

**WORKFORCE INVESTMENT CORPORATION  
BOARD MEETING  
February 27, 2013 – 1:00 P.M.  
Martin Inn & Conference Center – Clemson, SC**

**AGENDA**

- |  |                          |
|--|--------------------------|
| <b>I. Call to Order/Opening Remarks</b>                            | Stan Brooks, Board Chair |
| <b>II. Approval of Minutes (10/03/12)</b>                          | Stan Brooks              |
| <b>III. Guest Speaker – State WIB Overview</b>                     | Patrick Michaels         |
| <b>IV. Committee Reports</b>                                       |                          |
| A. Youth Council Update  | Kristi King-Brock, Chair |
| i. Youth Council Strategic Plan updates/revisions*                 |                          |
| ii. PY'12 1 <sup>st</sup> & 2 <sup>nd</sup> Qtr. Youth Performance |                          |
| iii. PY'13 Budget Negotiations*                                    |                          |
| B. Business Partnerships Committee Update                          | Ed Parris, Chair         |
| C. Workforce Skills & Education Committee                          | Richard Blackwell, Chair |
| i. New Reports Format  |                          |
| ii. Inclement Weather Policy*                                      |                          |
| iii. UI Delivery Changes   |                          |
| D. Finance Committee   | David Collins, Chair     |
| i. Update and Modification Requests*                               |                          |
| <b>V. Strategic Plan Update</b>                                    | Stan Brooks              |
| <b>VI. Executive Director Search Committee Update</b>              | Stephanie Collins        |
| <b>VII. 2013 Job Fair Update</b>                                   | Brandi Runion            |
| <b>VIII. Other Business</b>  | Stan Brooks              |
| i. Monitoring Reports  |                          |
| ii. Department of Labor's Visit                                    |                          |
| iii. Executive Session   |                          |
| a. Adult & DW & Youth Henkels & McCoy Modification Request*        |                          |
| <b>IX. Adjournment</b>   |                          |

\* Action Required

NEXT MEETING – APRIL 24, 2013 @ 1:00 P.M.  
MARTIN INN & CONFERENCE CENTER, CLEMSON, SC  
LUNCH IMMEDIATELY PRECEDES THE MEETING AT 12:00 P.M.

**WORKFORCE INVESTMENT BOARD  
BOARD MEETING  
October 03, 2012 - Minutes  
Madren Center – Clemson University**

**Members Present:**

David Collins, Chair	Charlie Haneman	Danny Brothers
Burris Nelson	Ed Parris	Elaine Bailey
Kristi King-Brock	Mary Gaston	Mike Roneker
Robert Halfacre	Ronnie Booth	Stan Brooks
Stephanie Collins	Terence Hassan	Trent Acker
Mike Wallace	Jason Duncan	David Bowers, II

**Members Absent:**

Beverly Allen	Billy Gibson	Butch Harris
Danny Fahey	Melvin Martin	Michael Keith
Pamela Smith	Richard Blackwell	Russ Karpick
Mike Crawford	Sandy Snider	

**Staff Present:**

Sharon Crite	Jennifer Kelly	Shae Rozakos
Patty Manley	Crayton Pruitt	Brandi Runion
Windy Graham		

**Guest Present:**

Steve Pelissier	Emily Hawkins	Renee Murdock
Karen Hamrick	Joanne Johnson	Mary Jo Schmick
Dana Grant	Kal Kunkel	

**I. Call to Order**

Chair David Collins called the meeting to order and announced the meeting was being recorded for processing of minutes. A quorum was present to conduct the business of the Board. Introductions were made around the room. Chair Collins welcomed all guests and recognized new Board members present, Mike Wallace and Jason Duncan.

**II. Approval of Minutes**

The minutes from the August 8<sup>th</sup>, 2012 meeting were e-mailed with the meeting notice, included in the meeting packet. Chair Collins called for any corrections or amendments to the minutes.

**BOARD ACTION TAKEN:** Ronnie Booth made a motion to approve the minutes as submitted, second by Mike Roneker. The motion carried with a unanimous vote.

### **III. Committee Reports**

#### **A.) Youth**

##### **i. Youth Council Committee Memberships**

Kristi King-Brock referred the board members present to pages 8-9 of the packet provided and reviewed the Youth Council Membership application for Anne McAuley.

**BOARD ACTION TAKEN: Youth Council made a motion to approve and accept the membership application of Anne McAuley to the Youth Council Committee; Second by Danny Brothers. The motion carried with a unanimous vote.**

##### **ii. 2012 AOP BIS – Transportation Expenses**

Kristi King-Brock referred to pages 10-12 which shows a breakdown of the transportation expenses per School District for the Showcase Events during 2010 - 2012.

##### **iii. 2013 Youth Forum Event – Anticipated Funding**

Ms. King-Brock reported from the Youth Council's October 1<sup>st</sup> meeting the recommendation came to continue to support the Youth Forum event in 2013 with some funding for transportation. The amount has been deferred to the Finance Committee for discussion and approval.

##### **iv. PY'11 Youth Performance Measures**

Ms. King-Brock referred to page 13, Performance Measures and commended the provider, Henkels & McCoy, on not only meeting but exceeding the performance measures as set by the State.

#### **B.) Workforce Skills & Education Committee**

##### **i. Strategic Plan Update**

Jennifer Kelly referred to pages 14-15 of the Board meeting packet and reported that the Committee reviewed its progress of its two assigned goals of:

1. Understand the skill level of the workforce.
2. Integrate the system.

Ms. Kelly reported that Objective three under understanding the skill level was evaluated and discussed in terms of being relevant and reasonable. The committee agreed that 2% was consistently too low of a goal based on data collected from the past 5 years and voted to recommend to the Board to change the goal from 2% to 10%.

**BOARD ACTION TAKEN: Workforce Skills and Education Committee made a motion to increase by 10% per year the number of individuals who successfully complete GED or**



**High School Diploma through the workforce system last year; Second by Ronnie Booth. Motion carried.**

**ii. EMSI/Labor Market Information**

Ms. Kelly deferred to Shae Rozakos to report on the information obtained at the EMSI conference she attended in Idaho in September. Ms. Rozakos provided a brief description on a product called Analyst stating that a license to Analyst would give WorkLink ten users' access to ten counties or ten user's access to five counties to the zip code level. Analyst could be used as an economic development tool to better understand the current workforce. As an add-on feature, it also collects business data that could be used by the three-county region.

Ms. Kelly also stated that the Committee voted to recommend purchasing a subscription to Analyst to the Finance Committee and the Board.

**iii. SC Works Operator Update**

Ms. Kelly reported that the Committee reviewed the status of the SC Works Operator, Henkels & McCoy at their September 26<sup>th</sup> meeting. The PY'11 performance data has been finalized and is included in the information on page 13 of the meeting packet. Ms. Kelly stated the finance Committee will provide an overall update on the financial standing of the Henkels & McCoy grant funded through the Adult and Dislocated Worker allocations.

Ms. Kelly referred to page 16; the Regional Monthly OneStop Activity Report for PY'12, stating this is the SC Works Usage report and provides an overview of the activity that comes in and out of our Centers and what the Operator sees in regards to services and participants. Ms. Kelly stated that the October Workshops schedules and calendar are included on pages 17-18 and added these are being provided through a partnership with Tri County Technical College.

The Workforce Skills and Education Committee did receive a Budget Modification Request but due to time restraints, the Committee voted to forward this request to the Finance Committee for further review.

Chair Collins asked if Henkels & McCoy had any comments. Kal Kunkel responded that everything is moving along well in the Centers.

**C.) Business Partnerships Committee**

**i. Committee Update**

Ed Parris, Chair of Business Partnerships Committee, provided an update from the September 18<sup>th</sup> meeting. The Committee has an additional 5 new members and the meeting was in large part an informational and brief orientation for those new members.

Mr. Parris reported that the On-the-Job Training National Emergency Grand period ended as of 09/30/2012 having filled the allotted 22 placements as designated by



the State. Any agreements written that extended the training period beyond the 09/30/2012 date will be funded with Rapid Response dollars.

Mr. Parris reported that the Committee voted to table any decisions on the use of incentive funds for WorkKeys Employers' Profiles until more information is gathered from the roll-out of the WorkReady Communities Initiative by the State.

#### **D.) Finance Committee**

##### **i. 2013 Youth Forum Event – Anticipated Funding**

Danny Brothers, Chair of the Finance Committee, reported from the Committee meeting on October 2<sup>nd</sup>, commenting on the success of the 2012 AOP BIS. The Committee voted to bring to the Board the amount of \$5,000 anticipated funds to be allocated for the 2013 event.

**BOARD ACTION TAKEN: Youth Council and Finance Committee made a motion to fund the 2013 AOP BIS with anticipated funding of \$5,000 pending the 2013 Youth Allocation from SCDEW; Second by Ed Parris. Motion carried.**

##### **ii. PY'11 Budget Overview**

Ms. Runion provided a brief overview of the PY'11 ResCare Adult & DW grant and Henkels & McCoy Youth grant found on pages 19-20 of the meeting packet. These budgets are now closed and the balance has been carried over to the current Program Year budget.

Ms. Runion referred to page 21, the Board Budget from PY'11 stating that funds not expended have been carried over to the current Program Year budget.

##### **iii. PY'12 Budget Overview**

Ms. Runion called attention to page 22, the PY'12 Henkels & McCoy Adult and DW Budget stating the expenditures listed are for July & August 2012. Currently everything is on track for this budget; their first 90 days have gone well.

##### **a. Henkels & McCoy – WIA Title I Adult & DW Budget Modification Request**

Ms. Runion called attention to pages 23-24 and deferred to Kal Kunkel of Henkels & McCoy for an overview and justification of the modification request of \$264,067 as noted below.

<b>Category</b>	<b>Original</b>	<b>Mod</b>	<b>Adjusted</b>
Indirect Cost	140,308.54	22,455.06	162,763.60
WI Customer Supplies & Materials Cost	12,000.00	8,000.00	20,000.00
Instructional Supply Costs (books)	26,250.00	(10,000.00)	16,250.00

Tuition Cost (Adult Education & GED)	46,696.00	57,664.00	103,360.00
Individualized Training Account/Voucher Costs	87,690.00	127,910.00	215,600.00
Uniforms, Drug Screens, etc.	0.00	5,000.00	5,000.00
Emergency Assistance	0.00	5,000.00	5,000.00
OJT	112,320.00	24,480.00	136,800.00
WorkKeys®	0.00	8,240.00	8,240.00
Training Fee (Profit)	71,367.52	11,421.70	82,789.22
Audit Fee	10,973.61	1,756.23	12,729.84
Awards/Events	360.00	2,140.00	2,500.00
Total Mod Request		264,066.99	

- 1) Increase Indirect Cost by \$22,455.06, which is a proportional cost due to the increased direct Training and Supportive Services Costs.
- 2) Increase WI Customer Supplies and Materials Cost by \$8,000 to facilitate training related costs to improve tracking by line item.
- 3) Decrease Instructional Supply Costs (Books) by \$10,000.00; most of these funds are being moved to WI Customer Supplies and Materials Costs. This move is to just clean up tracking of costs.
- 4) Increase Tuition Cost (Adult Education & GED) by \$57,664.00 to support GED Training Costs, TABE Test Proctoring Services covered via an MOA with each Adult Education Program in the region.
- 5) Increase Individual Training Account/Voucher Costs by \$127,910.00 to provide much needed training services to WIA Eligible Participants both carryover and originally planned enrollments. YTD we are nearly 80% obligated in our ITA Training Funds.
- 6) Increase both Uniforms, Drug Screens, etc. and Emergency Assistance by \$5,000.00 (\$10,000 total) to facilitate requests that are covered by the WorkLink WIB Supportive Services Policy. Originally we had not any funds for these services in our budget.
- 7) Increase On-the-Job Training by \$24,480.00 to serve WIA Eligible Participants both carryover and originally as OJT is a primary training focus.
- 8) Increase WorkKeys Testing by \$8,240.00 to cover testing fees that was not originally budgeted for in a separate line item.
- 9) Increase Training Fee (Profit) by \$11,421.70, which is a proportional cost due to the increased direct Training and Supportive Services Costs.
- 10) Increase Audit Fee by \$1,756.23, which is a proportional cost due to the increased direct Training and Supportive Services Costs.



Mr. Brothers and Ms. Runion responded that the Finance Committee had thoroughly searched and investigated this request.

**BOARD ACTION TAKEN:** Finance Committee made a motion to approve the budget modification request from Henkels & McCoy by adding a total of \$264,067 to their grant; Second by Burriss Nelson. Mary Gaston abstained from vote. Motion carried with a unanimous voice vote.

Ms. Runion referred to the Henkels & McCoy Youth Grant on page 30 of the meeting packet stating the expenditures are through August with the September expenditures expected to be received by the second week of October.

**b. WIB In-House Budget Modification Request**

Ms. Runion called attention to page 31 of the meeting packet stating this is a Modification request to the Board Budget giving a brief explanation of the line item changes listed under the MOD REQ column.

Category	Original	Mod	Adjusted
Salaries	336,409	(6,409)	330,000
Fringe	106,658	(1,658)	105,000
Supplies – Non-Consumable	1,500	1,000	2,500
Data (EMSI Analyst)	0	12,500	12,500
WorkKeys®	22,000	(21,775)	225
Telephone Voice & LD & Cellphones	10,000	500	10,500
Website Hosting & Renewal Fees	15,000	(4,920)	10,080
Board & Committee Meeting	4,800	200	5,000
Indirect	100,924	37,676	138,600
Total Mod Request		17,114	

**BOARD ACTION TAKEN:** Finance Committee made a motion to approve the budget modification request for the Board Budget as specified; Second by Trent Acker. The motion carried with a unanimous vote.

