works Center Update

Ronnie Allen referred to pages 3-5 of the meeting packet stating this information was being offered as a refresher for the Executive Committee on the OneStop Center delivery system and directive as stated in the Executive Summary as outlined by the Workforce Investment Act; the WorkLink Region service delivery model; and the Services offered.

Jennifer Kelly referred to pages 6-11 of the meeting packet and provided an update on the numbers of participants presenting at the Centers and the Adult & Dislocated Worker services being provided in the Centers in our three county service region.

V. Tabled Motion (10/30/13 Meeting)

ACTION: Chair Brothers called for an adoption of a motion to take from the table and open for discussion the item tabled at the October 30, 2013 meeting. Motion seconded by Burriss Nelson. Tabled motion was taken from table and opened for discussion.

Committee members held discussion regarding the proposed new program opportunity as presented by Rick Cothran at the October 30, 2013 Executive Committee meeting. Based on the email from Rick Cothran, included in the meeting packet as information, it was noted that Mr. Cothran has given additional presentations of this program with revisions – none of which Executive Committee members have had the opportunity to view.

Ronnie Allen noted that this proposed program would be a duplication of efforts stating the Workforce Development Alliance would be the sole source to request for waivers from the DOL and to develop & provide cross training for all partner agencies.

Several Executive Committee members agreed this would be a duplication of efforts. Several questions were raised as to how this proposed new program opportunity will better what we are currently doing for workforce development in our service region; can WIA funds be put into a program such as this; what are the WIA regulations; what is the possibility that waivers can and will be obtained from DOL. There was also a concern raised as to the validity of all the funding components as proposed in Mr. Cothran's presentation.

ACTION TAKEN: Burriss Nelson made a motion to respond to Mr. Rick Cothran that the Executive Committee respectfully indicates that the Workforce Investment Board will not be participating in the proposed program opportunity as requested, second by Richard Blackwell. The motion carried with a unanimous voice vote.

VI. Other Business

Ronnie Allen referred to the Strategic Plan which was included in the October 30, 2013 meeting packet and reported the Strategic Plan ends June 30, 2014 therefore we will need to look at writing a new plan. Mr. Allen requested that the Executive Committee and WIB will need to make a decision as to how this will be addressed.

Mr. Allen also reported the SCWorks Business Services Plan for OneStop Certification is being required and that we are awaiting guidance on how to proceed.

VII. Adjournment

Respectfully submitted by: Patty Manley, Office Manager

From: Brothers, Danny [<mailto:Danny.Brothers@duke-energy.com>]
Sent: Friday, April 25, 2014 10:14 AM
To: Booth, Ronnie L.; Stan Brooks; Halfacre, Robert (RHalfacre@bbandt.com) (RHalfacre@bbandt.com); trent acker; Burriss Nelson; Richard Blackwell
Cc: Brandi Runion; Jennifer Kelly
Subject: RE: IMPORTANT - DEW Proposal - Changes to days of Operation in the Satellite Centers

Gentlemen,
Please take time to review this information and provide any comments or concerns you have to Jennifer. This could be a sore spot with folks in the Anderson and Seneca communities, and there administrations or Councils. Once we get the official RSA request in hand (should be around May 1), we can possibly set up a time for Exec Comm meeting the week of May 5th. I am sure there will be other topics to cover on this and the new ED search.

Thanks for your time,
Danny

Danny Brothers, CEM
Duke Energy | Account Executive, Large Business
o: 864-260-6051 | c: 864-314-1966 | www.duke-energy.com
SC Support: Donna.Maffett@Duke-Energy.com - 800-256-6511
Business Service Center 800-777-0046

From: Jennifer Kelly [<mailto:jkelly@worklinkweb.com>]
Sent: Thursday, April 24, 2014 2:37 PM
To: Booth, Ronnie L.; Stan Brooks; Halfacre, Robert (RHalfacre@bbandt.com) (RHalfacre@bbandt.com); trent acker; Burriss Nelson; Richard Blackwell
Cc: Brothers, Danny; Brandi Runion
Subject: IMPORTANT - DEW Proposal - Changes to days of Operation in the Satellite Centers

*** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ***

Good afternoon all,

I have information to share with you that Chairman Danny Brothers and I received earlier this week that may impact the services being delivered in our area.

SC DEW has been working on the Resource Sharing Agreements for the WorkLink region for PY'14. The attached proposal called "PY14 WorkLink" is a discussion starter for the negotiations with SC DEW. I have attached some information that Cheryl Stanton, Executive Director for DEW sent out to the COG Directors.

Of particular interest is:
a) The proposed SC DEW staffing dates of each of the Centers starting July 1, 2014.

Region/Center	Proposed Days	Current Days
WorkLink:		
Anderson	Weekly: Tuesday	Monday – Friday
*Clemson	Weekly: Monday – Friday	Monday – Friday
Easley	Monthly: 1 st Wednesday	Monday – Friday
Honea Path	Monthly: 1 st Thursday	Tuesday
Seneca	Weekly: Wednesday & Thursday	Monday – Friday

Impacts if implemented as stated above:

1. **Number of staff available in the locations to provide services to the jobseekers in the three counties.** DEW staff would not be present on most days in the Centers; therefore, we would not be able to provide job matching services through DEW staff. *Please note that DEW staff will not be reduced according to this proposal.*

Coverage of Offices by Staff

	Anderson	Clemson	Easley	Honea Path	Seneca	Totals
AARP	1	4			2	7
Trade		2	1			3
UI		2				2
Veterans		2				2
Wagner-Peyser	2	6	1	1	1	11
WIA	1	6	2	1	2	12
WorkLink		7				7
Totals	4	29	4	2	5	44

The numbers highlighted in gray above are DEW staff that will move to Clemson (under this proposal) on days that they are not scheduled to be in the Satellites.

Options:

- a. **Negotiate with SC DEW to revise the proposed dates of operation.**
 - i. Attached is the SCWorks Center Traffic Report that we track on a monthly basis (this is inclusive of all customers regardless of service).
 - ii. Calculations reflected in the "WorkLink Report" proposal are based on DEW traffic only.
 - iii. Considerations on pursuing this option - what are the political ramifications and what is the necessary locations of the resources we are providing in the three counties?
- b. **If we approve the decrease in service locations as proposed - WIA funded Career Coaches could either stay in the buildings (pending TCTC MOA negotiations) or move to Clemson and rotate on the days that DEW rotates. In the event that we keep the Career Coaches in the buildings on a full time basis, either Career Coaches would only see WIA participants on the days that DEW is not there or partners could provide job search services. Please note that WIA cannot fund Core level staff (resource room and job matching services) without a waiver from DOL – some of the other local areas are suggesting a waiver to allow this to happen. We currently have an agreement with AARP to assist with placing volunteers in the Resource Room.**
Con: Services would be reduced and would rely on availability of voluntary partners.
- c. **Relocate all staff back to the Comprehensive Center except on proposed dates of service. We could re-look at the SC Works On-the-Go model for services.**
Cons: Services in the communities would be much harder for job seekers to access. Facility concerns - All on-site file storage would need to be moved back into storage units to give just enough room for all staff to have office space. Parking could potentially be an issue (approximately additional 10 vehicles).

2. **TCTC Memorandum of Agreements to be in the QuickJobs Centers**

Richard Blackwell is serving as the Board member liaison from WSEC for the MOA negotiations with TCTC. Depending on the agreement that we come to with DEW, this will impact the TCTC MOA agreements for facilities. Please note that we are currently in the process of scheduling a meeting with TCTC to discuss the MOA agreements for PY14.

3. **Financial implications of the proposed scheduling:**

Currently in the TCTC QuickJob Centers, we are paying \$600 per location (includes two offices) plus \$500 per month for classroom space. Except for \$300 per month for Honea Path. The total cost is \$31,200 per year cost shared with DEW at 50/50 split plus \$5,400 per year for long distance costs that is a 100% DEW cost.

- a. Under the proposed plan, we would possibly not need two offices. This would decrease our cost by 1 office space.
- b. Provided that TCTC keeps the same MOA costs for QuickJob Centers - please reference the attached Excel spreadsheet for Brandi's calculation of the new costs based on the proposed. It would be a mutual overall decrease to our costs.
- c. We would still need the classroom space for the resource room depending on the days that DEW staff could be there. The resource room costs would not be shared; it would be 100% funded by WIA.

b) Salary for new Intake Coordinator

- Pros: We would have a steady receptionist at the front desk trained and fully funded by DEW. This has been an ongoing request from Henkels and McCoy. We would not share in the Intake Coordinator's cost.
- Cons: Henkels and McCoy would absorb \$26,760 in their PY14 budget for the remainder of the Center Manager position's shared cost. His salary was split between DEW and WIA. They will no longer share in this cost. This position is currently filled by AARP work experience volunteers at no cost to our budget. Despite what the "WorkLink Report" proposal says DEW will spend \$17,500 more out of their budget for the intake coordinator for PY14 versus what they would have spent for the Center Manager position.

- c) DEW has stated that we must have all RSAs signed by July 1 in order to avoid having our allocations withheld from us beginning July 2. However, we are trying to get all the financial impacts situated by May 31 prior to Brandi's planned leave.

Staff recommendation – We negotiate with DEW to keep service levels at full capacity (Monday-Friday, 8:30AM – 5:00PM) in Anderson and Seneca, and negotiate on Easley and Honea Path days of operation (please note that Honea Path is currently open only on Tuesdays; Easley is currently open Monday - Thursday).

Please provide feedback, questions, concerns, and other considerations. Thanks as always for your input and guidance!

Jennifer M Kelly

Interim Executive Director

WorkLink Workforce Investment Board
 SC Works Clemson Comprehensive Center at East Park
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 Clemson, SC 29631
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WorkLink

Program Year 2014

I. Staffing Level Changes

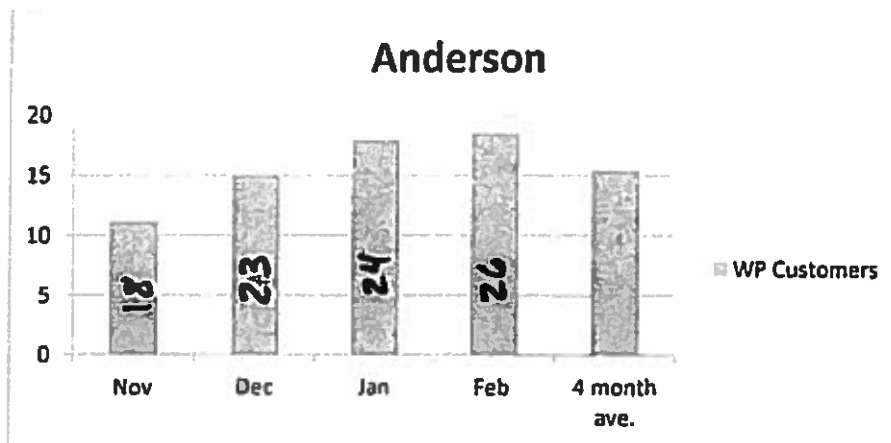
With less federal funding comes the need for DEW to ensure that all resources are leveraged to their maximum potential to provide the highest level of service to our customers: i.e. do more with less. As such, staffing levels and work schedules will be determined based solely on the documented customer need (i.e. customer traffic of each center). Based on this model, all comprehensive SC Works Centers will, at a minimum, maintain their full-time DEW staffing levels. However, some centers and/or counties may only have a DEW presence once a month or not at all. The group analyzed WP traffic reports with data from November 2013 through February 2014. If the four month weekly average was less than 40 individuals seeking WP services in that location, the recommendation was made to reduce the number of days DEW staff would provide services at that location. Staff whose days are reduced will spend all other days in the local area's comprehensive center. *DEW will not be reducing any WP staff or resources in any local area, only reallocating staff to meet customer demand.*

- ❖ The following table reflects the proposed WP Operational Schedule for WorkLink based solely on WP customer traffic counts:

Region/Center	Proposed Days	Current Days
WorkLink:		
Anderson	Weekly: Tuesday	Monday-Friday
*Clemson	Weekly: Monday - Friday	
Easley	Monthly: 1 st Wednesday	Monday-Friday
Honea Path	Monthly: 1 st Thursday	Tuesday
Seneca	Weekly: Wednesday & Thursday	Monday-Friday

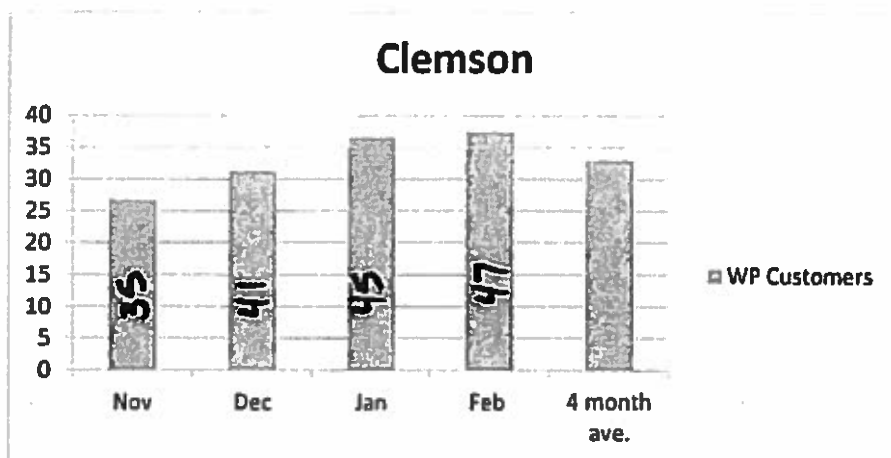
*Comprehensive Center

- ❖ The following charts reflect WP customer traffic counts by location:



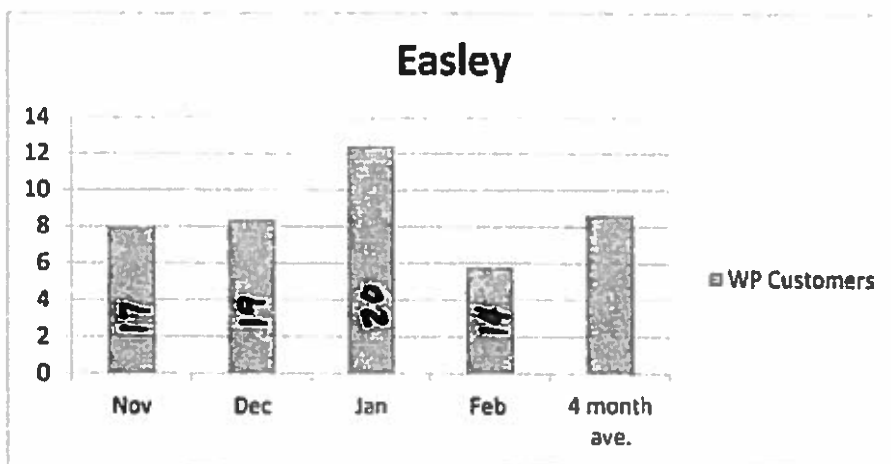
Mar WP 26
All 26

Apr WP 25
All 28



Mar WP 43
All 46

Apr WP 49
All 39

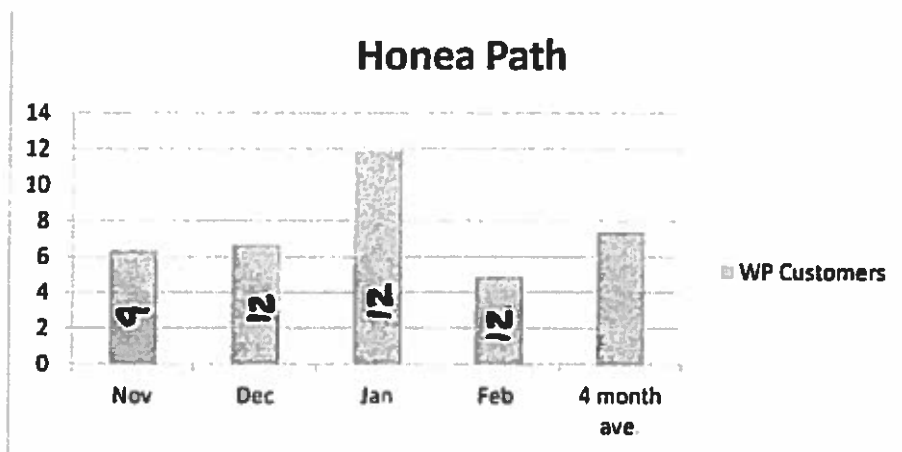


Mar WP 10
All 12

Apr WP 10
All 13

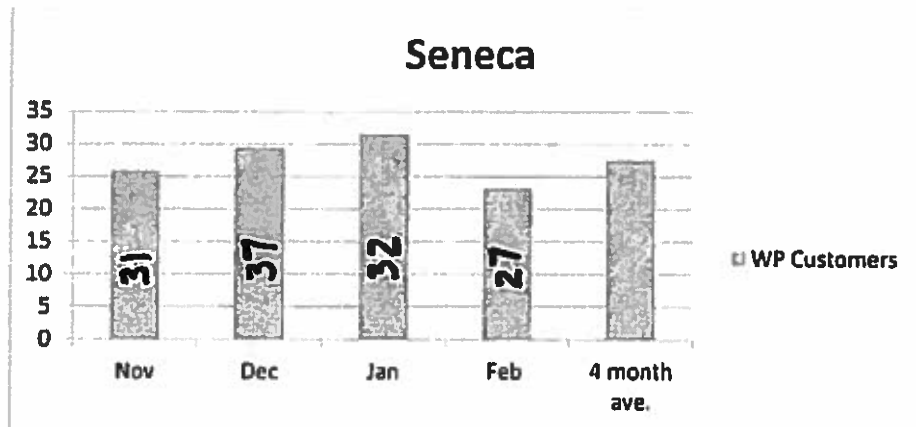
* Chart reflects Dew numbers only

* Black handwritten number within chart reflects Seaworks Center numbers



Mar WP 17
All 16

Apr WP 11
All 11



Mar WP 32
All 27

Apr WP 30
All 26

❖ The following table is a cost analysis for WorkLink on projected WP costs by location for PY '14:

Area	DEW Proportionate Share paid to LWIA PY13	Full-time Location?	DEW Projected Cost paid to LWIA PY14	LWIA Projected Increase in Cost PY14
Worklink				
Anderson	4,000.00	N		4,000.00
Clemson	117,553.76	Y	135,430.60	(17,876.84)
Easley	3,600.00	N	-	3,600.00
Honea Path	1,800.00	N	-	1,800.00
Seneca	3,600.00	N	-	3,600.00
Total	130,553.76		135,430.60	(4,876.84)

II. Providing an Intake Coordinator Position vs. a Portion of the Center Manager's Salary

Last program year, DEW agreed to pay a proportionate share of the Center Manager's salary for the time spent overseeing the center, excluding WIA activities, as the local areas did not have all ES Regional Managers in place at the time. However, now that there is a Regional Manager in every LWIA, and now that DOL and other oversight bodies have called for a better intake process at the comprehensive centers, funding an Intake Coordinator position in every comprehensive center is a necessary use of DEW's limited funds to best serve customers as required. This will also provide a more consistent level of customer service and program knowledge which will result in a more efficient flow of program services.

- ❖ The following table is a cost analysis of the Intake Coordinator position as compared to Center Manager salary costs for WorkLink:

LWIA	DEW's Current Share of Center Manager Salary	100% of Intake Coord. (including benefits)	Increase/ (Decrease) in Cost	DEW's PY14 Increase in P.S. % for Intake Coord.
WorkLink	34,563	44,267	9,702	8,552

The UI Division offered a grant to help fund a front desk position for PY '13. WorkLink chose not to utilize the funds in the amount of \$24,960. This grant will not be offered in PY '14 since DEW will be funding an intake position at the comprehensive center.

Program Year 2014 Timeline

- May 1st:** DEW to send PY '14 RSA document (to include a template and all deadlines) to Administrators and COG Directors.
- July 1st:** MOU/RSA deadline for LWIAs; Start of PY '14.
- July 2nd:** Hold all funding for LWIAs that did not submit the RSA.
- September 30th:** All RSAs must be fully executed.
- October 1st:** Hold all funding for LWIAs that do not have a fully executed RSA.
- December 31st:** All LWIAs to be providing their own IT support.


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Nikki R. Haley
Governor

Cheryl M. Stanton
Executive Director

TO: Local Workforce Investment Area Administrators

FROM: Rebecca Battle-Bryant 
Assistant Executive Director
Employment Services

SUBJECT: Program Year 2014 Resource Sharing Agreements (RSA)

DATE: May 1, 2014

The purpose of this memorandum is to provide the requirements for Local Workforce Investment Areas (LWIAs) Program Year 2014 Resource Sharing Agreements with the SC Department of Employment and Workforce (DEW), and a corresponding timeline to ensure compliance and fiduciary responsibility.

BACKGROUND:

The Memorandum of Understanding (MOU) is an agreement executed between the local board, the chief elected officials, and the SC Works Center partners, relating to the operation of the SC Works (one-stop) delivery system. Local areas may decide to develop an umbrella MOU addressing the issues of all partners in the local workforce system, or separate agreements between the Local Board and each individual partner.

The Resource Sharing Agreement (RSA) is the funding document for the MOU. It contains the financial information on shared SC Works Center costs including the cost allocation plans, methodologies, and payment mechanisms which have been developed by the SC Works partners. The RSA is a part of the MOU.

DEW developed and previously distributed a sample MOU and RSA incorporating the requirements specified in Section 121(c) of the Workforce Investment Act of 1998. The template has been revised and is Attachment A of this Memorandum. The MOU/RSA is designed to give guidance in the development of local area agreements, and to ensure that Local Workforce Investment Areas (LWIAs) and the SC Department of Employment and Workforce (DEW) are in compliance with USDOL directives. DEW encourages all LWIAs to maximize SC Works partner participation and to document the allocation of costs and sharing resources.

REQUIREMENTS:

The attached template MOU/RSA should be used in developing local area agreements with DEW.

If an LWIA has an existing, active and updated umbrella MOU already in effect, a new MOU does not need to be submitted. However, the RSA with DEW must be newly created and executed for Program Year 2014, and include a Cost Allocation Plan, a budget for each SC Works Center where resources will be shared, and a resource sharing plan (the process used to pay for shared costs).

The timeline for LWIA/DEW RSA submission and execution is as follows:

- July 1st - Initial documents must be submitted to DEW Administration, Support and Operations
- September 1st – All partner MOUs and RSAs must be fully executed.

Should an LWIA miss either deadline, no WIA funds will be drawn down until all documentation is properly submitted and executed.

If you have questions or concerns, please contact Mary jo Schmick at mschmick@dew.sc.gov or 803-737-2708.

RBB:ms

**South Carolina Works Center
Resource Sharing Agreement (RSA)
July 1, 2013 – June 30, 2014
(Addendum to MOU)**

I. STATEMENT OF PURPOSE

The purpose of this RSA is to define and specify what common costs associated with the S.C. Works Centers will be a shared responsibility of the South Carolina Department of Employment and Workforce (DEW) and the _____ Regional Council of Governments (COG), as well as establish the basis and methodology of pooling and sharing those costs. Also, the RSA outlines the frequency and process for billing and payment of shared costs.

II. INTRODUCTION

- a. This RSA is between COG and DEW.
- b. The _____ (WIB) is the designated and certified Workforce Investment Board for the _____ Workforce Investment Area. The Operator is the _____, competitively procured and selected by the WIB.
- c. The Partners are the various organizations identified in the MOU who, by virtue of their Partner status, have agreed to enter into and abide by Partner specific RSA's.

III. COMMITMENTS

- a. DEW agrees to provide the following SC Works Host Facilities:
 - _____ Center, Street Address, City/Town, SC Zip
- b. The _____ COG, representing SC Works in _____, _____, and _____ counties, agrees to provide the following SC Works Host Facility:
 - _____ Center, Street Address

DEW and COG will provide a quarterly summary of actual expenditures pursuant to the provisions as outlined below.

- c. SC Works in _____, _____, and _____ counties agree to contribute to the delivery of the following services in the _____ SC Works system:
 - Greeting and front end services
 - Job vacancy announcements/postings
 - Referrals to employment
 - Employment Workshops
 - Print materials and maintain a sufficient supply of appropriate print materials, such as brochures, flyers, and information packets detailing the services available
 - Unemployment Insurance, Veteran and Trade Adjustment Services

- Labor Market Information
- Fax/Phone Access and Postage
- Providing access, support, and training on the SC Works Online (SCWOS) system
- Providing Internet access and IT Support, through the end of 2014
- Researching Labor Market Statistics and Trends and publishing them via email, print, or website as appropriate
- Share and participate in training opportunities for all SC Works staff in the _____ (Location) region

d. COG and DEW (hereinafter collectively "The Parties.") can expect to derive the following benefit from the SC Works system in the _____ (Location) region:

- Resources for customers needing assistance with Career Counseling, Literacy, GED, Occupational Training, and other community services.

IV. RESOURCE SHARING PLAN

Other than the items specified in this RSA, each partner agency agrees to use their authorized funds to provide the services which are appropriate to this agreement, as specified, and are compatible with their mission and the use and constraints of their funding.

Each partner agency agrees to provide the resources necessary to fund their proportionate share of the costs as contained in the Cost Allocation spreadsheet. The manner in which these resources will be provided are contained in Attachment _____ to this RSA.

V. IDENTIFICATION OF SHARED COSTS

The costs identified as shared costs are reflected in the budget document shown as Attachment ____ to this RSA. The costs are incurred by partners in the provision of customer services through the One-Stop Delivery system.

Facility Costs. Facility costs are defined as those actual costs related to the facility use, maintenance and operation of the SC Works centers. These costs include payment of utilities, lease/rent, and security. Facility & Management Costs shall be borne by those Partners who deliver services through the SC Works Centers in the _____ (Location) region. Such costs shall be allocated on the basis of a Partner's Total Full-Time Staff (those working 30 hours or more per week) assigned to and working within SC Works Centers requiring a regular working space that may consist of an office or desk or other dedicated work space. (For partners with funding limitations, in-kind allocations are acceptable). The _____ COG shall not enter into a lease agreement to move offices that include DEW staff without consulting with the Administration, Support, and Operations Division at DEW prior to the execution of a lease agreement.

Maintenance Costs. Maintenance and Facility Operations costs include the following unless otherwise noted: Utilities, Landscaping, Janitorial and Cleaning Maintenance, Routine Building Maintenance and Repairs, Telephone Services, Pest Control, Equipment Rent, Equipment Expenses and Security/Security Guard.

Network Administration & Public Access Support. DEW's Division of Information Technology (DoIT) supports several different configurations of PCs used in SC Works Centers. Those configurations include:

- DEW Staff PCs
- Non-DEW Staff PCs
- Public Access PCs (formerly referred to as “kiosks”)
- Classroom PCs (also referred to as “Learning Resource PCs”)
- ADA PCs (Americans with Disabilities Act)

DEW Staff PCs basic configuration includes Microsoft Windows XP or Windows 7, Microsoft Office Standard (Microsoft Word, Excel, PowerPoint and Outlook), and Kaspersky Anti-virus. At the discretion of DoIT and DoIT Security, other applications, components or features may be installed and supported by DoIT based on business requirements. (Examples include Instant Messaging, webcams, Video Telepresence software, GoTo Meeting services, etc.)

Non-DEW Staff PCs are configured identically to a DEW Staff PC. Administrative control is maintained by DoIT. No other entity may act as administrator or load any applications or other software on the PCs. At the discretion of DoIT and DoIT Security, other applications, components or features may be installed and supported by DoIT based on business requirements. (Examples include Instant Messaging, webcams, Video Telepresence software, GoTo Meeting services, etc.)

Public Access PCs connect customers to the internet and use internet-provided services, or “Cloud Services,” solely. No additional software is loaded, or supported, on these PCs unless needed for services where an equivalent “Cloud Service” is not available, as determined by DoIT and DoIT Security. All files created by customers must be saved to web-provided accounts, such as GoogleDocs, where files are stored online within a user’s personal account. Those files can then be accessed from any location by the customer, and DEW is not responsible for providing storage or retrievable information on the customer’s behalf. (Public Access PCs previously have been referred to as “kiosks.”)

One ADA PC is supported by DoIT in each SC Works Center. As this is considered a “reasonable accommodation” for customers with mobility, hearing or vision impairment, ADA PCs are supported by DoIT at no charge.

COSTS

The monthly fee for each NON-DEW Staff PC (including email support) is **\$49.00**.

The monthly fee for each Public Access PC support ranges from **\$0.00-to-\$42.00**.

1. DoIT currently supports Public Access PCs which use traditional software, file storage, server access and controlled profiles which are covered for the full support for a charge of **\$42.00**

Supported applications:**

- a. Microsoft Office Standard (Word, Excel, PowerPoint)
 - b. Mavis Beacon Teaches Typing
2. COG’s that would prefer to research other equivalent online solutions or are unavailable to deploy the Cloud Services solutions in the timeframe proposed by DoIT, can take a “hybrid approach.” DoIT will reduce the monthly fee provided that the COG agrees to schedule the deployment of the Cloud Services within the timeframe of this agreement to **\$21.00**

Supported applications:**

- a. Microsoft Office Standard (Word, Excel, PowerPoint)
 - b. Mavis Beacon Teaches Typing
3. By agreeing to solely utilize DoIT's proposed Cloud Services and eliminate the need for server access, file storage, controlled profiles and locally installed software, DoIT will reduce that charge to **\$0.00 (No charge to the COG)**.

In the event that the COG disputes the agreed upon schedule of the deployment of the Cloud Services and wishes to reschedule the deployment, the monthly cost will revert to **\$21.00**.

Supported applications:**

No third-party applications are supported in this model unless needed for services where an equivalent "Cloud Service" is not available. The following equivalent "Cloud Services" for existing software must be agreed to in order

Existing Solution/Software	Cloud Service Equivalent
Microsoft Word	Microsoft Online (http://live.com) or GoogleDocs (http://accounts.google.com)
Microsoft Excel	Microsoft Online (http://live.com) or GoogleDocs (http://accounts.google.com)
Microsoft PowerPoint	Microsoft Online (http://live.com) or GoogleDocs (http://accounts.google.com)
Mavis Beacon Teaches Typing	Typing Test (http://typingtest.com) or Typing Web (http://typingweb.com) or Alfa Typing (http://www.alfatyping.com/)
WinWay Resume	SCWOS (https://jobs.scworks.org/)

COG/WIB chooses option _____.

Term of Agreement:

Effective 12/31/2014, DoIT will remove all external partners from the Agency's network and only support DEW staff. All LWIA computer, network, and IT support needs will be the responsibility of the LWIA.

VI. PROPORTIONATE SHARE

The Workforce Investment Act and its implementing regulations establish, as a starting point, the expectation that one-stop partners will share proportionately in the cost of the one-stop system. Therefore, to the extent applicable, costs will be shared based on the proportionate share model.

Partners' tangible and intangible contributions will be identified and agreed upon based on the requirements of their respective RSA's.

The Parties understand that the proportionate share may be adjusted following each quarter but within the first month of the quarter. Adjustments must be shown on the attached form. Quarterly staffing counts will be reconciled and submitted to DEW along with invoices for payment. Any deviations or adjustments made to the proportionate share formulas will be presented in writing and agreed upon by both parties in the form of an addendum to the original agreement.

VII. BENEFITS ANALYSIS RELATIVE TO SHARED COSTS (Use if Operator hires Front Desk Staff)

a. Front Desk Staff/Intake

Front desk staff is responsible for the coordination of traffic flow of customers seeking assistance from any Center partner. DEW reserves the ability to be involved in the selection and hiring process for the reception/intake position, as this position will require familiarity with DEW's services. Where applicable, Trade Adjustment Assistance (TAA) funding shall be used for this position.

VIII. FACILITY HOSTS AND PROPERTY ASSUMPTIONS

- a. DEW owns the building which houses the SC Works _____ facility. The costs associated with the usage, operation and maintenance of the _____ facility shall be included in the resource sharing agreement budget. The annual building depreciation cost will be an in-kind contribution by DEW and will be included in this agreement budget.
- b. The Operator agrees that DEW staff will have access to their assigned work areas during standard business hours during the work week and during extended work hours, as special projects, extraordinary circumstances or workload may require. The Operator will provide to the DEW staff supervisor access to the main entrance and to the DEW assigned work areas to enable DEW staff to have access during extended hours or emergencies, as needed. DEW agrees the assigned staff supervisor, when possible, will provide advanced notice to the Operator if extended hours, including weekend hours are needed.
- c. The _____ WIB/Administrative Entity, or through its contracted service provider, if applicable, is the facility host for the _____, _____, and _____ facilities. The costs associated with the rent, operation and maintenance of the facilities named above shall be included in this agreement budget.

IX. CONTRACTORS, QUOTES FOR SERVICES AND RELATED COST LIMITS

- a. *Contractors & Quotes.* Contractors, particularly those involved in, but not limited to, building repairs or improvements, should be mutually agreed upon by the _____ WIB/Administrative Entity Staff and DEW. Each entity has its own procurement process and is responsible for ensuring that quotes for service are solicited and evaluated according to the appropriate procurement process.

Once a need has been determined, the Facility Host/Facility Host designee is responsible for advising the non-Host partner of the need, securing contractor quotes and submitting this detail for review to pertinent parties on both sides. Contractor selection must be agreed upon by both parties prior to the execution of work.

Capital Improvement & Current Repair Needs. Facility hosts with capital improvement needs of any nature must address those needs independent of this RSA agreement and budget. Such repairs could be unresolved ADA modifications, roof repairs, HVAC replacement, etc. Capital improvement shall be the sole financial responsibility of the facility host. However, maintenance and repairs occurring from daily operations will be shared proportionately utilizing the agreed upon cost sharing methodology or similar previously identified repairs such as water fountains/toilets, rug/tile replacements, etc. that require significant time and funds to address. This rationale applies to Host Owned Facilities only as all other sites are rental properties.

Current repair needs under \$2500.00 will be assessed by local management and procured by the process specific to that entity.

- b. **Related Cost Limits.** Any contracted service for which the anticipated expense will exceed \$2500.00 must be mutually agreed upon prior to execution of work. Failure by either the _____ WIB/Administrative Entity or DEW to adhere to this standard may result in disputed charges and a refusal to remit payment.

X. RECONCILIATION OF SHARED COSTS

- a. The _____ (Operator) shall be responsible for reconciling and invoicing respective costs under this agreement as it relates to the _____, _____, and _____ facilities. DEW will be responsible for reconciling and invoicing respective cost under this agreement as it relates to the _____ facility. Each partner should submit invoices prior to the 30th of the month following the end of the quarter. Special reporting requirements may be instituted for the final quarter for period ending June 30.
- b. The proportionate share methodology shall be determined by the Party's proportionate share ratio formula. The Party's proportionate share ratio formula shall be based on the number of employees in the facility, or other applicable methodology.

DEW and the COG understand that the proportionate share may be adjusted upon quarterly review and written agreement by the Parties.

- c. Any failure of the Parties to submit payments by the deadlines set forth in this RSA will be subject to the dispute resolution process outlined below. If either Party disputes any costs, that Party has thirty (30) days from receipt of the reconciliation to submit a dispute. The _____ (Operator) shall not be held liable for unpaid amounts by the Parties nor shall it make any payments or advances on behalf of the Parties if either Party refuses or cannot pay the amounts allocated to it.

XI. DISPUTE RESOLUTION PROCESS

The parties shall first attempt to resolve all disputes informally. Any party may call a meeting of the SC Works Center partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Local Workforce Investment Board within 30 days, who shall place the dispute upon the agenda of a regular or special meeting of the WIB or Committee designated by the Chair. The WIB or Designated Committee of the WIB shall attempt to mediate with the Executive Directors of the parties, or their designees, and resolve the dispute. Disputes shall be resolved in

accordance with LWIB by-laws unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the SC Works Center partner agencies.