**IV. Ratify Executive Committee Meeting/Email Votes**

**A. Indirect Cost paid by WIB to ACOG**

The Executive Committee met in August to discuss with Steve Pelissier the Indirect Cost that the Workforce Investment Board pays to the COG. It was decided that the COG Finance Director would not charge directly to our 3 fund codes any longer, but charge to indirect expense. Steve Pelissier's hopes were that this would reduce the amount that we pay to the GOG.



**BOARD ACTION TAKEN: Executive Committee made a motion to ratify the Executive Committee vote as stated; second by Burriss Nelson. The motion carried with a unanimous vote.**

**B. 2012 Annual Plan Modification**

The Executive Committee approved unanimously the PY'12 Annual Plan Modification via an email vote in September. This plan is requested by SCDEW and is a compilation of all items that were voted on during PY'11. This has been signed off by the Board Chair, Steve Pelissier, and the 3 County Council Chairs.

**BOARD ACTION TAKEN: Executive Committee made a motion to ratify the Executive Committee vote as stated; second by Kristi King-Brock. The motion carried with a unanimous voice vote.**

**C. Memorandum of Understanding & Resource Sharing Agreement with SCDEW**

The Executive Committee approved unanimously via an email vote in September to have SCDEW keep all contracts, utilities, etc. at our 3 Centers in their name and for the security contract to be in Henkels & McCoy's name. This is the way that it was setup for PY'11 as well. Henkels & McCoy is currently drafting the RSA to include the proportionate share for SCDEW for all expenditures.

**BOARD ACTION TAKEN: Executive Committee made a motion to ratify the Executive Committee vote as stated; second by David Bowers. The motion carried with a unanimous voice vote.**

**D. PY'12 Performance Goals**

The Executive Committee met prior to this Board meeting to discuss the PY'12 Performance Goals issued by the SCDEW and the renegotiation pursued by Shae Rozakos of several of those goals. The decision of the Executive Committee was to accept the goals as negotiated.

**BOARD ACTION TAKEN: Executive Committee made a motion to ratify the Executive Committee vote as stated; second by Burriss Nelson. The motion carried with a unanimous voice vote.**

**V. 2013 Job Fair**

Brandi Runion provided information on past Job Fairs and locations. Ms. Runion requested the Board make a decision on location for the 2013 Job Fair to allow ample time for planning and execution. Discussions then followed regarding location and cost of the 2011 & 2012 Job Fairs as well as transportation issues and ensuring that it is serving all three counties equally.

***Action Item: The Board made a recommendation to give Brandi permission to research the costs and accessibility of facilities and locations for the 2013 Job Fair and report the findings to the Executive Committee.***

## **VI. 2013 Board/Committee Calendar**

Shae Rozakos called attention to the 2013 Board/Committee Calendar on page 36 of the meeting packet for the Board's review and approval.

**BOARD ACTION TAKEN: Stephanie Collins made a motion to accept the 2013 Board/Committee Calendar as presented; second by Ed Parris. The motion carried with a unanimous vote.**

## **VII. Other Business**

Shae Rozakos presented the Plaque received from the State on 08/21/2012 for meeting the qualifications for reaching High Performing Board Status.

Charlie Haneman spoke to the hours and traffic that the Centers are experiencing in providing U.I. activities and services and proposed to the Board that the Centers cut off U.I. claim review services at 4:00 pm daily. All other services and activities will be available until 5:00 pm. This is a DEW function and would not affect the Operator's functions.

Chair Collins presented nominations from the Executive Committee for the 2013 Workforce Investment Board Officers as follows:

Chair	Stan Brooks
Vice-Chair	Danny Brothers
Secretary	Stephanie Collins
Treasurer	David Collins

**BOARD ACTION TAKEN: Executive Committee made a motion to accept the 2013 Board Officer nominations as presented; Second by Danny Brothers. Motion carried.**

## **VIII. Adjournment**

With no further business to discuss, meeting was adjourned.

*Respectfully submitted by: Patty Manley, Office Manager*



## *WorkLink Youth Council Strategic Plan*

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### **Youth Council Vision.**

*Our vision provides a directional statement; a “picture” of a future state of the organization (what we are striving to become); it provides inspiration; it gives a framework for our area of influence/responsibility.*

**“To have all youth educated and prepared for self-sufficiency in work and in life.”**

**DELETE ‘ALL’**

### **Youth Council Mission.**

*Our mission is a brief description of the organization’s fundamental purpose (what we do)/reason for existence, articulated for those inside and outside of the organization.*

**“The WorkLink Youth Council facilitates collaboration and the delivery of services for all youth, leading to educational, workplace and personal success.”** **DELETE ‘ALL’**

### **Strategic Goals.**

*Our goals grew out of an analysis of the region’s focus group and survey results, recent and potential changes within the community and the workforce development industry, our identification of the characteristics of successful/winning workforce systems and Youth Council, and, the SWOT analysis. We chose to have four goals for this strategic plan that were directed at our four most immediate challenges:*

- 1) There is a lack of system-wide coordination of services due to the service providers’ lack of knowledge about each other’s services,*
- 2) Youth have a lack of work ethics, soft skills, and basic skills,*
- 3) Family units are weak and there is no structured system to support them, and,*
- 4) The region has a high dropout rate for HS and 2 year degrees.*

*The goals based on the above immediate challenges show us what our world will look like when we have accomplished our objectives.*

### **The Youth Council’s Four Goals.**

- Integrate work systems and process
- Improve work ethic and soft skills of youth
- Strengthen family units/improve services to families



## ***WorkLink Youth Council Strategic Plan***

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- Increase the number of youth who are completers and employed in jobs paying more than minimum wage.

*The objectives for each goal are the measurable statements towards which our efforts are directed. Each objective contains three elements: a specific statement of what is to be accomplished, a standard by which we can measure the accomplishment, and a timeframe and deadline within which to accomplish the objective. Finally, Strategies are the specific steps which need to happen to bring completion to the objective, and eventually, the goal.*

*The Youth Council and its sub-committees will assess the attainment of objectives at each meeting to assess progress on the successful completion of our goals.*

### **Goals, Objectives and Action Strategies Narrative.**

#### **Goal I. Integrate work systems and process**

*The Service Integration Committee oversees the attainment of this goal and will be responsible to complete the objectives and strategies to facilitate its successful attainment.*

##### **Key Objective:**

- A. By June 30, 2011 enhance the service mapping data base by identifying Faith Base Organizations, Churches, and Service Organizations for families in the three county areas.

##### **Key Action Strategies:**

1. Establish/identify service mapping parameters.
2. ~~Research resources. DELETE/~~ CHANGE VERBIAGE TO READ:  
RESOURCES.
3. Collect/Input service map data.
4. Disseminate the product.
5. ~~Provide training to users. DELETE~~
6. Identify/ address gaps in community service.

## ***WorkLink Youth Council Strategic Plan***

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7. Establish maintenance process.

### **Goal II. Improve work ethic/soft skills, and basic skills**

*The Work Readiness Committee will be responsible for the attainment of this goal and will be responsible to complete the objectives and strategies to facilitate its successful attainment.*

#### **Key Objective:**

- A. By June 30, 2012, we will increase the community's perception of the work readiness and work ethics of our youth by 10-25%.

#### **Key Action Strategies:**

1. Improve work ethic/soft skills, and basic skills.
2. Establish the baseline.
3. Teach the soft skills.
4. Evaluate progress yearly.

#### **Key Objective:**

- B. Improve awareness and Implementation of WorkKeys.

#### **Key Action Strategy:**

1. Work with WIB Business Partnership and Workforce Skills and Education Committees to address this.

### **Goal III. Strengthen family units/ improve services to families.**

*The Family Services Committee will oversee the attainment of this goal, its key objectives, and strategies to facilitate its successful attainment.*

#### **Key Objective:**

- A. Introducing 90% of our partners to family services available in our geographical area.

## *WorkLink Youth Council Strategic Plan*

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### **Key Action Strategies:**

1. Hold round table discussions with partners, agencies, and community service in three county areas.  
**CHANGE VERBIAGE TO READ:** Youth Provider to conduct/ participate in partners, agencies, and community service discussions in three county areas.
2. Encourage partners to distribute appropriate information /materials on education options to **youth** parents/adults in the family. **ADD VERBIAGE**
3. Offer by June 10, 2010 a “services fair” to families (free of charge) to feature community services /programs.  
**✓ Accomplished**
4. Use results of Youth forum to guide planning efforts by August 1, 2009.  
**✓ Accomplished**
5. By July 2011, engage FBOs in programming plans and activities.  
**✓ Attempted (Spring of 2011) - No Responses**

**Goal IV. Increase the number of youth who are completers and employed in jobs paying more than minimum wage. **CHANGE VERBIAGE TO READ:** WITH AN AVERAGE MORE THAN MINIMUM WAGE.**

*The Education Committee oversees the attainment of this goal, objectives and strategies to facilitate its successful attainment.*

### **Key Objective:**

- A. Produce 240 general completers by June 30, 2014.
- B. Produce 35 postsecondary completers by June 30, 2014.
- C. Place 150 youth in jobs paying more than minimum wage by June 30, 2014.

**CHANGE VERBIAGE (C) ABOVE TO READ:** PLACEMENT IN EMPLOYMENT OF 150 EXITERS OLDER YOUTH WITH AN AVERAGE MORE THAN MINIMUM WAGE BY JUNE 30, 2014.

### **Key Action Strategies:**

1. Address:  
-Idle teens (16-19)



## ***WorkLink Youth Council Strategic Plan***

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- Recent dropouts
  - Certificate students
  - Transition students
  - Upper youth (20-21)
  - Youth who move into the service area and are not enrolled in school.
2. Advocate for improved state policies, local awareness and responsiveness regarding high school dropouts.
  3. Develop a system wide support infrastructure (e.g., mentoring, transportation, life skills training, tutoring, community resources data bank, etc.).

### ***Goals, Objectives, Strategies and Action Steps Chart***

The following displays the above Youth Council's goals, objectives, and strategies within a chart. The fifth and sixth columns indicate the action steps for each strategy and the committee responsible for overseeing the completion of the goal.

## WorkLink Youth Council Strategic Plan

WorkLink Youth Council's Strategic Plan Key Critical Issues, Goals, Objectives, Strategies, and Action Plans				
Critical Issue	Goal	Objective	Strategy	Action Plan
Service Providers are working in silos	Integrate work systems and process	By June 30. 2011 enhance the service mapping data base by identifying Faith Base Organizations, Churches, and Service Organizations for families in the three county areas.	Establish/ identify service mapping parameters	<ul style="list-style-type: none"> <li>✓ Identify all stakeholders</li> <li>✓ Define information needed about each service</li> <li>✓ Determine which services need to be included within the database</li> <li>✓ Decide audience access               <ul style="list-style-type: none"> <li>o partners</li> <li>o organizations</li> <li>o businesses</li> <li>o families</li> <li>o community</li> </ul> </li> <li>✓ Decide who qualifies as a service provider to be on database</li> <li>✓ Identify list of agencies to participate</li> <li>✓ <b>Accomplished</b> – Temp. staff hired to complete all tasks listed above in collaboration with each United Way of AOP. See June 6, 2011 YC meeting minutes.</li> </ul>
			<b>Resources</b>	<ul style="list-style-type: none"> <li>✓ Identify youth partners in AOP</li> <li>✓ Research 211, ASA book of services</li> <li>• Review /research <a href="http://www.indyserves.com">www.indyserves.com</a> website and templates</li> <li>• <b>ADD – Youth provider educate families of available resources in the three county areas.</b></li> </ul>
			Collect/ Input service map data	<ul style="list-style-type: none"> <li>• Communicate the need of the youth provider to have partners to serve at-risk youth in the three county areas. – <b>On-going</b></li> <li>• Advocate/solicit partner involvement – <b>On-going</b> <ul style="list-style-type: none"> <li>o Local church time/talent banks</li> <li>o Talk to local service clubs</li> <li>o Talk to retiree groups</li> </ul> </li> <li>• <b>Youth Provider (PYC) to track all partner information in the Effort to Outcome (ETO) system. – On-going</b></li> </ul>
			Disseminate the Product	<ul style="list-style-type: none"> <li>✓ Develop marketing plan for database</li> <li>✓ Market service mapping resource</li> </ul>

## WorkLink Youth Council Strategic Plan

WorkLink Youth Council's Strategic Plan Key Critical Issues, Goals, Objectives, Strategies, and Action Plans				
Critical Issue	Goal	Objective	Strategy	Action Plan
				<ul style="list-style-type: none"> <li>✓ Define method for letting partners know of database</li> <li>✓ Accomplished - 2-1-1 marketing collaboration with each United Way of AOP was funded jointly with WorkLink Youth Council/WIB and the United Ways. Bill Boards and Brochures were produced and outreach currently continues. Bill Boards are still posted and Brochures are distributed at each WorkLink event.</li> </ul>
			Identify/ address gaps in community services 2-1-1 SYSTEM IS AN ON-GOING MAPPING SERVICE AVAILABLE 24/7 WITH THE CAPABILITY OF ADDING/DELETING AGENCIES, PARTNERS, ORGANIZATIONS, BUSINESSES, AND COMMUNITY SERVICES.	<ul style="list-style-type: none"> <li>• Disseminate to Youth Council, WIB, service providers and partners</li> <li>• Determine how to address gaps</li> </ul>
Lack of work ethics, soft skills, basic skills	Improve work ethic/ soft skills, and basic skills	By June 30, 2012, we will increase the community's perception of the work readiness and work ethics of our youth by 10-25%	Establish the baseline	<ul style="list-style-type: none"> <li>✓ Review data from the surveys</li> <li>✓ Provide the Youth Council/WIB with the survey scores of the youth on work readiness/soft skills</li> <li>✓ Finalize the baseline data</li> <li>✓ Accomplished- Survey/Evaluation use: WorkLink Work Readiness Tool for the WIA Youth Program. The local business/ employer granting a work experience assignment for our youth participants completes the survey/evaluation at the mid-point and final timeframe of the work experience assignment</li> </ul> <p>Currently, surveys/evaluations data (forms) are being collected and saved for review by Youth Provider (PYC) to comply with the June 30, 2014 deadline.</p>