Similarly, any disputes initiated by DEW shall, on first attempt, be resolved informally. Shall resolution efforts fail, the dispute shall be escalated to the DEW MOA/RSA Team in attempt to mediate and resolve the dispute. The DEW MOA/RSA Team shall escalate further unresolved disputes to the DEW Executive Director or the Executive Director's designee.

The dispute resolution process described herein is not exclusive and does not deny a party the right to exercise any remedy available to it in law.

XII. PROPERTY INSURANCE

The facility host shall obtain and hold appropriate and sufficient property insurance as the owner of the SC Works _____ facilities. Reference Insurance Policies for DEW (more specifically "Tort Liability" and "Building Insurance" Coverage).

XIII. DEW FACILITY HOST- FACILITIES USAGE AGREEMENT

- a. The specific purpose of this agreement is to provide a method for DEW to provide a Facilities Usage Agreement with the COG and to provide a method of payment for the use of the subject property. It is understood that use of the DEW owned facility is an in-kind resource contribution as outlined in TEGl 7-04 – *Issues Related to Real Property Used for ETA Program Purposes*.
- b. DEW and COG understand and agree to the terms of this agreement. _____WIB/Administrative Entity certifies that it is financially responsible to DEW for all charges incurred in the Facilities Usage Agreement designated for SC Works Center operations use of the facilities during the period for which this agreement is in effect.
- c. The real property affected by this agreement is located at _____Street in the City of _____, South Carolina.
- d. DEW and _____ WIB/Administrative Entity shall have the right to terminate or modify this agreement by following the terms of sections three (3) and nine (9).
- e. It is understood that all subject matter related to the operations and maintenance of the facility will be outlined in the resource sharing agreement (RSA). The RSA should include but not limited to the following:
 - SC Works/One-Stop Center Operator Salary, Fringe and Indirect Costs
 - Lease/Rent
 - Utilities
 - Landscaping
 - Janitorial and cleaning maintenance
 - Building maintenance and repairs
 - Equipment rent
 - Equipment expenses
 - Security/Security Guard
 - Telephone Services
 - Pest Control

- f. _____ WIB/Administrative Entity shall be responsible to pay the proportionate share of the quarterly depreciation for any building and improvements, not yet fully depreciated, within thirty (30) days upon receipt of an invoice from DEW. DEW will provide an invoice following each quarter to reflect actual expenses and _____'s proportionate share. It is agreed that the proportionate share methodology shall be determined by the partner proportionate share ratio formula. The partner proportionate share ratio formula shall be based on the number of employees in the facility, or other appropriate methodology.
- g. DEW and _____ WIB/Administrative Entity understand that the proportionate share may be adjusted following each quarter. Both parties must be notified of the adjustment within the first month of the quarter. The adjustment needs to be in writing and agreed upon by both parties in the form of an addendum to the original agreement.
- h. Effective _____, the proportionate share for the SC Works _____, _____, and _____ facilities will be reported quarterly with invoices. The SC Works _____ facility will be added to the invoicing process upon relocation of such facility.

XIV. DEW FACILITY HOST-BUILDING MAINTENANCE PROCEDURES

There are two ways local offices can address building maintenance or repair work within DEW owned buildings:

1. The first option is to address the maintenance issue at the local office level by recognizing the problem and soliciting local vendor bids. Such maintenance issues include repairs to: plumbing, lighting, HVAC, electrical, general maintenance, etc.
 - A. For bids under \$2500, the DEW Staff Manager, UI Supervisor, or Field Service Manager can work with their immediate supervisor for approval (For offices that are SC Works Centers – the SC Works Operator should be included in discussions prior to requesting approval). To establish a “fair and reasonable” price for these repairs, more than one vendor should be contacted. This information can be obtained through verbal communication with vendors and then documented according to: date of contact, name of company contacted, person contacted, and quoted amount.

Once the work is completed and meets your approval, the invoice should be sent to the DEW Department of Finance for payment. All invoices should have the, signature of the DEW office manager approving the work, date of approval, cost center number and appropriate funding code.
 - B. For bids over \$2500, Support Operations should be contacted for further guidance. Since DEW will be paying these invoices, we will need to follow the SC Procurement Code. The approved invoices for these items should be sent directly to Support Operations.
2. The second option is to request DEW's Facilities Management assistance in local office repairs and maintenance. They can provide a quote to the local office or guidance as to the best route to take to address the problem.

XV. NON-DEW FACILITY HOST-BUILDING MAINTENANCE PROCEDURES

Building maintenance issues must often be addressed at the local level, particularly for repairs involving plumbing, lighting, HVAC, electrical and general maintenance. To secure services for such support, the following procedures should be used:

- a. For bids under \$2500, the local SC Works Operator should establish a "fair and reasonable" price for these repairs by contacting at least three vendors. This information can be obtained through verbal communication with vendors and then documented according to: date of contact, name of company contacted, person contacted, and quoted amount. The SC Works Operator and the DEW Regional Manager must approve all expenses prior to execution of work.
- b. For bids over \$2500, the SC Works Operator will provide guidance as needed to secure services according to accepted procurement practices. All bids in this category will be reviewed and discussed with DEW and mutual consent obtained prior to execution of work.

XVI. ASSURANCES

- A. This agreement will be interpreted under South Carolina Law or federal law as applicable.
- B. Each partner warrants that it will comply with all federal, state and/or local laws and regulations that apply to this agreement.
- C. Functions or separateness mandated by state or federal law will not be violated or abridged in the pursuit of co-location of center partners.
- D. Partners obtain agreement with other partners prior to entering into a contractual obligation that involves shared funds.
- E. Areas designated as common areas within the partnership facilities may be used by all partners. These areas will be maintained, by the building owner or leaseholder, in good condition and in compliance with the applicable provisions of the Americans with Disabilities Act, and the regulations issued thereunder.
- F. Partners will participate in developing a coordinated planning process. This process will assist the partners in identifying the needs of the local workforce and the business community and help set priorities for services based on those needs.
- G. Partners will participate in the development of the center's procedures, policies, business plan, operational agreement and accounting processes as applicable
- H. Partners agree to safeguard and protect confidential and personally identifying information pursuant to Federal and State law. Partners with access to unemployment information from DEW must maintain these records pursuant to S.C. Code Ann. §§ 41-29-150 through -170 and 20 C.F.R. § 603.
- I. Partners will participate in establishing processes for center/system client flow, assessment/case management, job development, referrals, placements, staff capacity building, space requirements, standards of operations, and resolution of disputes with other system partners.
- J. The designated SC Works Operator will serve as the fiscal agent and is responsible for accounting and other fiscal and administrative activities for the center. Fiscal and

administrative costs will be allocated to the partners according to the terms of the Cost Allocation Plan.

XVII. AGREEMENT MANAGEMENT

The Agreement Manager responsible for oversight and review of shared costs, for the billing and reconciliation of shared costs, as well as monitoring of the allocation methodology and funding information is:

SC Works Center:

Name:

Address:

Phone:

Fax:

E-Mail:

DEW:

Name:

Address:

Phone:

Fax:

E-Mail:

XVIII. MODIFICATION

The partners recognize that modifications may be necessary during the period the RSA is in effect. Any modification to this RSA must be in writing and signed by all the signatories. Oral modifications shall have no effect. This RSA shall be reviewed and, if necessary, modified annually to account for changes in the allocation of costs to the Parties. If any provision of this RSA is found to be unenforceable for any reason, all remaining provisions of the RSA shall remain in full force and effect.

XIX. TERMINATION

Withdrawal from the agreement requires ninety calendar days written notice to the other parties. If either partner fails to receive funding, appropriations, limitations or other expenditures authority at levels sufficient to allow either Agency, in the exercise of reasonable administrative discretion, to meet its payment obligations under the MOU or Resources Sharing Agreement, the agreement may be terminated immediately.

Furthermore, upon the withdrawal of any party, the future costs associated with this agreement shall be reallocated among the remaining agencies, and this agreement shall be modified in writing, accordingly.

XX. DURATION OF AGREEMENT

This agreement shall be in effect July 1, 20XX through June 30, 20XX regardless of signature dates and remains in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA) or in accordance with this section.

Reference to funds identified in support of this RSA is contingent upon receipt of those funds by the partners. Any partner may withdraw from this agreement in the event funding for the mandatory program is eliminated or the partner is no longer responsible for the program. Such withdrawal shall be effective upon written notification to the partners of the lack of funding.

SC Works partners may withdraw, from this agreement, at the conclusion of any program year, by giving written notice, of their withdrawal, to the SC Works Manager at least 90 calendar days prior to the effective date of withdrawal. Upon the withdrawal of any partner, any continuing costs associated, with this agreement, shall be reallocated by the SC Works Manager among the remaining partners. Should any party to the agreement withdraw, the agreement remains in effect with respect to the remaining parties.

The signatories hereunder warrant and declare that they are duly authorized to execute this Agreement by virtue of their position and title.

Approved and Accepted by:

Approved and Accepted by:

Name:

Cheryl M. Stanton

Title

Executive Director of DEW

Date

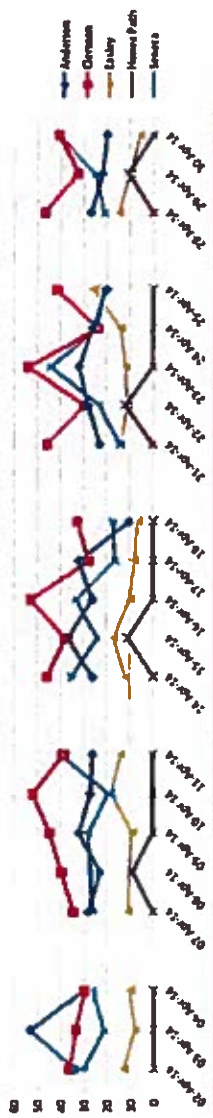
Date

PY2013 SC Works Center Traffic - April 2014

Center	01-Apr-14	02-Apr-14	03-Apr-14	04-Apr-14	05-Apr-14	06-Apr-14	07-Apr-14	08-Apr-14	09-Apr-14	10-Apr-14	11-Apr-14	12-Apr-14	13-Apr-14	14-Apr-14	15-Apr-14	16-Apr-14	17-Apr-14	18-Apr-14	19-Apr-14	20-Apr-14	21-Apr-14	22-Apr-14	23-Apr-14	24-Apr-14	25-Apr-14	26-Apr-14	27-Apr-14	28-Apr-14	29-Apr-14	30-Apr-14	Grand Total	%	
Anderson	23	34	53	30	28	23	27	27	26	26	37	26	32	30	23	28	32	28	20	27	22	29	0	27	22	29	0	28	28	28	28	28	28
Cherokee	24	37	34	30	35	40	45	52	39	46	36	53	28	23	46	30	54	24	42	47	33	41	0	47	33	41	0	38	38	38	38	38	38
Early	28	13	8	10	11	10	9	18	14	32	37	10	8	7	14	11	12	14	26	15	10	6	0	15	10	6	0	12	12	12	12	12	12
Home Path	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Seneca	21	30	21	26	26	27	28	19	40	35	24	33	16	37	14	23	44	26	21	21	25	41	0	21	25	41	0	24	24	24	24	24	24
Totals	106	118	126	104	109	110	112	122	117	150	129	133	68	40	80	86	86	46	74	79	77	77	0	79	77	77	0	102	102	102	102	102	102
Percent	23	29	34	28	29	30	31	33	32	40	34	37	19	10	18	20	20	10	16	17	16	16	0	16	16	16	0	20	20	20	20	20	20
Grand Total	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413	413

Average Days per Day	WFP Served	TAF Served	Vet Served	US Served	TMA Served	OLW Total	Differences between SCM and Center Grand Total and OLW	Total
27.5	456	18	8	6	14	485	49	505
28.7	682	103	96	33	1085	945	54	999
12.5	156	6	12	0	24	182	74	256
18.6	48	0	0	0	5	53	43	96
26.2	17	27	0	0	15	49	1	50