Work  
Readiness



## WorkLink Youth Council Strategic Plan

WorkLink Youth Council's Strategic Plan Key Critical Issues, Goals, Objectives, Strategies, and Action Plans				
Critical Issue	Goal	Objective	Strategy	Action Plan
			Teach the soft skills	<ul style="list-style-type: none"> <li>✓ Research work readiness/soft skills curriculum</li> <li>✓ Choose/create work readiness/soft skills curricula</li> <li>✓ Implement work readiness/soft skills curricula .</li> <li>✓ <u>Accomplished</u>-Soft skills Ad Hoc Comm. was formed, last mtg. 3/2010- Providers are to determine and use their own curricula. PYC identified curricula is: <b>Tackling the Tough Skills</b> and Career Smart as of PY 12 (Oct. 2012).</li> </ul>
			Evaluate progress by June 30, 2014.	<ul style="list-style-type: none"> <li>• Survey businesses to determine increase in work readiness/soft skills of youth - <b>On-going</b></li> </ul>
		Improve awareness and Implementation of WorkKeys	Work with WIB Business Partnership and Workforce Skills and Education Committees to address this	<ul style="list-style-type: none"> <li>✓ See action plans of WIB committees</li> <li>✓ <u>Accomplished</u> -WorkKeys was given to in-school and out-of school youth Summer 2009/Summer 2010 by our local One Stops. WorkKeys is administered by our local School Districts, Adult Educ. Centers, and Tri County Technical College. Currently, SC Work Ready Communities initiative in development. All WIA youth participants are offered WorkKeys testing.</li> </ul>
Weakened family units/ Not enough focus on families – no structured system for support	Increase awareness and resources available to family units.	Introduce 90% of our partners to family services available in our geographical area.	Hold round table discussions with partners, agencies, and community services in three county areas.  Youth Provider (PYC) is already doing this throughout the program year.	<ul style="list-style-type: none"> <li>• To hold Information Session for Anderson County and combine session for Oconee and Pickens Counties. <b>CHANGE VERBIAGE TO READ: Youth Provider to conduct/ participate in partners, agencies, and community services discussions in three county areas. – On-going</b> <ul style="list-style-type: none"> <li>• <del>DELETE</del> - Training provided by 2-1-1.</li> <li>✓ <b>Verified WIA and Youth Council partnerships are already in the 2-1-1 system.</b></li> </ul> </li> </ul>
			Encourage partners to distribute appropriate information /materials on education options to <b>youth</b>	<ul style="list-style-type: none"> <li>✓ Determine what information needs to be distributed – <b>On-going</b></li> <li>✓ Identify and collect information for 211 system – <b>On-going</b></li> <li>✓ <u>Accomplished</u> Determine distribution process</li> <li>✓ <u>Accomplished</u> Implement process</li> </ul>

## WorkLink Youth Council Strategic Plan

WorkLink Youth Council's Strategic Plan Key Critical Issues, Goals, Objectives, Strategies, and Action Plans				
Critical Issue	Goal	Objective	Strategy	Action Plan
			parents/adults in the family	Job Fair, Business Showcase, Career Fair, Youth Provider booth exhibit, SC Works Centers resource area and booth exhibit
			Offer by June 10, 2010 a "services fair" to families (free of charge) to feature community services /programs	✓ Accomplished - May 22, 2010 @ Tri County Technical College, Pendleton Campus 8:30am-12:30pm.
			Use results of Youth Forum to guide planning efforts by August 1, 2009	✓ Accomplished- Youth Forum 2010 meetings held March 1, 2010-May 4, 2010.
			By July 2011, engage FBOs in programming plans and activities	✓ Accomplished -Identify FBO's and contact persons in AOP <ul style="list-style-type: none"> <li>○ Contact existing groups/ Associations</li> <li>○ Develop a list/database of FBOs in service area</li> <li>○ Find organizations</li> <li>○ Contact organizations</li> </ul>
			300+ letters were sent to local churches throughout our AOP community. The letter was sent as an invite to become involved and identify available services for the youth population. Time was invested (Staff, Youth Council/Committee Members) and youth funds were invested for postage, letterhead, and envelopes. <u>Results:</u> Zero (0) response.	<ul style="list-style-type: none"> <li>Identify 3 representative contacts of FBOs to serve on subcommittee <ul style="list-style-type: none"> <li>○ review the FBO list</li> <li>○ determine key contacts</li> </ul> </li> <li>Create "buy-in" <ul style="list-style-type: none"> <li>○ invite key contacts to Youth Council meeting</li> <li>○ Encourage Church Associations</li> <li>○ Train/orient key contacts to subcommittee</li> <li>○ provide youth Council Strategic Plan</li> </ul> </li> <li>Implement a joint plan to work together to serve the families <ul style="list-style-type: none"> <li>○ convene the FBOs for a discussion of key issues regarding strengthening family units</li> <li>○ develop a plan</li> <li>○ Implement cooperative strategies</li> </ul> </li> </ul>
			Youth Provider (PYC) are already actively engaged and involved with FBO's (AIMS, Ripple of One, etc.).	



## WorkLink Youth Council Strategic Plan

WorkLink Youth Council's Strategic Plan Key Critical Issues, Goals, Objectives, Strategies, and Action Plans					Sub-Committee
Critical Issue	Goal	Objective	Strategy	Action Plan	
Too many youth are disengaged <sup>i</sup> from school and work.	Increase the number of youth who are completers <sup>ii</sup> and employed in jobs paying <b>more than minimum wage.</b>	Produce 240 general completers by June 30, 2014.  Produce 35 postsecondary completers <sup>iii</sup> by June 30, 2014.	Address: -Idle teens (16-19) -Recent dropouts -Certificate students -Transition students -Upper youth (20-21) -Youth who move into the service area and are not enrolled in school.  Advocate for improved state policies, local awareness and responsiveness regarding high school dropouts.	<ul style="list-style-type: none"> <li>Determine the issues pertinent to each group.</li> <li>Identify promising, practical solutions to each issue.</li> <li>Implement action plans.</li> <li>Evaluate results.</li> <li>Engage appropriate WIA partners to assist in accomplishing goals and successes for all youth.</li> </ul>	Education
	<b>Change</b> <b>verbiage to read:</b> with an average more than minimum wage.	Place 150 youth in jobs paying <b>more than minimum wage</b> by June 30, 2014. (See end notes.) <b>Change</b> <b>verbiage to read:</b> with an average more than minimum wage.	Develop a system wide support infrastructure (e.g., mentoring, transportation, life skills training, tutoring, community resources data bank, etc.).	<ul style="list-style-type: none"> <li>Identify state and local policies and practices that negatively impact completion rates.</li> <li>Create discussion points for meetings with key stakeholders.</li> <li>Conduct roundtables or focus groups with stakeholder groups.</li> <li>Develop action plans (including specific areas of responsibility and follow-up milestones).</li> </ul>	

### End notes

<sup>i</sup> Not high school graduates (or GED completers), not in school, and not employed.

<sup>ii</sup> General completers means youth who complete a high school diploma, GED, certificates, and credentials.

<sup>iii</sup> Postsecondary completers means youth who earn any credential (certificate, diploma, or associate's degree) from a regionally accredited institution of higher education.



# PY 2012 WIA Quarterly Report Summary - 1st Quarter (rolling 4 quarters)

Performance Measure	Group	State			Worklink			Upper Savannah			Upstate			Greenville			Midlands			Trident		
		Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual
*Placement in Employment or Education	Youth (14-21)	66.0	52.8	66.9	73.8	59.1	72.8	75.3	60.1	71.9	79.3	63.5	81.6	67.2	53.8	62.2	71.8	57.5	71.9	62.7	50.2	62.7
*Attainment of Degree or Certificate	Youth (14-21)	67.0	53.6	69.4	77.7	62.2	79.3	72.9	58.4	74.1	86.0	68.8	86.7	66.5	53.2	59.3	65.0	52.0	65.0	76.6	61.3	73.9
***Literacy or Numeracy Gains	Youth (14-21)	52.0	41.6	52.7	67.3	53.9	66.7	53.3	42.7	54.1	85.0	68.0	84.5	52.0	41.6	52.5	49.4	39.6	45.8	60.4	48.4	61.6
*Entered Employment	Adults DW	66.4	53.2	66.1	69.1	55.3	65.4	72.1	57.7	72.5	71.7	57.4	71.0	67.2	53.8	66.9	74.5	59.6	74.3	65.4	52.4	63.4
**Retention Rate	Adults DW	73.5	58.8	72.5	69.8	55.9	60.8	81.2	65.0	79.1	75.0	60.0	74.8	75.6	60.5	72.4	85.2	68.2	82.7	74.8	59.9	69.2
**Average Earnings	Adults DW	86.4	69.2	85.3	88.8	71.1	88.3	82.2	65.8	82.9	91.0	72.8	88.3	87.1	69.7	84.1	89.5	71.6	85.1	86.0	68.8	82.8
		91.5	73.2	91.5	95.2	76.2	93.8	92.5	74.0	91.9	96.3	77.1	95.0	94.4	75.6	91.9	90.7	72.6	88.5	90.1	72.1	89.2
		10,700	8,560	10,504	11,538	9,230	11,385	10,165	8,132	9,980	12,834	10,267	12,334	11,889	9,511	10,941	10,769	8,615	10,348	11,054	8,843	10,602
		15,100	12,080	14,984	14,760	11,808	14,564	14,043	11,234	13,168	15,643	12,514	14,982	17,319	13,855	16,918	14,555	11,644	14,557	17,720	14,176	17,813

Performance Measure	Group	Pee Dee			Lower Savannah			Catawba			Santee Lynches			Waccamaw			Lowcountry		
		Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual
*Placement in Employment or Education	Youth (14-21)	64.7	51.8	64.0	62.7	50.2	52.8	62.7	50.2	52.8	62.7	50.2	64.1	74.1	59.3	75.8	64.9	52.0	67.4
*Attainment of Degree or Certificate	Youth (14-21)	78.8	63.1	81.9	63.7	51.0	66.0	63.7	51.0	66.0	63.6	50.9	59.2	75.2	60.2	73.8	68.6	54.9	69.6
***Literacy or Numeracy Gains	Youth (14-21)	63.0	50.4	67.5	49.4	39.6	35.8	55.8	44.7	61.2	49.4	39.6	34.2	49.4	39.6	35.0	52.0	41.6	48.9
*Entered Employment	Adults DW	63.1	50.5	63.3	63.1	50.5	61.4	63.1	50.5	57.5	66.4	53.2	70.8	70.8	56.7	70.3	64.3	51.5	62.6
**Retention Rate	Adults DW	72.6	58.1	69.9	76.0	60.8	72.0	71.8	57.5	74.9	69.8	55.9	50.8	82.2	65.8	80.1	71.6	57.3	69.5
**Average Earnings	Adults DW	85.6	68.5	83.9	87.5	70.0	86.2	83.9	67.2	84.1	90.9	72.8	93.2	85.4	68.4	85.9	85.9	68.8	82.6
		92.0	73.6	92.6	91.4	73.2	91.0	90.7	72.6	91.7	91.5	73.2	92.4	92.7	74.2	93.3	86.9	69.6	84.5
		10,340	8,272	10,255	10,165	8,132	9,141	11,114	8,891	11,190	10,781	8,625	10,989	10,350	8,280	10,264	9,951	7,961	9,262
		14,038	11,230	14,151	14,345	11,476	13,479	16,128	12,902	15,445	13,800	11,040	12,062	15,100	12,080	22,369	13,968	11,174	12,121

\*These measures include program exiters from 1/1/11 to 12/31/11.

\*\*These measures include program exiters from 7/1/10 to 6/30/11.

\*\*\*These measures include program exiters from 10/1/11 to 9/30/12.



# PY 2012 WIA Quarterly Report Summary - 2nd Quarter (rolling 4 quarters)

Performance Measure	Group	State			Worklink			Upper Savannah			Upstate			Greenville			Midlands			Trident		
		Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual
*Placement in Employment or Education	Youth (14-21)	66.0	52.8	67.5	73.8	59.1	72.6	75.3	60.1	69.9	79.3	63.5	84.1	67.2	53.8	58.5	71.8	57.5	68.6	62.7	50.2	66.0
*Attainment of Degree or Certificate	Youth (14-21)	67.0	53.6	71.3	77.7	62.2	80.7	72.9	58.4	75.3	86.0	68.8	84.3	66.5	53.2	62.9	65.0	52.0	68.6	76.6	61.3	73.2
***Literacy or Numeracy Gains	Youth (14-21)	52.0	41.6	54.6	67.3	53.9	64.2	53.3	42.7	57.7	85.0	68.0	87.3	52.0	41.6	73.3	49.4	39.6	45.8	60.4	48.4	62.0
Entered Employment	Adults	66.4	53.2	67.6	69.1	55.3	64.7	72.1	57.7	68.9	71.7	57.4	69.3	67.2	53.8	67.2	74.5	59.6	75.6	65.4	52.4	64.3
Rate	DW	73.5	58.8	72.7	69.8	55.9	61.8	81.2	65.0	76.7	75.0	60.0	74.4	75.6	60.5	60.6	85.2	68.2	85.3	74.8	59.9	68.9
***Retention	Adults	86.4	69.2	84.9	88.8	71.1	87.1	82.2	65.8	84.5	91.0	72.8	87.3	87.1	69.7	82.8	89.5	71.6	84.7	86.0	68.8	81.5
Rate	DW	91.5	73.2	92.1	95.2	76.2	93.2	92.5	74.0	93.1	96.3	77.1	95.9	94.4	75.6	90.8	90.7	72.6	88.7	90.1	72.1	90.2
**Average	Adults	10,700	8,560	10,512	11,538	9,230	11,139	10,165	8,132	9,858	12,834	10,267	11,977	11,889	9,511	10,753	10,769	8,615	10,361	11,054	8,843	10,520
Earnings	DW	15,100	12,080	15,125	14,760	11,808	14,841	14,043	11,234	13,328	15,643	12,514	15,167	17,319	13,855	15,607	14,555	11,644	14,911	17,720	14,176	17,517

2

Performance Measure	Group	Pee Dee			Lower Savannah			Catawba			Santee Lynches			Waccamaw			Lowcountry		
		Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual	Goal	80% of Goal	Actual
*Placement in Employment or Education	Youth (14-21)	64.7	51.8	66.9	62.7	50.2	53.8	62.7	50.2	57.2	62.7	50.2	59.5	74.1	59.3	76.6	64.9	52.0	70.3
*Attainment of Degree or Certificate	Youth (14-21)	78.8	63.1	85.7	63.7	51.0	42.2	63.7	51.0	65.3	63.6	50.9	56.2	75.2	60.2	70.0	68.6	54.9	68.8
***Literacy or Numeracy Gains	Youth (14-21)	63.0	50.4	66.7	49.4	39.6	35.9	55.8	44.7	60.6	49.4	39.6	46.4	49.4	39.6	36.1	52.0	41.6	46.7
Entered Employment	Adults	63.1	50.5	66.6	63.1	50.5	60.5	63.1	50.5	61.6	66.4	53.2	74.9	70.8	56.7	74.3	64.3	51.5	67.2
Rate	DW	72.6	58.1	72.7	76.0	60.8	70.2	71.8	57.5	75.4	69.8	55.9	51.5	82.2	65.8	76.5	71.6	57.3	70.7
***Retention	Adults	85.6	68.5	84.1	87.5	70.0	86.1	83.9	67.2	86.4	90.9	72.8	91.9	85.4	68.4	86.1	85.9	68.8	81.9
Rate	DW	92.0	73.6	93.4	91.4	73.2	91.9	90.7	72.6	92.3	91.5	73.2	94.9	92.7	74.2	92.9	86.9	69.6	88.3
**Average	Adults	10,340	8,272	10,433	10,165	8,132	9,383	11,114	8,891	11,238	10,781	8,625	11,171	10,350	8,280	10,113	9,951	7,961	9,880
Earnings	DW	14,038	11,230	14,561	14,345	11,476	13,622	16,128	12,902	15,344	13,800	11,040	12,110	15,100	12,080	22,932	13,968	11,174	11,418

\*These measures include program exiters from 4/1/11 to 3/31/12.

\*\*These measures include program exiters from 10/1/10 to 9/30/11.

\*\*\*These measures include program exiters from 1/1/12 to 12/31/12.



## Business Partnerships Committee Report

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*Presented February 27, 2013 – Board Meeting*

### Work Ready Communities Initiative

Anderson, Oconee and Pickens counties have submitted their applications and are encouraging business in their respective areas to sign on for Business Support. In an update from Elisabeth Kovac, she stated that 34 counties have been approved including Anderson, Oconee and Pickens. She also stated there will be a short timeframe to sign up for the free WorkKeys assessments and the test proctoring centers will need to go online to do so. The website address is not available at this time but will be communicated thru Web blasts which will go out to everyone on the mailing list thru SC DEW, ACT & the Department of Education. Schools, Technical Colleges and SC Works Centers are eligible for free assessments. If you have any questions, please contact Elisabeth Kovac.

The Work Ready Communities Initiative plan was approved by the Executive Committee via electronic vote and is included in the Workforce Skills & Education Committee update as well.

### Strategic Plan Update

The Committee looked at the progress that has been made on the Strategic Plan. All of the points listed under the Business Partnerships goals involve WorkKeys. This is being addressed thru the Work Ready Communities Initiative. No changes or recommendations were made at this time for the Strategic Plan. The next Strategic Planning process for the Board will need to occur between the Fall 2013 – Spring 2014.

WorkLink has in our budget enough funds to pay for nine (9) Profiles, three (3) for each county, in our WorkKeys area. It was agreed that the Economic Developers would determine which companies would receive the profiles. Seven (7) have been spoken for and two (2) are pending:

- 2 - Anderson – Alfmeier, Frederickson & Roth; Glen Raven
- 2 - Pickens – Comatrol; Wilbert Plastics
- 3 - Oconee – US Engine Valve; BorgWarner; & Itron
- 2 – Pending
- 9 – Total

### Rapid Response Update

The committee reviewed the IWT instruction for layoff aversion. To be eligible for IWT funds for lay off aversion, a company must submit an application to the state and have a competitiveness review completed which could be through SC-MEP. We currently have one IWT Grant with Bowers Emergency Services and one application pending. We have a local waiver from DOL that will allow us to use up to 10% of adult allocation to use under the lay-off aversion instructions.

Our final OJT-NEG contract with Fastech, LLC in Anderson ended on 2/15/13. Chad Moore of Fastech was very pleased and satisfied with the process as well as the outcome. Training has gone extremely well for all involved.



## Business Services Integration Team

Each of WorkLink's SC Works Centers are striving to achieve the OneStop Certification Standards. In order to do this, they must address three sets of standards focused on the following areas: Job Seeker Services, Employer Services, and OneStop Management. Each standard sets forth minimum requirements for the Centers to attain in order to be certified. The State Workforce Investment Board will be voting on January 21, 2013 to split the standards into two components: 1) Employer Service Standards and 2) OneStop Management and Job Seeker Standards.

Included in the standards for Employer Services are specific deliverables that the Centers must have accomplished by the application deadline in order to be certified. Examples include: A) a Business Lead must be appointed for the region, B) a Business Services Team must be established, and C) an Employer Services Strategy must be developed. The Business Services Team has been assembled and is actively working towards OneStop Certification Standards. The Business Partnerships Committee and the Board will need to appoint a Business Services Lead once an Executive Director (and Business Service Representative) has been hired for WorkLink.

## Workforce Skills and Education Committee Report

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*Presented February 27, 2013 – Board Meeting*

### SC Works Operator Update

Dana Grant, Area Manager for Henkels and McCoy, gave an overview of the SC Works Operator and the WIA program progress. New SC Works Center and WIA program reports follow in the Board packet.

Included in the overview were plans to address the layoffs occurring at Covidien. The SC Department of Employment and Workforce (DEW) is working with our Operator to arrange for on-site services at the Covidien plant in Seneca, SC to provide Unemployment Insurance (UI), Trade Adjustment Assistance (TAA), and Workforce Investment Act (WIA) services. Covidien employees will be eligible to apply for TAA benefits through the SC Works Centers. WIA representatives will also review the SC Works Center orientation and offer workshops as needed to the affected workers. Discussions are still ongoing regarding providing a resource room on-site at Covidien.

The SCWorks Operator has finalized negotiations with DEW regarding facility costs. The draft has been sent for review to the Appalachian Council of Governments and the Department of Employment and Workforce.

### H&M Grant Modification

The Committee went into Executive Session to discuss personnel items within a proposed grant modification. The overall budget total will not change with this budget modification.

**The Committee voted to approve the Grant Modification Request as presented in the Executive Session.** Jennifer Campbell, Workforce Skills and Education Committee and Henkels and McCoy employee, excused herself from the Executive Session and the vote.

### Eligible Training Provider List

The Eligible Training Provider List (ETPL) and process is part of the strategy for achieving the WIA goals of informed customer choice, system performance, and continuous improvement. The initial intent of the ETPL was to identify training providers and programs whose performance qualifies them to receive WIA funds to train adults and dislocated workers. The eligible provider process should be administered in a manner to assure that significant numbers of competent providers, offering a wide variety of training programs and occupational choices, are available to customers.

The following guidelines should be used for current and future occupational training programs relevant to the ETPL. Training programs should:

- Provide a structured regimen/curriculum

- Include an on-going evaluation of progress
- Include the ability to evaluate successful completions
- Lead to a recognized certificate, diploma, or degree
- Lead to a specific job or group of jobs

WorkLink received the application for Community Resource Information Center (CRIC) January 14, 2013. They offer Seminars/Workshops on: Leadership Development; Career Choice, College Requirements, College Choices, Financial Aid Assistance; Job Opportunities, Interviewing Skills, Professional Ethics; Insurance Information, Medicaid and Medicare Information; Health Awareness and Cancer Awareness; Teen Pregnancy Prevention; Parenting Program; Motivational Training; Teambuilding Training; Seven Habits of Effective Communication with spiritual emphasis; and Excellence vs. Perfection: Teaching a better choice of words to reach an individual's highest point of excellence. CRIC does not offer a certificate, diploma, or degree. CRIC offers no training that leads to a specific job or group of jobs. Their services are free of charge.

**The Workforce Skills and Education Committee recommended not including them on the Eligible Training Provider List, but instead sharing them as a resource in the community due to the following two reasons: they did not provide a recognizable credential and they do not charge for their classes.**

### SC Works System Updates

The SC Works Center hours of operation are under the purview of the Board. This winter season we have had two major weather events that have affected the local area and caused the Operator to ask about the Inclement Weather Policy. WorkLink does not currently have an Inclement Weather Policy. Therefore, the Committee discussed what to do in the event that weather forced the staff to make a call on closing the Centers.

Two questions were posed: A) When do we close the Center to the public? B) When do we send staff home? In the past, the Centers followed the State Government's Inclement Weather Policy and Closings. The Committee discussed following the State Policy, the County Policy, Tri-County Technical College's Policy, or other options.

**The Committee voted to follow the County Government policy (and announcements) on closing the Centers** based on the fact that the County government has a better immediate grasp of what the local conditions are than the State government as it is based in Columbia.

Also, following in this report and included in the Board packet are the UI Delivery Changes description affecting other areas of the State, and the WorkReady Communities Initiative plan that was provided to the local Economic Development offices. These were provided as informational items to the Committee.



# SC WORKS WORKLINK

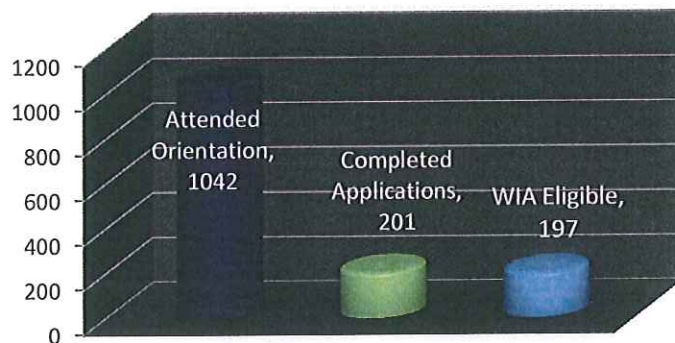
BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER

ANDERSON·OCONEE·PICKENS

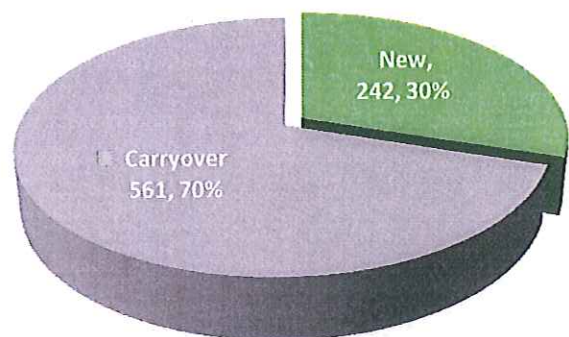
Program Year 12 (July 1, 2012 - June 30, 2013)