2013 SC Works Center Traffic - April 2014

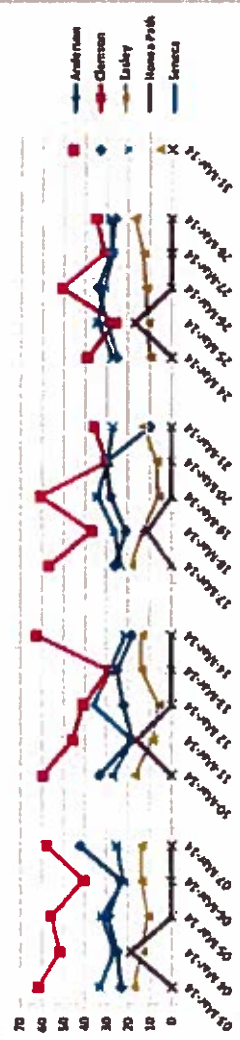


PR2013 SC Works Center Traffic - March 2014

Center	03-Mar-14	04-Mar-14	05-Mar-14	06-Mar-14	07-Mar-14	08-Mar-14	09-Mar-14	10-Mar-14	11-Mar-14	12-Mar-14	13-Mar-14	14-Mar-14	15-Mar-14	16-Mar-14	17-Mar-14	18-Mar-14	19-Mar-14	20-Mar-14	21-Mar-14	22-Mar-14	23-Mar-14	24-Mar-14	25-Mar-14	26-Mar-14	27-Mar-14	28-Mar-14	31-Mar-14	Grand Total	%
Anderson	29	25	29	23	42	31	18	22	25	18	36	21	28	30	10	25	30	34	28	26	33	549	23%						
Clemson	62	52	56	41	58	60	46	41	29	63	57	37	61	30	36	39	26	51	31	35	46	957	40%						
Calley	18	34	11	14	14	17	9	6	14	14	19	13	6	7	13	10	11	12	13	17	6	258	11%						
Honea Path	0	39	0	0	0	0	16	0	0	0	0	11	0	0	0	0	17	0	0	0	0	63	3%						
Seneca	33	26	32	22	25	27	18	36	28	21	23	26	34	29	27	27	34	31	27	28	20	574	24%						
Totals	6	639	640	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	105	2401							
Access Points	6	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	545							
Grand Total	6	640	640	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	105	2403							

Average Served per Day	WP Served	FAA Served	Vet Served	LI Served	NIA Served	DEW Total	Difference between SC/Works Center and DEW Total
26.1	451	0	28	20	0	549	0
45.6	568	112	81	119	90	902	55
12.3	132	5	24	40	0	201	57
15.8	60	0	4	3	0	67	4
27.3	574	5	43	54	0	676	-101

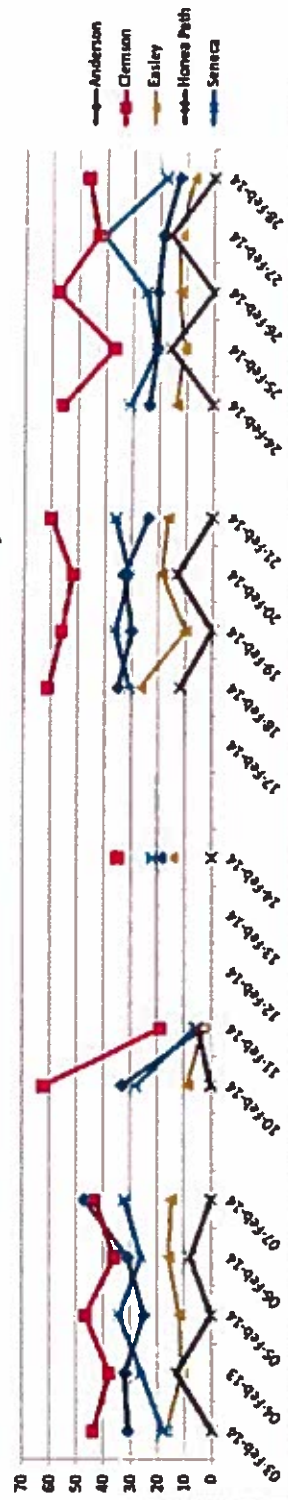
2013 SC Works Center Traffic - March 2014



PV2019 SC Works Center Traffic - February 2014

Center	03-Feb-14	04-Feb-14	05-Feb-14	06-Feb-14	07-Feb-14	10-Feb-14	11-Feb-14	12-Feb-14	13-Feb-14	14-Feb-14	17-Feb-14	18-Feb-14	19-Feb-14	20-Feb-14	21-Feb-14	22-Feb-14	23-Feb-14	24-Feb-14	25-Feb-14	27-Feb-14	28-Feb-14	Grand Total %				
Anderson	31	32	25	31	47	33	3		18	35	30	33	24	24	21	21	19	13	22%	440	22%					
Clemson	44	38	47	36	43	62	19		35	61	56	52	60	56	37	58	43	47	40%	794	40%					
Esley	17	11	12	16	15	9	3		15	27	10	19	17	14	11	13	13	8	11%	230	11%					
Honea Path	0	13	0	8	0	0	5		0	12	0	13	0	0	16	0	16	0	4%	83	4%					
Seneca	18	26	34	26	32	28	6		22	31	36	31	36	31	21	25	41	18	23%	462	23%					
Totals																				583			566			2009
Access Points																				2			1			8
Grand Total																				585			569			2017

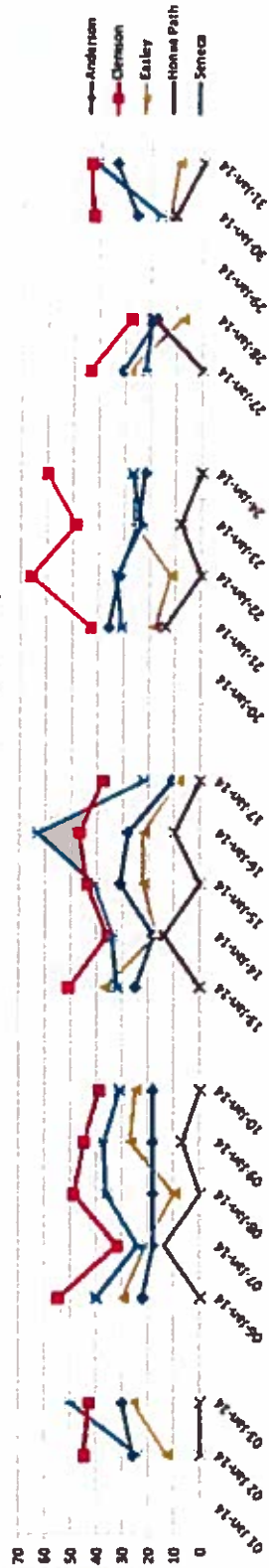
2013 SC Works Center Traffic - February 2014



PY2013 SC Works Center Traffic - January 2014

Center	01-Jan-14	02-Jan-14	03-Jan-14	05-Jan-14	07-Jan-14	08-Jan-14	09-Jan-14	10-Jan-14	13-Jan-14	14-Jan-14	15-Jan-14	16-Jan-14	17-Jan-14	20-Jan-14	21-Jan-14	22-Jan-14	23-Jan-14	24-Jan-14	27-Jan-14	28-Jan-14	29-Jan-14	30-Jan-14	31-Jan-14	Grand Total %
Anderson	26	30	22	18	18	18	18	18	25	38	31	28	11	36	32	25	22	22	31	18	26	34	487	23%
Clemson	45	43	55	32	49	45	39	51	36	44	47	38	43	43	66	49	60	44	28	43	43	44	901	43%
Eastley	13	26	30	21	10	27	25	37	17	22	22	9	18	12	26	26	26	29	8	13	10	10	401	19%
Honea Path	0	0	0	0	14	0	7	0	0	24	0	10	0	14	0	8	0	0	0	19	11	0	57	5%
Seneca	24	50	40	24	36	37	31	32	34	41	63	22	31	33	23	27	27	22	20	17	17	42	649	31%
Totals	257												652					551				459	2076	
Access Points				1																			1	
Grand Total																							2077	

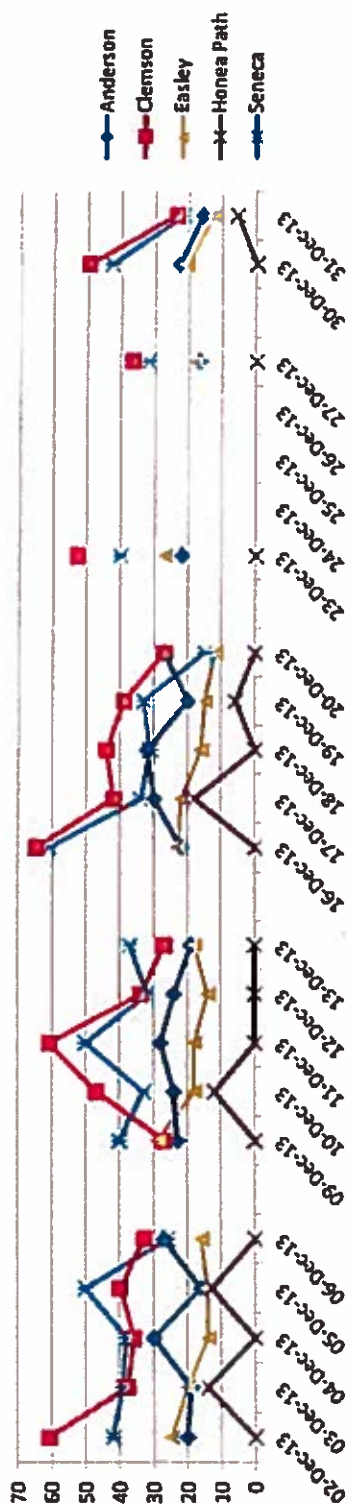
2013 SC Works Center Traffic - January 2014



2013 SC Works Center Traffic - December 2013

Center	02-Dec-13	03-Dec-13	04-Dec-13	05-Dec-13	06-Dec-13	09-Dec-13	10-Dec-13	11-Dec-13	12-Dec-13	13-Dec-13	16-Dec-13	17-Dec-13	18-Dec-13	19-Dec-13	20-Dec-13	23-Dec-13	24-Dec-13	25-Dec-13	26-Dec-13	27-Dec-13	30-Dec-13	31-Dec-13	Grand Total %	
Anderson	20	19	30	16	27	23	24	28	24	19	22	30	32	20	27	22				17	23	16	439	19%
Clemson	61	38	36	40	33	27	47	61	34	27	65	42	44	39	27	53				37	50	24	785	33%
Easley	25	20	14	14	16	29	18	18	14	18	23	22	16	15	12	27				18	21	13	353	15%
Honea Path	0	14	0	13	0	0	12	0	0	0	0	18	0	6	0	0				0	0	6	69	3%
Seneca	42	39	38	50	26	40	33	50	32	37	61	34	31	33	15	40				32	43	22	698	30%
Totals	631											634											2344	
Access Points	0	0	1	1	3	0	0	0	1	0	2	0	0	0	1	0				0	0	0	9	
Grand Total	636											637											2353	

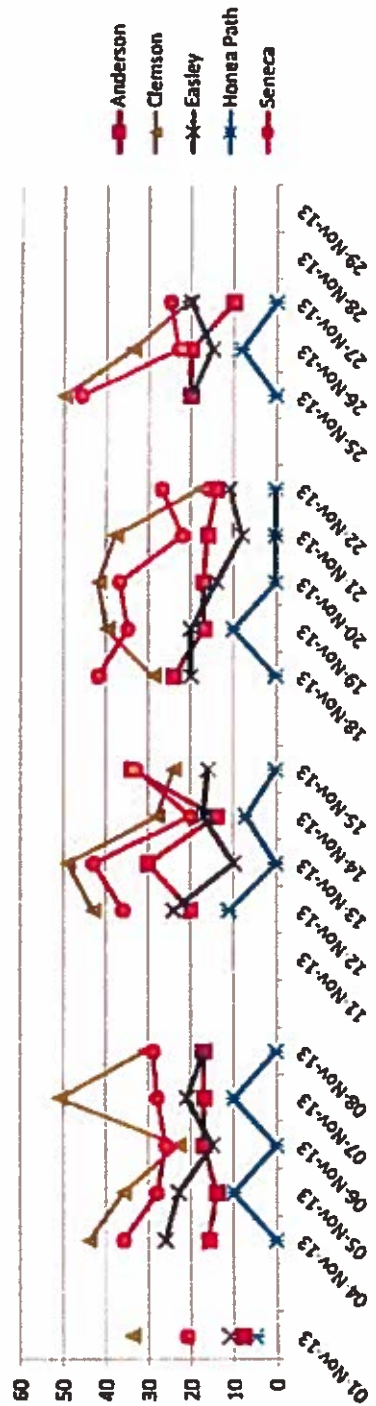
2013 SC Works Center Traffic - December 2013



2013 SC Works Center Traffic - November 2013

Center	01-Nov-13	04-Nov-13	05-Nov-13	06-Nov-13	07-Nov-13	08-Nov-13	11-Nov-13	12-Nov-13	13-Nov-13	14-Nov-13	15-Nov-13	18-Nov-13	19-Nov-13	20-Nov-13	21-Nov-13	22-Nov-13	25-Nov-13	26-Nov-13	27-Nov-13	28-Nov-13	29-Nov-13	Grand Total %
Anderson	8	16	14	17	17	17	20	30	30	14	34	24	17	17	16	14	20	20	10		325	17%
Clemson	34	44	36	23	51	31	43	49	28	24	24	29	40	42	38	18	50	34	21		635	34%
Easley	11	26	23	15	21	17	24	10	17	16		20	20	14	8	11	20	15	20		308	16%
Honea Path	5	0	10	0	10	0	11	0	7	0		0	10	0	0	0	0	8	0		61	3%
Seneca	21	36	28	26	28	29	36	43	20	33	459	42	35	37	22	27	46	23	25		557	30%
Totals	79	535	546	546	546	546	546	546	546	546	546	546	546	546	546	546	546	546	546	546	1886	
Access Points	0	10	0	0	1	0	0	0	1	1	4	5	0	0	0	1	0	0	0	0	23	
Grand Total	79	546	546	546	546	546	546	546	546	546	546	546	546	546	546	546	546	546	546	546	1909	

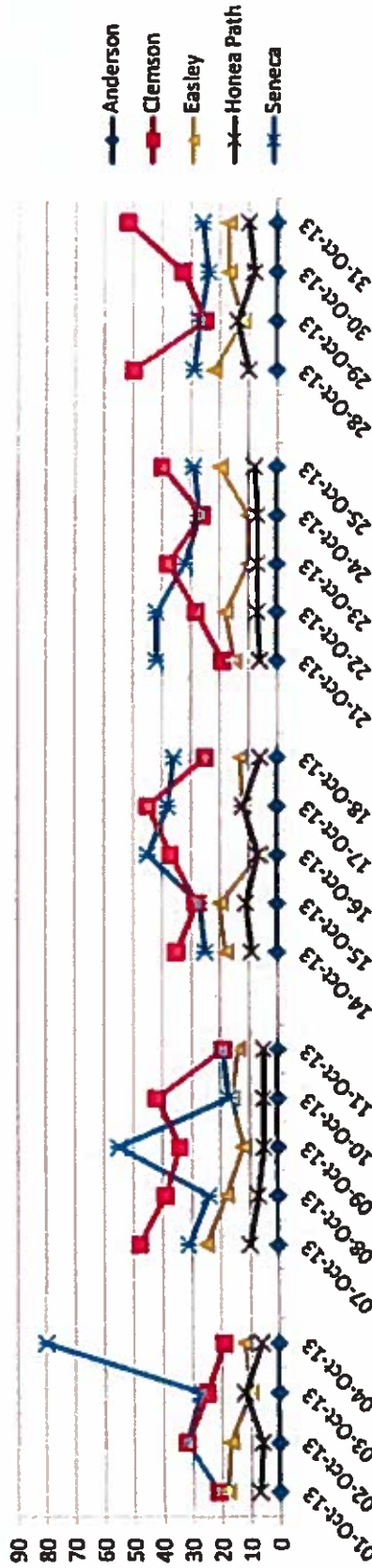
SC Works Center Traffic - November 2013



2013 SC Works Center Traffic - October 2013

Center	01-Oct-13	02-Oct-13	03-Oct-13	04-Oct-13	07-Oct-13	08-Oct-13	09-Oct-13	10-Oct-13	11-Oct-13	14-Oct-13	15-Oct-13	16-Oct-13	17-Oct-13	18-Oct-13	21-Oct-13	22-Oct-13	23-Oct-13	24-Oct-13	25-Oct-13	28-Oct-13	29-Oct-13	30-Oct-13	31-Oct-13	Grand Total %
Anderson	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Clemson	21	32	25	19	48	39	34	42	19	35	28	37	45	25	19	28	38	26	40	50	25	33	52	760 37%
Easley	18	17	10	12	25	18	12	16	14	18	20	6	12	13	15	18	10	10	20	22	12	17	17	352 17%
Honea Path	7	6	12	6	10	7	5	5	5	9	11	7	12	6	6	7	7	7	8	10	14	8	10	185 9%
Seneca	21	32	27	80	31	24	55	17	19	25	27	45	38	36	42	42	32	27	29	29	27	24	26	755 37%
Totals	345				445				455				431				376				2052			
Access Points	0	0	3	1	1	0	0	0	1	9	0	0	0	0	6	1	0	0	0	0	0	0	1	23
Grand Total	346				446				455				431				377				2075			

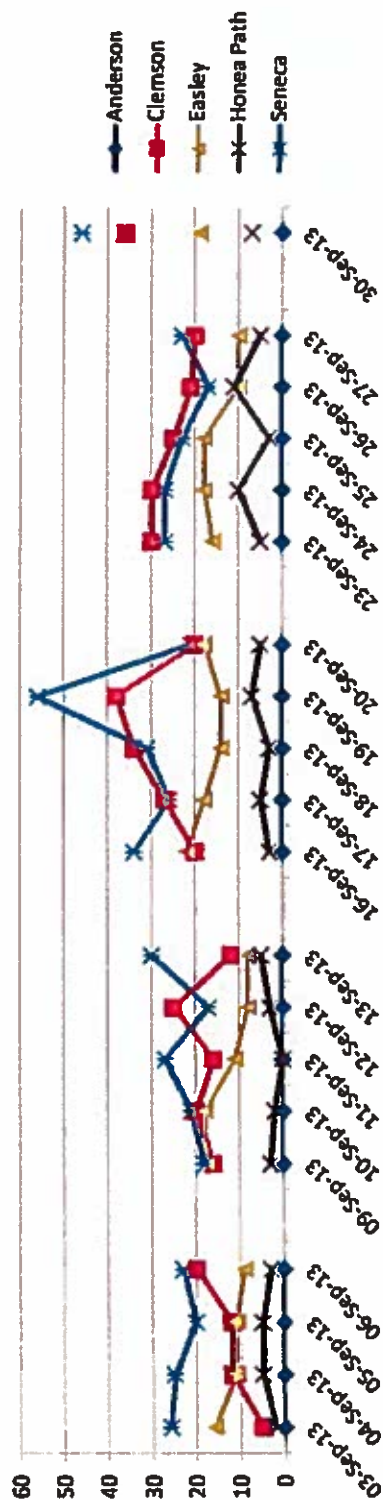
SC Works Center Traffic - October 2013



2013 SC Works Center Traffic - September 2013

Center	03-Sep-13	04-Sep-13	05-Sep-13	06-Sep-13	09-Sep-13	10-Sep-13	11-Sep-13	12-Sep-13	13-Sep-13	16-Sep-13	17-Sep-13	18-Sep-13	19-Sep-13	20-Sep-13	23-Sep-13	24-Sep-13	25-Sep-13	26-Sep-13	27-Sep-13	30-Sep-13	d Total	
Anderson	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Clemson	5	12	12	20	16	20	16	25	12	20	27	34	38	20	30	30	25	21	20	36	439	36%
Easley	16	11	11	9	18	18	11	8	8	22	18	14	14	18	16	18	18	10	10	19	287	24%
Honea Path	2	5	5	3	3	2	0	3	5	3	5	3	7	5	5	10	3	11	5	7	92	8%
Seneca	26	25	20	23	18	21	27	17	30	34	26	31	56	21	27	27	23	17	23	46	538	45%
Totals				205				278					416						349	108	1356	
Access Points	0	0	0	1	0	0	0	0	0	0	1	0	1	0	1	0	0	1	2	2	9	
Grand Total				206				278					416						351		1365	

SC Works Center Traffic - September 2013



	Old Way!		
	WIA	SCDEW	Total
TCTC	12,533.00	24,067.00	36,600.00
Clemson	83,719.00	81,415.00	165,134.00
Total	96,252.00	105,482.00	201,734.00

	New way!		
	WIA	SCDEW	Total
TCTC	20,400.00	-	20,400.00
Clemson	67,299.00	97,835.00	165,134.00
Total	87,699.00	97,835.00	185,534.00

	Difference		
	WIA	SCDEW	Total
TCTC	7,867.00	(24,067.00)	(16,200.00)
Clemson	(16,420.00)	16,420.00	-
Total	(8,553.00)	(7,647.00)	(16,200.00)

	Old Way!		
	WIA	SCDEW	Total
TCTC	12,533.00	24,067.00	36,600.00
Clemson	83,719.00	81,415.00	165,134.00
Total	96,252.00	105,482.00	201,734.00

	New way! (w/ Intake FTE)		
	WIA	SCDEW	Total
TCTC	20,400.00	-	20,400.00
Clemson	65,170.00	99,964.00	165,134.00
Total	85,570.00	99,964.00	185,534.00

	Difference		
	WIA	SCDEW	Total
TCTC	7,867.00	(24,067.00)	(16,200.00)
Clemson	(18,549.00)	18,549.00	-
Total	(10,682.00)	(5,518.00)	(16,200.00)

WORKFORCE SERVICES EXECUTIVE DIRECTOR

WorkLink Workforce Investment Board is seeking a highly motivated person to lead the necessary functions of the Workforce Investment Act (WIA) program in Anderson, Oconee, and Pickens Counties. The Director must be a leader, team builder and manager, and be able to comply with all relevant laws and regulations. The Director must be adept at building and maintaining partnerships with key stakeholders in the community.

A bachelor's degree and progressive levels of responsibility in work experience is required, with a master's degree and strong business leadership experience preferred. Having knowledge of workforce, economic and community development policy with experience working in business-led boards and regulated business is desired. The candidate must live or be willing to relocate within the WorkLink Workforce Investment Area of Anderson, Oconee, and Pickens Counties. Salary is commensurate with qualifications and experience. Excellent benefits. Send cover letter, resume, & three references by February 1, 2013, to Jennifer Kelly, Interim Director, WorkLink, 1376 Tiger Blvd, Suite 102, Clemson, SC 29631 or jkelly@worklinkweb.com. For more information, visit worklink.scworks.org or call (864) 646-1515, Relay Service Dial 711 (TTY). EOE.