Report Last Saved: 2/8/2013 14:52

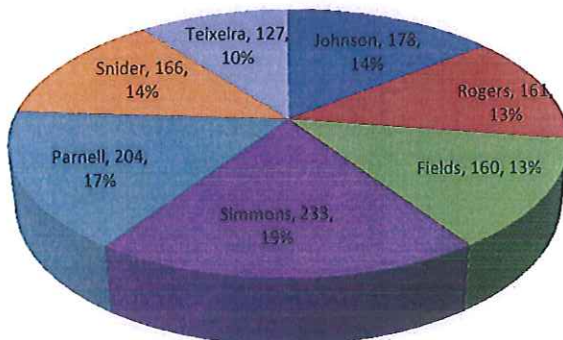
### PY12 Program Intake



### PY12 Total Served

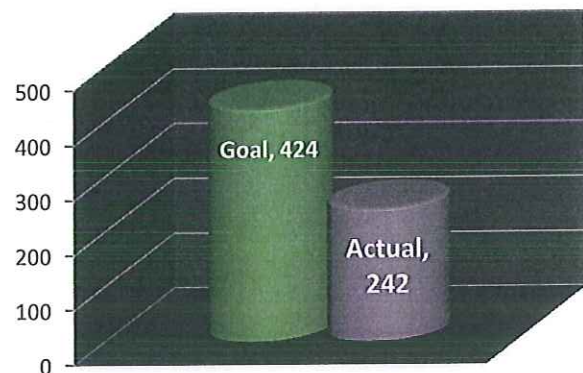


### Caseload Breakdown

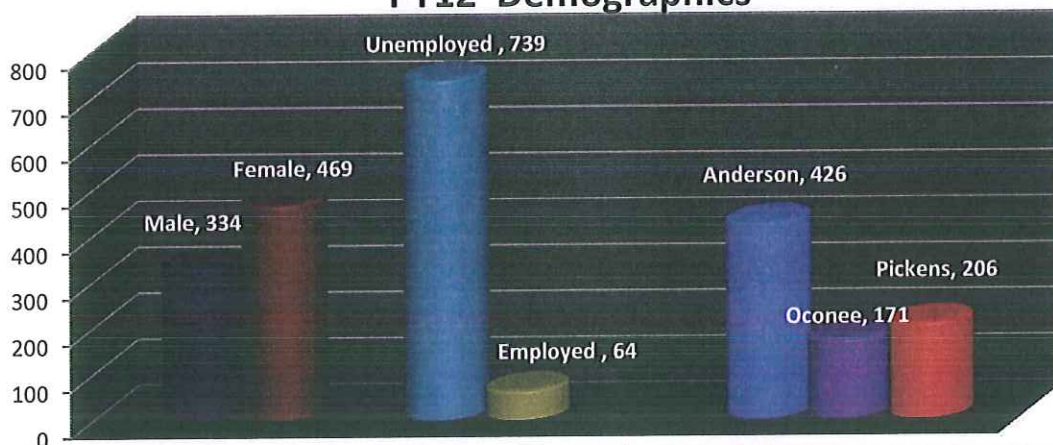


Caseload count includes new, carryover, and all follow up

### New Enrollments

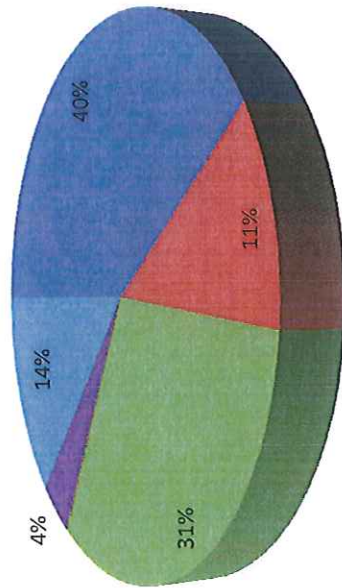


### PY12 Demographics

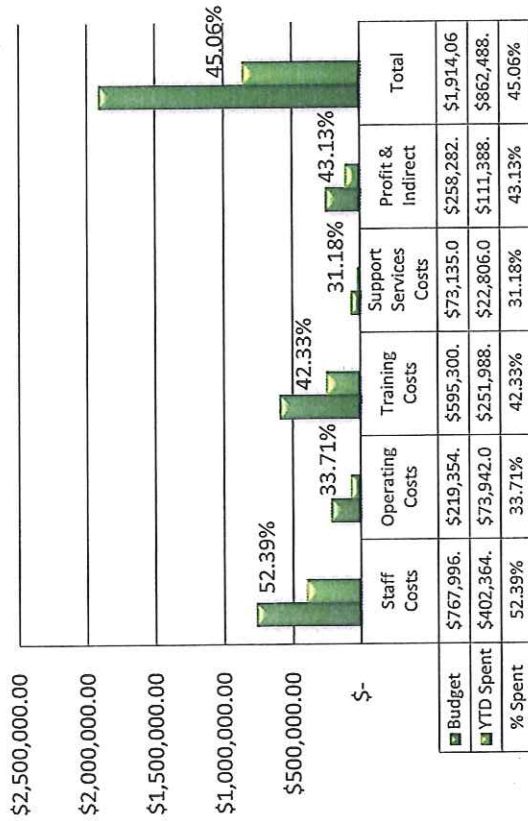


## SC Works Total Budget

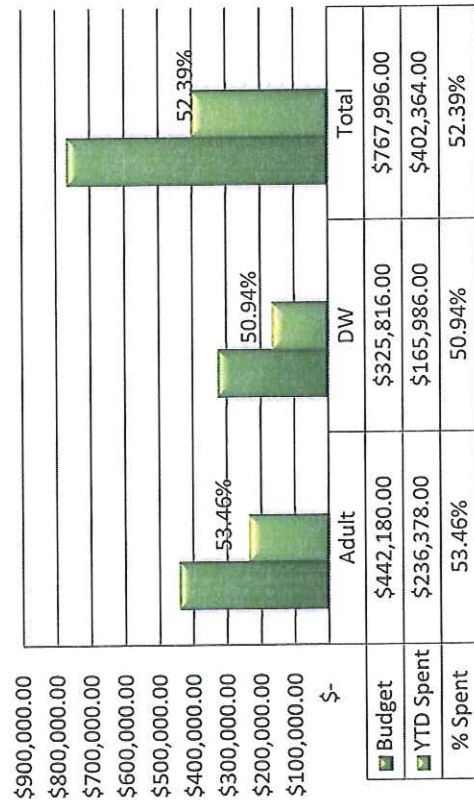
■ Staff Costs   
 ■ Operating Costs   
 ■ Training Costs  
■ Support Services Costs   
 ■ Profit & Indirect



## SC Works Total Budget vs. Actual

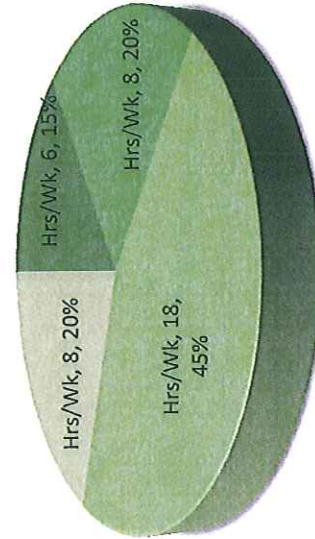


## SC WORKS Staff Costs



## Staff Time Split

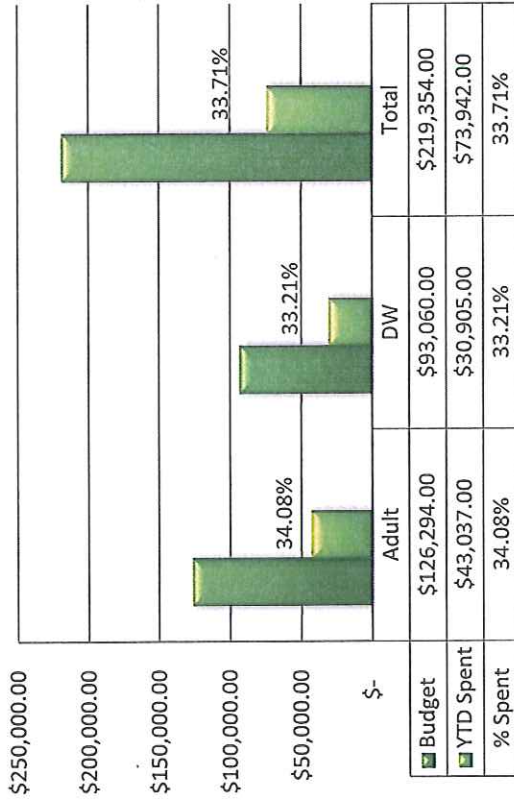
■ Core   
 ■ Intensive   
 ■ Training   
 ■ Follow-up



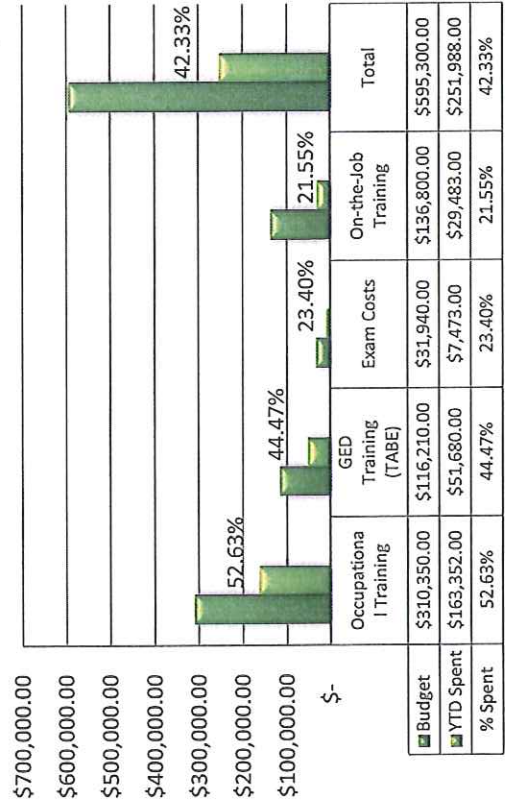


## SC Works Operating Costs

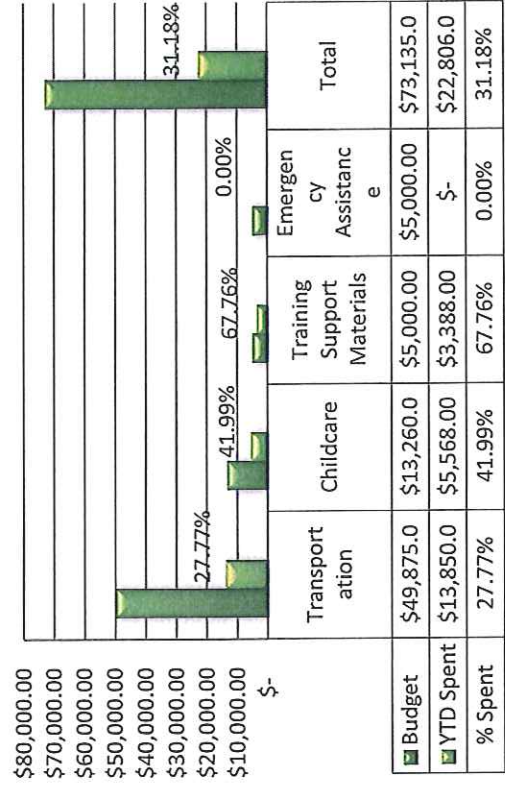
(Note: No Facility Costs have been spent YTD)



## SC Works Direct Training Costs



## SC Works Support Service Costs







	Q1 2012				Q2 2012				Q3 2012				Q4 2012			
	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	January 2013	February 2013	March 2013	May 2013	June 2013	Total	July 2012	August 2012	September 2012	October 2012
<b>Individual and Total Services</b>																
<b>TAA Participations Created:</b>																
Anderson	8	7	2	2	2	0	1					22				
Liberty		0	1	0	0	0	0					1				
Seneca	8	6	1	1	1	0	0					17				
		1	0	1	1	0	1					4				
<b>Services Provided to Individuals</b>																
<b>Job Development Attempts:</b>																
Anderson	61	83	62	22	62	25	77									
Liberty	48	56	32	14	42	19	40									
Seneca	12	16	24	5	15	5	21									
	1	11	6	3	5	1	7									
<b>UJP Workshop Attendees:</b>																
Anderson	138	270	179	199	161	104	142									
Liberty	109	147	113	109	83	34	86									
Seneca	13	81	31	54	39	31	35									
	19	42	35	36	39	30	21									
<b>Referrals and Referral Results:</b>																
Anderson	183	190	197	214	200	197	218									
Liberty	92	93	98	111	88	101	103									
Seneca	50	60	54	60	65	55	74									
	41	43	45	43	49	41	41									
<b>Miscellaneous Counts:</b>																
Total Customer Count:	10592	13709	10592	11884	9957	10436	13394									
Anderson	5577	7307	5130	6695	4615	5095	6230									
Liberty	2466	3138	2628	2377	2221	2332	2916									
Seneca	2549	3214	2834	2812	3121	3075	4249									
Workshops Offered: (TCTC Workshops)	28	28	28	28	28	28	28									
Anderson	10	10	10	10	10	10	10									
Liberty	9	9	9	9	9	9	9									
Seneca	9	9	9	9	9	9	9									
Workshop Attendees: (TCTC Workshops)	143	178	98	88	79	43	62									



	Q1 2012			Q2 2012			Q3 2013			Q4 2013		
	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	January 2013	February 2013	March 2013	April 2013	May 2013	June 2013
<b>Individual and Total Services</b>												
Individuals that Registered:	766	807	623	663	526	493	849					4727
Anderson	307	301	302	340	266	266	366					2250
Liberty	231	235	161	164	139	151	278					1362
Seneca	169	209	140	159	121	176	205					1115
Individuals that Logged In:	1817	2027	3793	3793	4069	2604	4212					21419
Anderson	699	1309	1113	1828	1094	1206	1862					9959
Liberty	548	781	639	1001	639	803	1309					6382
Seneca	461	638	545	864	914	595	1041					5078
Unduplicated Customer Count:	8498	8984	9054	9360	8056	7012	8588					59552
Anderson	3922	4090	4098	4607	3896	3314	3852					27851
Liberty	2471	2411	2393	2570	2232	1955	2504					16539
Seneca	2105	2543	2373	2183	1866	1743	2232					15166
Job Search Services:	39930	40803	51376	65872	57870	45072	54589					355312
Anderson	19921	21571	27167	34253	29861	22469	26769					181791
Liberty	12220	11162	13740	18001	10252	12790	15659					100447
Seneca	8010	8070	10460	12816	11767	9608	12151					73074
Staff Assisted Referrals:	167	243	177	203	187	178	230					1385
Anderson	6	8	12	18	13	6	13					76
Liberty	7	11	10	15	6	6	13					62
Seneca	154	224	155	170	168	167	209					1247
<b>Employer Services</b>												
Individual Virtual Recruiters:	425	1050	736	632	645	511	532					4531
Anderson	253	581	382	348	313	277	293					2449
Liberty	107	267	216	182	141	139	141					1206
Seneca	65	162	138	104	116	85	98					800
Resumes Added:	747	904	657	703	547	578	726					4882
Anderson	394	518	372	398	290	282	333					2587
Liberty	199	220	167	191	155	174	223					1244
Seneca	155	166	119	124	102	122	170					851
Resume Cover Letters:	29	62	44	55	31	0	0					221
Anderson	18	41	25	37	15	0	0					130
Liberty	7	14	16	14	14	0	0					65
Seneca	4	7	3	2	2	0	0					20
Internal Job Orders/ Employer Job Openings:	118	155	107	104	83	63	118					748
Anderson	57	93	59	45	51	45	55					405
Liberty	24	18	18	20	14	10	25					139
Seneca	37	44	30	30	18	8	38					205
Internal Job Referrals / # of Internal Job Referrals created:	6040	7832	7407	7123	4571	3333	5758					42154
Anderson	2693	3025	3028	3054	2305	1481	2532					19039
Liberty	1338	1388	1359	1640	877	580	1338					6516
Seneca	2049	2919	2310	1079	1389	1268	1888					13600
External Job Referrals:	17120	25588	18502	21616	22722	15845	17069					138262
Anderson	6279	14201	10680	12309	13540	8547	9159					78159
Liberty	5966	7831	5993	6220	6598	4531	5897					41466
Seneca	2275	3556	2531	3076	3516	2567	2910					20037
<b>Employer Services</b>												
Services Provided Employers	5010	5851	4878	4892	3593	3912	5766					33902
Anderson	1794	2052	1954	2001	1690	1694	2457					13642
Liberty	997	873	618	946	530	793	1165					5020
Seneca	2219	2926	2206	1945	1375	1455	2124					14340
<b>WP Information</b>												
Completed WP Application:	2973	2913	2266	2641	2085	1149	1754					15781
Anderson	1452	1254	1118	1255	937	519	753					7269
Liberty	860	869	571	702	641	318	492					4543
Seneca	661	790	577	594	507	312	509					3950
WP Participations:	2971	2914	2266	2639	2084	1149	1748					15771
Anderson	1450	1256	1116	1255	936	519	749					7262
Liberty	860	869	571	702	641	318	492					4541
Seneca	661	790	577	594	507	312	509					3948
WP Exits:	2474	2231	2624	2549	2653	2888	2715					18134
Anderson	1081	1006	1353	1300	1216	1403	1301					9400
Liberty	759	650	769	788	774	759	832					5324
Seneca	637	575	595	561	663	727	582					4350