WORKLINK WORKFORCE INVESTMENT BOARD
POSITION DESCRIPTION
WORKFORCE SERVICES EXECUTIVE DIRECTOR

GENERAL PURPOSE

This position serves as the chief operating officer of WorkLink, the workforce investment board serving the region of Anderson, Oconee and Pickens counties, South Carolina. The Workforce Services Executive Director provides high quality policy and decision-making support to the leadership, committees, and members of a large, multi-constituency community board charged by federal law with facilitating action regarding workforce strategies and investments. The Workforce Services Executive Director provides strategic leadership on Board initiatives, builds partnerships with diverse stakeholders to achieve shared goals, and manages grant funds, staff, and consultants to accomplish the work of the Board and to ensure compliance with all relevant laws and regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. **Provide Strategic Leadership** – The Workforce Services Executive Director provides essential strategic leadership for the Board’s work. This leadership includes helping the Board establish a clear vision, mission, goals and action plan, as well as the implementation of the strategic plan. The Workforce Services Executive Director continuously assesses strategies within the current operating environment, and proposes new and/or different strategies when appropriate. The Workforce Services Executive Director engages in regional strategic planning and initiative generation, as well as in state and national policy development on behalf of the Board.
2. **Provide Board Support** – The Workforce Services Executive Director ensures that the Board receives both the content and logistical support required to be effective. On the content side, this means working with Board leadership to plan effective meetings of both the full Board and its committees, to support Board decision making with strong analysis and clear frameworks for choices, and to ensure regular communication occurs among members of a large volunteer Board. On the logistics side, this means ensuring information for review is provided well in advance of meetings, that locations are found for meetings, and any other required support is provided.
3. **Develop the Board and its Members** – The Workforce Services Executive Director is responsible for helping the Board to clearly understand its potential, to assess current strengths and weaknesses, and to develop and execute strategies for Board improvement. In partnership with the Board leadership and local elected officials, the Workforce Services Executive Director will lead the recruitment of Board members when vacancies occur, as well as ensure that members receive a strong orientation that enables them to be effective. The Workforce Services Executive Director shall also continually work to encourage active participation by all Board members, and will work with the Board leadership to accomplish that.

4. **Build Partnerships** – A very large proportion of the Board’s work involves stimulating and managing strategic partnerships with a wide range of stakeholders to accomplish shared goals. The Workforce Services Executive Director shall manage stakeholder relationships to ensure those partnerships occur and strengthen wherever possible over time. The Workforce Services Executive Director shall look broadly across the community to ensure appropriately diverse participation in Board initiatives. Four particularly essential sets of stakeholder relationships for the Workforce Services Executive Director to manage effectively are a) educational leaders, b) the industrial community, c) local elected officials and d) economic developers as well as non-profit organizations, government agencies, etc.
5. **Represent the Board** – The Workforce Services Executive Director represents the Board with local agencies/organizations, local boards, county councils, and commissions. The Director coordinates with other human resource, educational, and service entities throughout the three county region to promote cooperation and non-duplication of efforts. The Director coordinates local area and Board activities with state, federal, as well as local boards and commissions involved in employment and training activities. The Director delivers speeches, writes articles, and presents information on behalf of the organization.
6. **Development And Improvement Of The Public Workforce System** – The Workforce Services Executive Director shall advise the Board as to priority investments of funds for which it is responsible, and will then manage the performance and quality improvement oversight of those receiving funds through the Board (including One-Stop Operators and youth services providers). The Workforce Services Executive Director is expected to provide leadership and encouragement to service providers to think at all times in terms of integrated service delivery to customers and about continuous improvement of those services. The Workforce Services Executive Director may also engage in partnerships to develop services that are either missing or needing recalibration.
7. **Business Management** – The Workforce Services Executive Director is responsible for the organizational management of the work required to support the Board and its initiatives. This includes managing the budget, required research, projects, contracts, communication, resource development, staff and consultants. The Workforce Services Executive Director recruits, trains and supervises WorkLink staff, as well as solicits vendors as required. The Workforce Services Executive Director makes recommendations to the appropriate administrative entity for hiring and other personnel decisions. The Workforce Services Executive Director also makes recommendations to either the administrative entity Executive Director or the WorkLink Board of Directors, as stipulated in policies, for purchasing decisions.
8. **Federal, State, and Local Grant and Related Report Requirements** – The Workforce Services Executive Director is responsible for ensuring that the Board is in compliance with federal, state, and local grants, record keeping, and administrative requirements, including such Workforce Investment Act based Board responsibilities as managing the eligible training provider list, negotiating and managing memoranda of understanding and other agreements, and ensuring overall compliance with both the law and associated regulations.
9. **Equal Opportunity (EO) Officer** – Ensure compliance with EO Laws, policies, and regulations to include review of written policies to make sure that those policies are nondiscriminatory. Manage EO program, including customer complaint process and periodically update staff on changing EO Laws, regulations, and compliance issues. Serve as

the liaison to the state WIA EO officer (gather data, prepare and submit required reports and responses to the state WIA EO Officer).

PERIPHERAL DUTIES

Perform other duties as required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- A. Bachelor's degree required. Master's degree preferred.
- B. Progressive levels of responsibility in work experience required.
- C. Strong business leadership experience preferred.

Necessary Knowledge, Skills, and Abilities

- Knowledge of workforce, economic, and community development policy
- Experience in corporate strategic planning and/or public policy formation
- Experience in working with business-led boards or committees of corporate volunteers
- Experience working in a regulated business
- Skill at continuous quality improvement principles
- Knowledge of budgetary principles and practices
- Strategy development
- Strong listening skills
- Mediating and negotiating
- Excellent communications skills
- Leveraging resources
- Strong presentation skills
- Problem solving
- Build and maintain partnerships and coalitions
- Influencing
- Passion for the work
- Build trust and be seen as a neutral broker

SPECIAL REQUIREMENTS

- A. Valid SC driver's license or ability to obtain one.
- B. Must live or agree to relocate in the WorkLink Workforce Investment Area (Anderson, Oconee, Pickens Counties)

TOOLS AND EQUIPMENT USED

Personal computer; phone; mobile phone; automobile.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described are representative of activities required and work environment encountered while performance the essential functions of this job. Reasonable accommodations will be made for qualified candidates who are offered the position.

- A. While performing the essential functions of this job, the employee must answer phones, attend meetings, convey complex information, make presentations, and conduct site visits.
- B. The employee must be able to use a computer, read and interpret complex information such as manual, directives, etc., and issue instruction letters.
- C. The noise level in the work environment is usually quiet.
- D. Hearing protection is not required for work in this environment.

SALARY GRADE

The salary range of this position will be based on the qualifications and experience of the person selected.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Revised 3-2-2011 aj

WORKLINK WORKFORCE INVESTMENT AREA

**WORKFORCE INVESTMENT ACT
TITLE I**

**REQUEST FOR PROPOSALS (RFP) FOR FACILITATION AND STRATEGIC PLANNING
ADVISORY SERVICES FOR
FOR THE WORKLINK WORKFORCE INVESTMENT BOARD**

**PREPARED BY THE
SC APPALACHIAN COUNCIL OF GOVERNMENTS
May 7, 2014**

Interested firms must submit a response package comprised of one (1) original and seven (7) copies to Jennifer Kelly, Interim Executive Director, WorkLink Workforce Investment Board, 1376 Tiger Boulevard, Suite 102, Clemson, South Carolina 29631 by 2:00 p.m. (EST) on Friday, June 20, 2014.

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D. Response Package	
E. Responsiveness Checklist	

PART I:

1. BACKGROUND

In August of 2006, the Governor's State Workforce Investment Board (SWIB) approved a strategic plan, which outlined its major goals. One such goal was that of building local board capacity by improving the alignment among the vision and goals of the Governor, State Board, and local boards for workforce development. The development and implementation of local board standards is a key strategy in pursuing this goal. In April 2007, a workgroup comprised of representatives from local workforce investment boards (LWIBS) was established to develop these local standards. The workgroup presented the Local Board Standards for approval by the SWIB on August 23, 2007. See Attachment A.

The standards include a multi-year implementation timeline, which provides an opportunity for each LWIB to assess and realign staff priorities and resources as needed to meet the standards. A self-assessment instrument was included as a tool that LWIBs may use. There are six standards to be assessed-Strategic Planning, Resource Alignment, Support of a Quality One-Stop System, Support for Youth, LWIB Funding Oversight, and Fiscal and Performance Accountability.

In July of 2009, the WorkLink Workforce Investment Board (WIB) approved a strategic plan (see Attachment B) with the theme of "understanding the workforce system." The thinking and work performed by the WIB during the planning session created a framework that places a premium on the WIB using its resources and influence to ensure the community, businesses, partners, service providers, board members understand the region's workforce development challenges, opportunities and solutions, and how each group plays a role within the system. The WIB has tracked its progress over the last five years, updating the plan as needed. Simultaneously, the WorkLink Youth Council developed a five-year strategic plan (see Attachment C), which was approved by the Youth Council on June 1, 2009. The WIB and the Youth Council now wish to analyze the status of the goals, objectives and action strategies of their respective plans and take this opportunity to update, add, delete and create new goals, objectives and action strategies.

2. Purpose of Solicitation

The SC Appalachian Council of Governments (SCACOG), serving as the administrative entity for the WorkLink Workforce Investment Board, requests the submission of proposals from

professional service consultants for facilitation and strategic planning advisory services. WorkLink seeks assistance with the reconciliation and analysis of the WIB's and the Youth Council's five-year strategic plans, development of a new strategic plan for the WIB and the Youth Council, and facilitation of a number of focus group meetings to support the development of these plans. The selected consultant will provide input on the structure of the process and its associated activities for strategic planning to assure the inclusion of needed goals to comply with the other board standards outlined in the SWIB's prescribed local boards standards. The strategic plan goals and strategies should reflect increased partnering with economic development and educational entities; be grounded in a continuous improvement system; ensure the LWIB has a strategic vision and plan that goes beyond meeting the performance measures for Title I of the Workforce Investment Act; and is focused primarily on results.

3. Solicitation Provisions

3.1 Submission of Responses

- A. One (1) original (signed in blue ink) and seven (7) copies of the response should be submitted in sealed envelopes or packages, which show the name and address of the respondent on the front, by 2:00 p.m. EST on Friday, June 20, 2014. Envelopes or packages should be clearly marked and addressed/delivered to the following:

**Jennifer Kelly
Interim Executive Director
WorkLink Workforce Investment Board
1376 Tiger Boulevard, Suite 102
Clemson, South Carolina 29631
RFP#: 14-WIA-01-Strategic Planning Facilitation/Advisory Services**

- B. Responses submitted via any form of electronic transmission, such as electronic mail, facsimile or telegraph will not be considered.
- C. By submission of a response, the respondent acknowledges that it has read and thoroughly understands the Statement of Work, agrees to all terms and conditions stated herein, and acknowledges that it can perform all tasks, as required.
- D. Responses should contain concise written materials. Legibility, clarity, and completeness of a response package are essential. Responses must be submitted using an 8 ½" by 11" portrait format.
- E. Excluding attachments, the entire response package should not exceed 18 pages.

3.2 Key Events and Dates

- | | |
|--------------------------------------|---------------|
| A. Request for Proposals Issued | May 16, 2014 |
| B. Deadline for Questions | May 30, 2014 |
| B. Deadline for Receipt of Proposals | June 20, 2014 |

C. Formal Review process of Proposals Begins	June 25, 2014
D. Written Notification to Successful Bidder	July 7, 2014
E. Contract/Budget Negotiations	July 14-18, 2014
F. Final Contract Issued	Upon completion of negotiations

3.3 Late Submissions, Modifications, and Withdrawals

A. Any response received after 2:00 p.m. EST on June 20, 2014 or at a location other than the location stated above will be returned to the prospective respondent unopened.

B. The only acceptable evidence to establish the time and date of receipt of the response by WorkLink is the time and date documented by the sign in sheet located at 1376 Tiger Boulevard, Suite 102, Clemson, SC 29631. In the case of proposals received by mail or other delivery services, the delivery agent will record the date and time.

C. Responses may be withdrawn in person by an authorized representative of a respondent, if before the exact time set for receipt of the response, the identity of the individual requesting withdrawal is established and that person signs a receipt for the response.

3.4 Proposal Opening

WorkLink Workforce Development staff in the presence of one or more witnesses shall open proposals at the time and place designated in the Request for Proposals. A tabulation of entities offering proposals shall be made public record. Contents of competing offerors' proposals shall not be disclosed during the process of negotiation. Except as otherwise provided law shall not disclose information furnished by an offeror disclosed without written consent of the offeror. Following the proposal opening by the Workforce Development staff, the proposal and any accompanying data shall be distributed to the WorkLink Workforce Investment Board Executive Committee.