Individual and Total Services TAA Program Information	Q1 2012			Q2 2012			Q3 2012			Q4 2012	
	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	January 2013	February 2013	March 2013	May 2013	June 2013
Completed TAA Applications:											
Anderson	8	7	1	2	2	0	1				
Liberty		0	1	0	0	0	0				
Seneca	8	6	0	1	1	0	0				
TAA Participations Created:											
Anderson	8	7	2	2	2	0	1				
Liberty		0	1	0	0	0	0				
Seneca	8	6	1	1	1	0	0				
Services Provided to Individuals											
Job Development Attempts:											
Anderson	61	83	62	22	62	25	77				
Liberty	48	56	32	14	42	19	40				
Seneca	12	16	24	5	15	5	21				
UP Workshop Attendees:											
Anderson	138	270	179	189	161	104	142				
Liberty	106	147	113	109	83	54	86				
Seneca	13	81	31	54	39	31	35				
Referrals and Referral Results:											
Entered Employments:											
Anderson	183	106	197	214	200	197	218				
Liberty	92	93	98	111	96	101	103				
Seneca	50	90	54	60	65	55	74				
Miscellaneous Counts:											
Total Customer Count:											
Anderson	10592	13709	10592	11884	9957	10436	13384				
Liberty	5577	7357	5130	5895	4616	5029	6230				
Seneca	2469	3130	2538	2377	2221	2332	2915				
Workshops Offered: (TCTC Workshops)											
Anderson	28	28	28	28	28	28	28				
Liberty	10	10	10	10	10	10	10				
Seneca	9	9	9	9	9	9	9				
Workshop Attendees: (TCTC Workshops)											
Anderson	143	178	98	86	79	43	62				

Staff Meetings, Development and Outreach

Staff	Location/Meeting	Type of Event	Date	Title of Event	Time	Staff Attended	Count as CEO's	Notes
Green, Karen	Other	Conference	9/12/2012	Business Industry Showcase	120	No		
Green, Karen	Other	Conference	9/13/2012	Business Industry Showcase	240	No		
Green, Karen	Other	Meeting	9/19/2012	Monthly Staff Meeting with PTC Staff	120	No		Manager's Meeting
Anderson, Betty	Office (in Person)	Meeting	9/21/2012	Meeting with Dana and Shari	60	No		
Green, Karen	Office (in Person)	Meeting	9/21/2012	Presentation to Board of Ed.	60	No		
Green, Karen	Training	Staff Development	9/25/2012	Grant Writing	120	No		
Grant, Dana	Other	Meeting	9/25/2012	WISC Meeting (for WorkLink Board)	120	No		
Grant, Dana	Office (in Person)	Meeting	9/27/2012	SC Works Centers Managers Meeting	75	No		
Grant, Dana	Conference Call	Staff Instruction	9/29/2012	Service SC Works Staff Meeting	60	No		
Grant, Dana	Office (in Person)	Meeting	9/29/2012	Let Training Institute Presentation	60	No		
Gibson, Brian	Training	Training	10/2/2012	ETO Training	120	No		
Grant, Dana	Training	Training	10/2/2012	*What is ETO for H & M? & 7th abled Recruitment and Outreach in ETO?	60	No		
Grant, Dana	Training	Training	10/2/2012	Youth Council Meeting	75	No		
Petlin, David	Training	Training	10/2/2012	Staff Meeting with Geneva Staff & Dana	90	No		
Grant, Dana	Office (in Person)	Meeting	10/2/2012	Work Heavy Meeting (Anderson County)	120	No		
Grant, Dana	Office (in Person)	Staff Instruction	10/2/2012	Service SC Works Staff Meeting	60	No		
Grant, Dana	WV Meeting	Meeting	10/2/2012	WorkLink WV Meeting	90	No		
Grant, Dana	Other	Staff Instruction	10/2/2012	WVA Orientation at Pickens County Adult Education	20	No		
Johnson, Ben	Other	Meeting	10/2/2012	Staff meeting	90	No		
Riddle, Steve	Other	Training	10/2/2012	CSF Training at WorkLink	375	No		
Anderson, Betty	Training	Staff Development	10/4/2012	Weekly Henrich staff meeting	90	No		
Gibson, Brian	Office (in Person)	Meeting	10/4/2012	SC Works Library Staff Meeting	90	No		
Grant, Dana	Office (in Person)	Staff Instruction	10/4/2012	Women AIM High Lunch	150	No		
Grant, Dana	Other	Meeting	10/4/2012	Weekly Staff Meeting at Liberty SC Works Office	60	No		
Johnson, Ben	Office (in Person)	Staff Instruction	10/4/2012	WVA Orientation at Pickens County Adult Education	30	No		
Tewari, Dany	Other	Staff Development	10/4/2012	Community Outreach at Disabilities Fair in Anderson	270	No		
Anderson, Betty	Training	Training	10/2/2012	Customer Service Training	180	No		
Farris, David	Training	Staff Development	10/2/2012	CSF Training at WorkLink from 8-3-15	375	Yes		
Grant, Dana	Office (in Person)	Meeting	10/2/2012	OUT Meeting (WorkLink staff)	60	No		
Grant, Dana	Training	Training	10/2/2012	Customer Service Training	90	Yes		
Johnson, Ben	Other	Training	10/2/2012	Customer Service Training	170	No		
Johnson, Ben	Training	Training	10/2/2012	Customer Service Training	180	No		
Salas, Jeff	Training	Training	10/2/2012	Customer Service Training at Anderson County Library	180	Yes		
Farris, David	Training	Training	10/2/2012	Tagging Inventory at Grand Run from WorkLink	160	No		
Anderson, Betty	Staff Development	Staff Development	10/2/2012	Customer Service Brief Camp	120	No		
Gibson, Brian	Office (in Person)	Meeting	10/2/2012	Customer Service Brief Camp by South Carolina State Library	180	No		
Riddle, Steve	Training	Training	10/2/2012	ETO Training	120	No		
Gibson, Brian	Training	Training	10/2/2012	Customer Service Association Meeting, Monthly meeting	60	No		
Riddle, Steve	Training	Training	10/2/2012	Customer Service Association Meeting, Monthly meeting	60	No		
Farris, David	Other	Meeting	10/2/2012	Meeting w/ the President/Phoebe in Ensey	90	No		
Gibson, Brian	Other	Meeting	10/2/2012	WVA Orientation conducted at Pickens County Adult Education in Ensey	100	No		
Johnson, Ben	Staff Instruction	Staff Instruction	10/16/2012	Community Outreach: The President/Phoebe in Ensey	120	No		
Green, Karen	Office (in Person)	Meeting	10/16/2012	Grant Writing Training (Part I)	120	No		
Green, Karen	Training	Staff Development	10/16/2012	Customer Service Training	60	No		
Riddle, Steve	Other	Meeting	10/16/2012	Customer Service Training	60	No		
Grant, Dana	Conference Call	Meeting	10/22/2012	Regional Managers Meeting	90	No		
Grant, Dana	Office (in Person)	Meeting	10/22/2012	Regional Managers Meeting	90	No		
Johnson, Ben	Office (in Person)	Staff Instruction	10/22/2012	Orientation at Pickens County Adult Ed	30	No		
Grant, Dana	Other	Staff Instruction	10/22/2012	Orientation at Pickens County Adult Ed	30	No		
Grant, Dana	Other	Meeting	10/22/2012	WorkLink staff (in meeting)	40	No		
Gibson, Brian	Other	Meeting	10/22/2012	WorkLink staff (in meeting)	120	No		
Anderson, Betty	Other	Training	10/22/2012	Customer Service Training	120	No		
Gibson, Brian	Other	Meeting	10/22/2012	Weekly Staff Meeting w/ all Liberty staff	30	No		
Gibson, Brian	Training	Training	10/22/2012	File review training w/ Karen Green	30	No		
Gibson, Brian	Training	Training	10/22/2012	WorkLink Youth Staff Meeting	150	No		
Johnson, Ben	Staff Instruction	Staff Instruction	10/17/2012	WVA Orientation conducted at Pickens County Adult Education	20	No		
Grant, Dana	Other	Meeting	10/19/2012	Meeting with WorkLink TC	120	No		
Grant, Dana	Other	Meeting	10/19/2012	TCIC Culinary Event	150	No		
Grant, Dana	Other	Meeting	10/19/2012	WorkLink SC Works Connection Meeting	90	No		



Anderson, Betty	Other	Staff Instruction	10/16/2012	Staff Meeting at TTC	120	No	Meeting with Data and Louie with all staff
Gibson, Shari	Other	Meeting	10/16/2012	Business Service Team meeting @ Penitentiary Library	60		
Gibson, Shari	Other	Staff Instruction	10/16/2012	Staff meeting w/ Data @ TTC-Penitentiary Campus	160		Trained on state monitoring information.
Gard, Dana	Training	Staff Instruction	10/16/2012	SC Works Staff Training	160	No	Meetings held at IDOC Bldg - Tri-County Technical College
Simmons, Yvonne	Training	Meeting	10/16/2012	Meeting/Training for State Monitoring and Enrollment	240	No	
Snider, Jeff	Training	Staff Development	10/16/2012	Staff Training at TTC IDOC Building for State Monitoring and Enrollment	240	No	
Felds, David	Training	Meeting	10/22/2012	Staff meeting at TTC	30		
Gibson, Shari	Training	Training	10/22/2012	Instructed Betty on how to use the ADA computer in the Services Resource Ctr	150	No	Review for state monitoring.
Johnson, Ben	Other	Staff Instruction	10/22/2012	Weekly Career Coach meeting at TTC IDOC building room 127	120	No	Review of files and accessions
Ridd, Steve	Other	Meeting	10/24/2012	State Monitors will be Services Office	120	No	Training with Louie
Anderson, Betty	Office (in Person)	Meeting	10/24/2012	SC Works Orientation	15	No	SC Works Orientation conducted at Pitkin County Adult Ed.
Anderson, Betty	Office (in Person)	Training	10/25/2012	SC Works Orientation	240	No	Reviewed insurance election, enrollment, state monitoring, and proposals.
Johnson, Ben	Other	Staff Instruction	10/25/2012	Staff meeting	60	No	anecdotal for TAA program at Cordean
Townes, Becky	Other	Meeting	10/26/2012	Orientation for TAA program at Cordean/Services	120	No	
Felds, David	Other	Meeting	10/26/2012	Cordean Information session Monday night at 5:00	60	No	
Gibson, Shari	Other	Conference	10/26/2012	Cordean Rapid Response	60	No	
Gibson, Shari	Training	Training	10/31/2012	Training on ETO and SCWOS w/ Louie	90	No	SC Works Orientation conducted at Pitkin County Adult Education.
Johnson, Ben	Other	Staff Instruction	10/31/2012	SC Works Orientation	25	No	Rapid response meeting for Cordean. Pilot closure projected beginning 2013.
Ridd, Steve	Other	Meeting	10/31/2012	Cordean rapid response meeting for pilot closure	140	No	Provide assistance and information on WIA services to possible participants
Anderson, Betty	Office (in Person)	Meeting	11/02/2012	First Quality Job Fair	420	No	
Gibson, Shari	Training	Training	11/02/2012	Trained Emily/United Way staff on use of Access Points and SCWOS	60	No	SC Works Orientation conducted at Pitkin County Adult Ed.
Gibson, Shari	Training	Training	11/02/2012	Trained United Way staff on Access Points	60	No	
Johnson, Ben	Other	Staff Instruction	11/02/2012	SC Works Orientation	30	No	
Ridd, Steve	Other	Meeting	11/02/2012	Weekly meeting	450	No	
Johnson, Ben	Other	Meeting	11/02/2012	Attended United Christian Ministries community outreach event	120	No	
Johnson, Ben	Other	Meeting	11/02/2012	WIA Training with Louie/Julie	160	No	
Johnson, Ben	Other	Training	11/02/2012	Volunteers Job Fair	30	No	Volunteers Job Fair in Greenville at SC Works Office - Multisite
Johnson, Ben	Other	Conference	11/02/2012	SC Works Orientation	120	No	SC Works Orientation conducted at Pitkin County Adult Ed.
Johnson, Ben	Other	Staff Instruction	11/02/2012	Local meeting and AOT Meeting	60	No	
Anderson, Betty	Other	Staff Development	11/02/2012	Manager's meeting	60	No	
Gibson, Shari	Other	Meeting	11/02/2012	Monthly AOT Meeting	120	No	Informational session for pitkin residents to meet future about use of 411 application
Ridd, Steve	Other	Meeting	11/02/2012	United Way 211 Information session on using the 211 call center or website	120	No	United Way 211 Information session on using the 211 call center or website
Felds, David	Other	Meeting	11/02/2012	211 Lunch and Learn	120	No	Learned about 211 and met new service providers.
Gibson, Shari	Other	Meeting	11/02/2012	Work Ready Initiative Meeting	25	No	
Johnson, Ben	Office (in Person)	Conference	11/02/2012	SC Works Orientation	120	No	SC Works Orientation conducted at Pitkin County Adult Ed.
Felds, David	Other	Meeting	11/02/2012	Wahalla High School Career Day	150	No	Students for students, state resource information, local business information, and state information
Ridd, Steve	Other	Meeting	11/02/2012	Wahalla High School Special Education Career Day	180	No	Students for students, state resource information, local business information, and state information
Anderson, Betty	Other	Meeting	11/02/2012	Career Day at Wahalla High School	240	No	Students for students, state resource information, local business information, and state information
Anderson, Betty	Other	Meeting	11/02/2012	Staff Meeting	240	No	Staff meeting at TTC
Johnson, Ben	Other	Staff Development	11/02/2012	Staff Meeting with Dana Grant	180	No	Staff meeting at TTC
Johnson, Ben	Other	Staff Instruction	11/02/2012	Staff meeting	20	No	SC Works Orientation conducted at Pitkin County Adult Education.
Ridd, Steve	Other	Meeting	11/02/2012	SC Works Orientation	240	No	SC Works Orientation conducted at Pitkin County Adult Education.
Simmons, Yvonne	Other	Meeting	11/02/2012	Staff meeting for all 3 offices	240	No	SC Works Orientation conducted at Pitkin County Adult Education.
Snider, Jeff	Other	Meeting	11/02/2012	Staff Meeting	240	No	Staff meeting at TTC
Townes, Becky	Other	Meeting	11/02/2012	Staff Training at TTC 1pm - 5pm	180	No	Weekly staff meeting at TTC EQ
Gibson, Shari	Other	Meeting	11/02/2012	SC Department of Corrections Youth Gender Peace & Healthy Services, Cor	60	No	Conducted at Pitkin County Adult.
Johnson, Ben	Other	Meeting	11/02/2012	One-One with Dana Grant	30	No	
Johnson, Ben	Other	Staff Development	11/02/2012	SC Works Orientation	120	No	SC Works Orientation conducted at Pitkin County Adult Ed.
Johnson, Ben	Other	Staff Instruction	11/02/2012	WIA Training with Louie/Julie	60	No	
Anderson, Betty	Other	Meeting	11/02/2012	SC Works Orientation	15	Yes	went to GDSF class at Wordlink
Johnson, Ben	Training	Training	12/03/2012	GDSF Work Shop	360	Yes	Meets 11/02/12 at TTC EQ
Felds, David	Training	Training	12/03/2012	Weekly staff meeting	30	No	Steve and I worked at Cordean Quicklinks on orientation.
Johnson, Ben	Other	Meeting	12/03/2012	SC Works Orientation	120	No	SC Works Orientation conducted at Pitkin County Adult Ed.
Felds, David	Other	Conference	12/03/2012	SC Works Orientation	20	No	
Townes, Becky	Office (in Person)	Staff Instruction	12/03/2012	Meet with Office Bills Program Director to discuss student progress and unis	150	Yes	
Anderson, Betty	Office (in Person)	Training	12/03/2012	Meet and interview Yvonne Duckert for GDSF training project			

Johnson, Ben	Other	Staff Instruction	12/20/2012	SCWorks Orientation	60	CM conducted three 20 minute Orientations.
Simmons, Ivonne	Other	Meeting	12/20/2012	Anderson Area Chamber of Commerce	60	Meetings with Partner - AM, and a Chamber of Commerce to introduce the interview coding.
Tenneti, Becky	Other	Meeting	12/20/2012	Community Outreach	60	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Other	Meeting	12/21/2012	Fund raising event at Hamilton Career Center for Transition Students.	30	Anderson area chamber of commerce to introduce the interview coding.
Simmons, Ivonne	Other	Meeting	12/21/2012	Anderson Area Chamber of Commerce Luncheon	90	Anderson area chamber of commerce to introduce the interview coding.
Simmons, Ivonne	Other	Meeting	12/21/2012	Meeting with AM and Adult Education Center (A&E)	150	Anderson area chamber of commerce to introduce the interview coding.
Tenneti, Becky	Other	Meeting	12/21/2012	Community Outreach	150	Anderson area chamber of commerce to introduce the interview coding.
Anderson, Billy	Other	Meeting	12/21/2012	Technical Assistance Training	210	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Training	Staff Development	12/21/2012	Technical Assistance Training	210	Anderson area chamber of commerce to introduce the interview coding.
Gibson, Shari	Training	Training	12/21/2012	Technical Assistance Training @ TCTC	210	Anderson area chamber of commerce to introduce the interview coding.
Johnson, Ben	Training	Training	12/21/2012	Technical Assistance Training @ TCTC	210	Anderson area chamber of commerce to introduce the interview coding.
Gibson, Shari	Training	Training	12/21/2012	Technical Assistance Training	240	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Training	Staff Instruction	12/21/2012	H & M Technical Assistance Training	240	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Training	Training	12/21/2012	Technical Assistance Training	210	Anderson area chamber of commerce to introduce the interview coding.
Tenneti, Becky	Training	Training	12/21/2012	Technical Assistance Training Part 2	180	Anderson area chamber of commerce to introduce the interview coding.
Anderson, Billy	Training	Training	12/21/2012	Technical Assistance Day 2	210	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Training	Staff Development	12/21/2012	Technical Assistance Training @ TCTC	150	Anderson area chamber of commerce to introduce the interview coding.
Gibson, Shari	Training	Training	12/21/2012	Technical Assistance Training	210	Anderson area chamber of commerce to introduce the interview coding.
Johnson, Ben	Training	Meeting	12/21/2012	Decision with John Reeves of Oconee Adult Education on his concerns on 1	20	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Training	Staff Instruction	12/21/2012	Technical Assistance Training	240	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Training	Training	12/21/2012	H & M Technical Assistance Training	240	Anderson area chamber of commerce to introduce the interview coding.
Tenneti, Becky	Training	Training	12/21/2012	Technical Training	210	Anderson area chamber of commerce to introduce the interview coding.
Anderson, Billy	Training	Meeting	12/14/2012	L4 Staff Meeting & A&E Meeting	150	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Meeting	12/17/2012	DWR partnership meeting	120	Anderson area chamber of commerce to introduce the interview coding.
Gibson, Shari	Other	Meeting	12/17/2012	Worked at Liberty SC Works Center Resource Center due to staff shortage	420	Anderson area chamber of commerce to introduce the interview coding.
Anderson, Billy	Training	Training	12/19/2012	CDF Assignment Interview with Career Counselor, Yvonne Dickett	300	Anderson area chamber of commerce to introduce the interview coding.
Tenneti, Becky	Other	Meeting	12/19/2012	Goodwill Breakfast	150	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Meeting	12/19/2012	Service SC Works Orientation	135	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Meeting	12/20/2012	Service Rotary Club Meeting	120	Anderson area chamber of commerce to introduce the interview coding.
Anderson, Billy	Other	Meeting	12/20/2012	SC Department of Corrections Prison and Parole Meeting	120	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Meeting	12/20/2012	Staff Meeting	60	Anderson area chamber of commerce to introduce the interview coding.
Anderson, Billy	Other	Meeting	12/20/2012	Staff Meeting	60	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Meeting	12/20/2012	W&S Orientation	120	Anderson area chamber of commerce to introduce the interview coding.
Anderson, Billy	Other	Meeting	12/20/2012	Service SC Works Orientation	120	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Meeting	12/20/2012	Adaptation 300 Tour	60	Anderson area chamber of commerce to introduce the interview coding.
Anderson, Billy	Other	Meeting	12/20/2012	Overview orientation with Jonathan Arnold	30	Anderson area chamber of commerce to introduce the interview coding.
Gibson, Shari	Other	Meeting	12/20/2012	Job Interview and Successful Interviews	120	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Other	Meeting	12/20/2012	Job Fair at TCTC	240	Anderson area chamber of commerce to introduce the interview coding.
Johnson, Ben	Other	Meeting	12/20/2012	SC Works Orientation	120	Anderson area chamber of commerce to introduce the interview coding.
Tenneti, Becky	Other	Meeting	12/20/2012	Job Fair at TCTC	240	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Meeting	12/20/2012	Oconee County Service Agency	90	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Other	Meeting	12/20/2012	Oconee County Service Association Meeting	90	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Other	Training	12/20/2012	Security Awareness Training	90	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Training	12/20/2012	Service SC Works Orientation	120	Anderson area chamber of commerce to introduce the interview coding.
Johnson, Ben	Other	Training	12/20/2012	SC Works Orientation	25	Anderson area chamber of commerce to introduce the interview coding.
Gibson, Shari	Other	Training	12/20/2012	W&S Orientation	150	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Training	12/20/2012	SC Works Center Orientation	120	Anderson area chamber of commerce to introduce the interview coding.
Gibson, Shari	Other	Training	12/20/2012	Case Study Meeting for Hamilton Career Center	90	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Training	12/20/2012	Service SC Works Orientation	120	Anderson area chamber of commerce to introduce the interview coding.
Johnson, Ben	Other	Training	12/20/2012	SC Works Orientation	25	Anderson area chamber of commerce to introduce the interview coding.
Tenneti, Becky	Other	Training	12/20/2012	Prediction High School Career Fair	180	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Training	12/20/2012	TCTC Anderson Campus	30	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Other	Training	12/20/2012	Service SC Works Orientation	120	Anderson area chamber of commerce to introduce the interview coding.
Simmons, Ivonne	Other	Training	12/20/2012	Lunch and Learn	120	Anderson area chamber of commerce to introduce the interview coding.
Craven, Karen	Other	Training	12/20/2012	Health's Haven Lunch & Learn	120	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Training	12/20/2012	Prediction High School Career Fair	180	Anderson area chamber of commerce to introduce the interview coding.
Johnson, Ben	Other	Training	12/20/2012	Follow Up Training	180	Anderson area chamber of commerce to introduce the interview coding.
Gibson, Shari	Other	Training	12/20/2012	Follow up training	180	Anderson area chamber of commerce to introduce the interview coding.
Riddie, Steve	Other	Training	12/20/2012	Follow up	210	Anderson area chamber of commerce to introduce the interview coding.
Craven, Karen	Other	Training	12/20/2012	Goodwill Grand Opening	120	Anderson area chamber of commerce to introduce the interview coding.
Fields, David	Other	Training	12/20/2012	MOA Meeting with Oconee Adult Education	90	Anderson area chamber of commerce to introduce the interview coding.



Johnson, Tim	Other	Staff Instruction	10/2/2013	SC Works Orientation	25	SC Works Orientation conducted at Pickens County Adult Education.
Shuler, Jeff	Training	Staff Development	10/2/2013	Follow-Up Training	120	For the SC Works Orientation at Pickens County Adult Education.
Johnson, Tim	Other	Staff Instruction	10/2/2013	SC Works Orientation	25	SC Works Orientation at Pickens County Adult Education.
Crawley, Karen	Office (in Person)	Meeting	2/1/2013	House of Rural Partner Meeting	120	
Crawley, Karen	Office (in Person)	Meeting	2/1/2013	Meeting with Peter ALC Director	120	
Crawley, Karen	Office (in Person)	Staff Instruction	2/1/2013	Supervisory Meeting and Fire Review Anderson PTC Office	240	
Crawley, Karen	Office (in Person)	Staff Instruction	2/1/2013	Supervisory Meeting and Fire Review Occome PTC Office	240	
Crawley, Karen	Other	Meeting	2/1/2013	Monthly PTC Staff Meeting	240	
Crawley, Karen	Training	Staff Development	2/1/2013	SCWORKS Follow Up Training	180	
Crawley, Karen	Virtual Meeting	Meeting	2/1/2013	Monthly Manager's Conference Meeting	120	
Crawley, Karen	W3 Meeting	Meeting	2/1/2013	Youth Council	300	
Johnson, Tim	Other	Staff Instruction	2/1/2013	SC Works Orientation conducted at Liberty SC Works Office	100	SC Works Orientation conducted at Liberty SC Works Orientation.
Gibson, Shan	Office (in Person)	Meeting	2/2/2013	Meeting with Gene Borzichowski of Goodland about their new center in Seneca	60	
Gibson, Shan	Office (in Person)	Meeting	2/2/2013	Meeting with Karen Cullen @ Pickens United Way	20	
Gibson, Shan	Other	Meeting	2/2/2013	Delivered quick reference guides for job seekers to libraries in Pickens, Lenoir	90	
Gibson, Shan	Other	Meeting	2/2/2013	Job fair at CTC	210	
Gibson, Shan	Other	Meeting	2/2/2013	Cooper County Co-Offender Workforce Initiative Partner Meeting @ CTC	120	
Gibson, Shan	Other	Meeting	2/2/2013	Pickens County SHRM	60	Attended Pickens County SHRM Meeting @ Cullen Library
Gibson, Shan	Other	Meeting	2/2/2013	Work Ready Communities Luncheon at The Studios Center	120	

## Jennifer Kelly

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**From:** Jennifer Kelly  
**Sent:** Monday, February 04, 2013 11:41 AM  
**To:** 'tacker@alliancepickens.com'; 'Burriss Nelson'; 'Booth, Ronnie L.'; 'dsimpso2@tctc.edu'; 'Richard Blackwell'; sbrooks@alicemfgco.com; Danny.Brothers@duke-energy.com; 'David Collins'  
**Subject:** FYI - SCWorks Centers, UI Reorganization  
**Attachments:** South Carolina Department of Employment and Workforce (DEW) Reorganization.pdf; FW: UI Service Delivery Changes

Good morning all,

You may have seen the newspaper article in the Anderson Independent regarding the UI agency closing 16 offices: <http://www.independentmail.com/news/2013/feb/04/sc-unemployment-agency-closing-16-offices/>

I received the attached memo on Friday and the attached email this morning, which specifically addresses which locations are affected. In case you get questions, please note that the Reorganization memo went out to the Local Elected Officials.