3.5 Proposal Review

The WorkLink Workforce Development staff will review each proposal to verify that it is a responsive offer based on the Request for Proposal. The proposal Responsiveness checklist has been Included as Attachment D. Any proposal that is determined to be non-responsive will be so noted and separated from those that are responsive. The Workforce Development staff will schedule and notify the Executive Committee, which is responsible for the evaluation of the proposals, of the date, time, and place for proposal evaluation.

3.6 Determination of Cost/Price Reasonableness

To determine if costs are correctly calculated and reasonable, necessary, allowable and allocable, the Workforce Development staff will conduct a comparative analysis. Procedures for this analysis are available upon request.

3.7 Policy of Competition

The WorkLink Local Workforce Investment Board (LWIB) and WorkLink conduct all procurement transactions in a manner providing full and open competition. The RFP identifies all evaluation factors and their relative importance. All responses will be honored to the maximum extent practical. Technical evaluations will be made of all proposals received. Awards will be made to the responsible firm whose proposal is most advantageous to the ACOG and the WorkLink WIB.

Workforce Development staff and the Workforce Investment Board will carry out procurement review responsibilities with complete impartiality and without preferential treatment to any response.

3.8 Questions of Prospective Respondents

- A. Any prospective respondent desiring a clarification or interpretation of this solicitation must request it in writing by 2:00 p.m. EST by Friday, May 30, 2014. Requests should be directed to Jennifer Kelly, Interim Executive Director, jkelly@worklinkweb.com.
- B. Answers to the written requests for clarification or interpretation of this solicitation will be posted to the WorkLink WIB website (www.worklinkweb.com).
- C. Any questions or requests for further information from prospective respondents after May 30, 2014 will not be considered.
- D. Any information given to a prospective respondent concerning this solicitation will be furnished promptly to all other prospective respondents via WorkLink WIB website (www.worklinkweb.com).
- E. All prospective respondents shall follow the formal point of contact as set out herein and shall not lobby individual board members, officers, or employees of SCACOG. Failure to follow these guidelines will be grounds for disqualification.

3.9 Solicitation Costs

This solicitation does not commit SCACOG to pay any costs incurred in the preparation or submission of a response to procure or contract for any work.

3.10 Source of Funding

Funds for this Request for Proposal are made available and authorized by Public Law 105-220 enacted by Congress on August 7, 1998 and entitled "The Workforce Investment Act of 1998". Final regulations were issued on August 11, 2000, under 20 CFR Part 652 through 671. Congress approved a continuing resolution to maintain the operations of the workforce system as authorized in WIA of 1998, until reauthorization of the Act can be completed. Successful

bidders must comply with the Act, the Regulations, State and Local Administrative Entities' Instructions, agency policies and other applicable federal, state, and local laws and regulations.

3.11 Contract Type

The WorkLink Workforce Investment Board will consider two types of contracts as described below

- A. **Cost Reimbursement:** A line item budget, based on all legitimate costs to be incurred by the contractor carrying out the activity, is presented. The contractor is reimbursed for actual expenses according to the approved line item budget.
- B. **Fixed Price/Performance Based:** A fixed price contract, with full or partial payment held until certain negotiated benchmarks are met, is awarded. Such a contract is negotiated based on the submission of a line-item budget and definite benchmark payments in response to this RFP.

3.12 Appeal and Protest Policy

Offerors dissatisfied with decisions regarding contract award and/or other aspects of the procurement process can appeal to the WorkLink Workforce Investment Board Executive Committee.

The protest must be filed in writing with the WorkLink Executive Director within one week of the announcement of contract awards. (If the protestor wishes to appear before the Committee, it must be so specified in writing.)

The Committee will review the protest and grant its decision within 30 days of the receipt of the written protest. The decisions of the Executive Committee are final.

3.13 Policy on Equal Opportunity

The SC Appalachian Council of Governments and the WorkLink Workforce Investment Board highly encourage applicants to implement Affirmative Action in their employment practices. This means applicants should not discriminate against any employee or applicant for employment because of race, color, national origin, religion, sex, age, handicap or political belief or affiliation.

The SC Appalachian Council of Governments is an equal opportunity employer. Auxiliary aids are available upon request to individuals with disabilities.

PART II:

4. Response Format

Submissions must contain one (1) original (signed in blue ink) and seven (7) copies submitted to Jennifer Kelly, Interim Executive Director, WorkLink Workforce Investment Board, 1376 Tiger Boulevard, Suite 102, Clemson, SC 29631 RFP#: 14-WIA-01-Strategic Planning Facilitation/Advisory Services, no later than 2:00 p. m. (EST) on Friday, June 20, 2014.

The response package should be organized as follows:

<u>Contents</u>	<u>Recommended Length of Pages</u>
I. Cover Letter	2
II. Respondent Qualifications	8
III. Approach to Work Statement	4
IV. Representations and Certifications	1
V. Budget	3
VI. Attachments	

The total pages, excluding attachments, should be limited to 18 pages.

4.1 Cover Letter

- A. Respondents must submit a cover letter, prepared on the letterhead of the respondent that summarizes the relevant characteristics that distinguish the respondent in its ability to work with SCACOG on this project.
- B. The cover letter should identify a principle contact person authorized to commit the respondent to a contractual agreement. In addition to providing the name of a principle contact person, the address, telephone number, facsimile number, and email address of said individual should be provided.

4.2 Respondent Qualifications

- A. The respondent must provide a list of at least three current and/or previous projects in the last three (3) years, in which the respondent has performed services similar to those sought in this solicitation. The list should include:
 - i. Name of client
 - ii. Contact Information (name, address, phone number, email address)
 - iii. Duration of assignment
 - iv. Respondent's role in project
 - v. Brief description of facilitation techniques
 - vi. Brief description of project achievements

- B. The respondent must provide a resume of not more than two (2) pages per person on the capabilities, experience, and qualifications of each staff person to be assigned to this project. Resumes should include the staff member's name, title, education, brief overview of professional experience, and staff member licenses of professional affiliations.**

4.3 Approach to Statement of Work

The WorkLink WIB seeks professional service consultants on the strategic planning process for the WorkLink WIB and Youth Council. Attachment A-SWIB Standards for LWIAs provides WIB standards and metrics/measures that must be addressed by the LWIA. Upon award, data will be provided in relation to the goals, objectives, and action strategies associate with Attachment B and C (WorkLink WIB Strategic Plan and the Youth Council Strategic Plan). The selected consultant will provide input on the structure of the process and its associated activities to develop and implement these standards. In addition, the skills of qualified, professional facilitators are needed to guide staff and management through the reconciliation and analysis of the existing five year plan, the strategic planning process that will result in the development of a philosophy for the WorkLink workforce system, the strategic objectives for each core business standard and the metrics for tracking operations and financial performance. The strategic planning process will also include a self-assessment as outlined in Attachment A.

A statement of work will be reviewed and finalized with the selected consultant. Additional meetings and /or preparation may be required for this process.

In preparing responses to this solicitation, respondents should provide an indication of their approach to strategic planning and illustrative examples of the types of facilitation techniques they believe appropriate for the specified meetings.

A. Minimum Elements of Strategic Planning Process

- i. Selected consultant will develop a draft agenda for strategic planning session(s) for WorkLink WIB and Youth Council. Multiple sessions may be necessary to reach partners in the three-county region.**
- ii. Selected consultant will prepare a draft list of recommended facilitation techniques, group exercises, and/or team building exercises.**
- iii. Selected consultant will facilitate small and large-group discussions and team building exercises.**
- iv. Selected consultant will transcribe notes from group discussions and results from group exercise (flip charts, wall charts, etc.). Drafts of workshop notes will be compiled and forwarded to staff for review and verification.**

B. Strategic Plan Development

- i. Selected consultant will develop the format and content requirements for the strategic plans for the WorkLink WIB and Youth Council.
- ii. Selected consultant will use the results of the planning sessions for the alignment of the WorkLink WIB and Youth Council strategic plans with funds required.
- iii. Selected consultant will use the results of the planning sessions to establish performance metrics for each strategy for the WorkLink WIB and Youth Council strategic plans.
- iv. WorkLink will provide basic office supplies, including but not limited to such items as markers, flip charts, wall charts, and post-it notes, writing tablets, pens, for all meetings and workshops. The selected consultant should provide items other than basic office supplies.
- v. Selected Consultant will prepare the final draft of the Strategic Plans for the WorkLink WIB and the Youth Council.

C. Timeline for Completion of Work

Selected consultant will provide a timeline for all elements of the strategic planning project. All work must be completed by December 31, 2014.

4.4 Representations and Certifications

The respondent must indicate its legal business form.

5. Attachments

- A. State Workforce Investment Board Standards for Local Workforce Areas.
- B. WorkLink WIB 2009-2014 Five-Year Strategic Plan
- C. WorkLink Youth Council 2009-2014 Five-Year Strategic Plan
- D. Response Package
- E. Responsiveness Checklist

PART III:

6. Evaluation Criteria

6.1 The Executive Committee of the Workforce Investment Board will consider the following information in determining the appropriateness of funding proposals:

- A. The ability to meet project design specifications at a reasonable cost.**
- B. The ability to meet performance expectations and time line for completion.**
- C. A satisfactory record of past performance for the services requested in this proposal.**
- D. A satisfactory record of integrity and business ethics.**
- E. The technical skills to perform the work.**

6.2 The Chairperson of the Workforce Investment Board (WIB), or his designee, will address each of the following areas with the review panel-the WIB Executive Committee-before the evaluation, process begins.

- A. Conflict of Interest-Does any member of the panel have conflict of interest by sitting on the evaluation panel? The following are examples of conflicts of interest: (1) Part ownership in or employment with a company; (2) Family member works for or has part ownership in company; and/or (3) any other reason a member of the evaluation panel cannot give an impartial decision.**
- B. Independent Evaluation-Each member of the evaluation panel must score each proposal independently. Members may not confer with each other in determining a score and no two proposals can be compared to each other for the purposes of determining scores.**
- C. Rating Structure-The evaluation points for each award criteria will be assigned before evaluation process begins.**
- D. Documentation of Scoring-Each member of the evaluation panel must support their reasoning with appropriate documentation and explanation.**
- E. Oral Presentation-The panel may feel that an oral presentation is necessary to reach final decision.**
- F. Protest Hearing-All decisions made by the panel are subject to protest. Each member and/or the whole panel may be called upon to explain or defend each rating.**
- G. Confidentiality-Anything discussed during the whole evaluation process is to be considered confidential.**

6.3 An evaluation of the responses will be performed by the WorkLink WIB Executive Committee. Responses will be evaluated and ranked upon qualifications to perform the scope of work as outlined in this document. Responses will be evaluated according to the following criteria:

Evaluation Criteria

The criteria, which will be used to evaluate proposals for Consultant Services offerors, are listed below, along with their point values. An application must receive an aggregate score of 70 from the Executive Committee in order to be considered for funding.

	<u>Weight</u>
A. Offeror's Qualifications	30 points
1. Does the offeror have background and experience in providing the services required for consultant services as specified in the RFP?	
2. Are descriptions of three (3) similar projects included?	
3. Are descriptions of the three (3) projects indicative of the offeror's ability to provide consultant services as outlined in the RFP?	
4. Are resumes of proposed staff included?	
5. Does proposed staff have the appropriate education and/or experience to provide consultant services specified in the RFP?	
B. Statement of Work Considerations	30 points
1. Does offeror's statement of work submitted demonstrate an understanding of the State Workforce Investment Board Standards and their application to local workforce investment boards?	
2. Does offeror address minimum elements of strategic planning process as as listed in the RFP?	
3. Does offeror include minimum elements of the development of the strategic plan as listed in the RFP?	
4. Does offeror provide a timeline for completion of the project by May 31, 2009?	
C. Budget/Cost Considerations	30 points
1. Are costs reasonable in terms of the activities to be provided and the performance outcomes to be achieved?	
2. Was the budget detailed and accompanied by a budget narrative?	
D. RFP Responsiveness	10 points
1. Does the application demonstrate an understanding of information requested and conform to the requirements of the RFP?	
2. Is the response complete with the items requested?	
3. Is the proposal clear and concise?	
Total	100 points