UI is moving to the Call Center format that was talked about over the past several years. From what I understand, they are moving the UI functions based on office size.

Office sizes range from Class 1 (smallest) to Class 5 (largest). Anderson is a class 4 office, and Liberty and Seneca are class 3 offices. Only class 2 offices are currently affected.

We should not see any changes at this time, but may in the future. The closest affected location to our area is Abbeville, and they will be moving UI functions to Greenwood. UI services should not be halted, just re-routed to the call centers.

DEW has stated that they are "taking several steps to minimize the chance of someone showing up at an office where they can't get assistance. There will be letters sent to all participants registered at the Centers losing staff. Signs are also being created to send to the Centers. In addition, ES staff will be provided with desk aids to help minimize the UI customers' inconvenience."

I will keep you posted if we have any indication of when and if WorkLink will see changes in UI services.

*Jennifer M Kelly*

Interim Director

WorkLink Workforce Investment Board  
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Pendleton, SC 29670  
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www.dew.sc.gov




Nikki R. Haley  
Governor

Abraham J. Turner  
Executive Director

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February 1, 2013

TO: Local Workforce Area Chief Elected Officials  
Local Workforce Area Signatory Officials  
Local Workforce Investment Board Chairs

FROM: Abraham J. Turner   
Executive Director

SUBJECT: South Carolina Department of Employment and Workforce (DEW) Reorganization

DEW remains focused on putting South Carolinians back to work and is making great strides in becoming more efficient in our service delivery models. The Unemployment Insurance Division is implementing new, automated processes while streamlining other federally mandated requirements. The Employment Services Division is implementing more individualized services for job seekers while simultaneously increasing our services to the business community. In an effort to maximize available resources, DEW has embraced community and faith-based organizations as valuable partners who can also assist South Carolinians with job search services.

With the steady decline of people seeking employment assistance and federal funds continuing to diminish, our agency must readjust its workforce to meet the ever evolving demand for our services.

Effective February 15, 2013, DEW will begin the transformation of its workforce across the state. While there will be some staff separations, the transformation will primarily involve the shifting of staff from lower-volume centers to the higher-volume centers. DEW staff will no longer offer unemployment insurance services at some offices and will reduce staffing to a part-time status in other offices.

DEW will honor the RSA agreements in place through June 30, 2013 and pay 50 percent of the agreed upon amounts, even if staff no longer operate out of the originally designated centers.

DEW understands that this transition will be the most difficult for those customers who have grown accustomed to being served at any given center. We will make every effort to continue to serve our customers at alternate sites or through automation.

I appreciate your support and understanding as we work together to ensure an effective and efficient SC WORKS system.

cc: Administrator

## Jennifer Kelly

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**From:** Schmick, Mary Jo <MSchmick@dew.sc.gov>  
**Sent:** Monday, February 04, 2013 11:15 AM  
**To:** WIA Administrators  
**Subject:** FW: UI Service Delivery Changes  
**Attachments:** image001.jpg

You may have already seen this. Please let me know your concerns. If I can't answer questions, I will get answers. I will respond to all when I can.

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**From:** Paul, Kerry  
**Sent:** Monday, February 04, 2013 6:59 AM  
**To:** SCDEW Employees  
**Subject:** UI Service Delivery Changes



SOUTH CAROLINA  
Department of Employment and Workforce  
Interoffice Communication

**TO:** DEW Employees  
**FROM:** Kerry Paul  
Interim Chief of Staff  
**DATE:** February 4, 2013  
**SUBJECT:** UI Service Delivery Changes

Because of continued decreases in federal funding, DEW will regionalize some of its in-person unemployment insurance services starting Feb. 15. A list of impacted locations is included below.

DEW will begin an intensive marketing effort to encourage all UI claimants to take advantage of free online services through the My Benefits web portal and offer other options for individuals requiring additional assistance via telephone, email, and use of alternative SC Works locations.



Affected claimants who require in-person assistance will receive communication in the mail directing them to a nearby local office.

DEW remains deeply committed to reemployment efforts, excellent customer service and businesses throughout South Carolina. We appreciate your patience and support while working through this transition.

Please contact your Regional UI Claims Manager if you have any questions.

Current location	New location for in-person UI services starting Feb. 19
Abbeville	Greenwood 519 Monument St.
Chester	Lancaster 705 N. White St.
Hampton	Walterboro 101 Mable T. Willis Blvd.
Kingstree	Florence 1558 W. Evans St.
Union	Spartanburg 364 S. Church St.
Allendale	Barnwell 248 Wall St.
Bamberg; St. Matthews	Orangeburg 1804 Joe S. Jeffords Highway
Bishopville	Sumter 29 E. Calhoun St.
Chesterfield	Bennettsville 460 Highway 9 West
Dillon	Marion 2413 E. Highway 76
Edgefield	Aiken 1571 Richland Avenue East
Manning	Sumter 29 E. Calhoun St.
McCormick	Greenwood 519 Monument St.
Ridgeland/Jasper	Beaufort 164 Castle Rock Road
Saluda	Newberry 833 Main St.
Winnsboro	Columbia 700 Taylor St.

## DEW ending unemployment services at 17 offices

SEANNA ADCOX, Associated Press

Originally published 10:08 a.m., February 4, 2013

Updated 01:55 p.m., February 4, 2013

COLUMBIA —People who want in-person help with their unemployment benefits may have a longer drive starting Feb. 19.

The Department of Employment and Workforce is reducing its offices for unemployment services from 56 to 39.

Agency spokeswoman Adrienne Fairwell says clients can still get services online or by calling a toll-free number. But for face-to-face help, many rural residents will need to go to a different office. For example, Allendale County residents will instead go to Barnwell.

The offices won't close. Fairwell says SC Works career centers will remain at the locations.

The agency says a loss of federal funds led to the change. The agency laid off 55 people last October. An additional 75 jobs have been cut.

The agency says affected clients have been notified by mail.



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## Training Services Group



SC Works Work Ready Community Transitioning (unemployed plan)

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**SC WORKS** | BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER  
ANDERSON • OCONEE • PICKENS

### OVERVIEW

Henkels & McCoy, Inc. is the current SC WORKS Operator and is a committed Work Ready Community Partner. At present we are partnered with Tri-County Technical College and Adult Education in Anderson, Oconee, and Pickens Counties. A large part of our mission under the existing contract though not explicitly written is to improve the customer service, partnerships, WIA Program quality, and meet and/or exceed the established WIA Performance Common Measure while simultaneously moving to achieve One Stop Certification under the current SC DEW One Stop Certification Guidelines. As the SC Works Operator for the WorkLink Region we value and embrace the Work Ready Community Initiative as it will facilitate us in attaining our goals. We are also participating on the Anderson, Oconee, and Pickens Counties Work Ready Community Steering Committees as the SC Works Operator.

#### Work Ready Community Referral Process

#### **SC Works Centers & Palmetto Youth Connections WorkKeys Referral Process**

1. All SC Works Customers
  - a. Are offered an Orientation regarding the Services and Resources of the SC Works Centers and System.
  - b. WorkKeys is a key element of services offered including remediation and/or test preparation courses as needed.
  - c. All SC Works Center Staff (Wagner Peyser, UI, Veterans Services, and WIA) refer customer to the Orientations and/or directly to Adult Education and/ Tri-County Technical College for WorkKeys Testing.
  - d. Present WorkKeys Testing Costs
    - i. WIA & TAA Eligible Customers receive WorkKeys testing at no cost as it is part of WIA Services.
    - ii. UI and Wagner Peyser Customers are referred for WorkKeys Testing, but at a cost to the individual if not enrolled in WIA or TAA, unless a hiring business is paying the testing fee.
2. All Palmetto Youth Connections Students
  - a. Are offered an Orientation regarding the Services and Resources of the SC Works System and specifically WIA Services provided by Palmetto Youth Connections.
  - b. WorkKeys is a key element of services offered including remediation and/or test preparation courses as needed.
  - c. All PYC Career Coaches refer students to Orientation and/or directly to Adult Education and/ Tri-County Technical College for WorkKeys Testing.
  - d. Present WorkKeys Testing Costs
    - i. WIA Eligible Youth Students receive WorkKeys testing at no cost as it is part of WIA Services.
  - e. Youth who are not interested in WIA Services offered by PYC or are not eligible for WIA services are referred to Adult Education and/or Tri-County Technical College based on their Secondary Education status for WorkKeys Testing and/or remediation, but at a cost to the individual if not since they are not enrolled in WIA.



3. The Chart listed below provides the numbers of WIA participants that would be WorkKeys tested for WorkLink SC Works Centers.

<i>Category</i>	<i>New Enrollments</i>	<i>County</i>	<i>Fair Share</i>	<i>Goal WK Tested</i>
Adults	217	A	51%	111
		O	19%	41
		P	30%	65
Dislocated Workers	163	A	48%	78
		O	18%	29
		P	34%	55
<b>Total</b>	<b>380</b>	<b>A</b>	<b>50%</b>	<b>189</b>
		<b>O</b>	<b>19%</b>	<b>71</b>
		<b>P</b>	<b>32%</b>	<b>121</b>

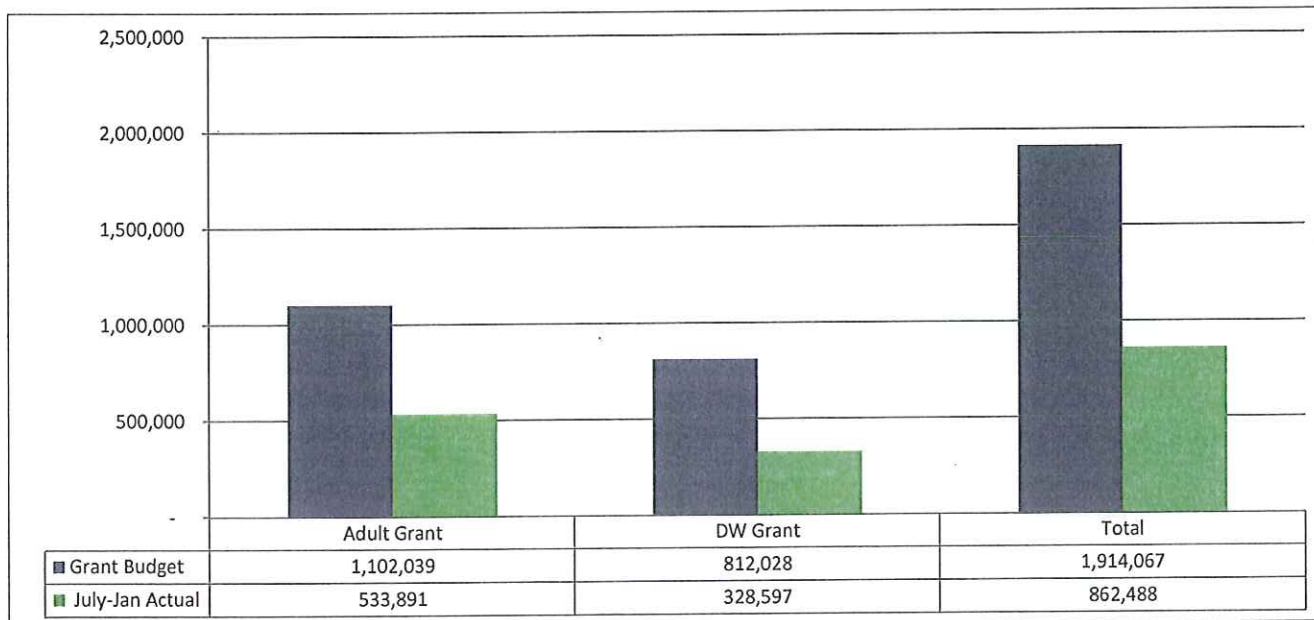
<i>County</i>	<i>Projected Goal</i>	<i>County Percentage</i>
Anderson Youth	35	44%
Oconee Youth	14	17%
Pickens Youth	31	39%

**Total projected Goal-80**

**Henkels & McCoy**  
**WIA Title I Adult & DW**  
**Program Year 2012**

Category	Original Budget	Adult	DW	July-Jan Actual	Balance	% Spent
Salaries & Fringe	\$ 767,996	\$ 236,378	\$ 165,986	\$ 402,364	\$ 365,632	52.39%
Facilities/Rent Costs	84,345	13,244	9,591	22,835	61,510	27.07%
Non-Expendable Equipment Costs	32,329	6,909	5,163	12,072	20,257	37.34%
Operating Expenses	100,361	27,111	19,072	46,183	54,178	46.02%
Individualized Training Costs	385,211	132,723	72,631	205,354	179,857	53.31%
Supportive Services Costs	73,135	16,255	6,551	22,806	50,329	31.18%
Payments to Employers	136,800	25,590	3,893	29,483	107,317	21.55%
Staff Training/Tech Services Costs	5,999	914	662	1,576	4,423	26.27%
Other Direct Costs	69,609	5,817	2,610	8,427	61,182	12.11%
Training Fee/Audit	95,518	23,247	14,308	37,555	57,963	39.32%
Indirect Costs	162,764	45,703	28,130	73,833	88,931	45.36%
	\$ 1,914,067	\$ 533,891	\$ 328,597	\$ 862,488	\$ 1,051,579	45.06%

Grant Name	Grant Budget	July-Jan Actual	Balance	% Spent	% Goal Spent thru Jan	% Goal by 6/30/13
Adult Grant	1,102,039	533,891	568,148	48.45%	52.50%	90.00%
DW Grant	812,028	328,597	483,431	40.47%	52.50%	90.00%
Total	1,914,067	862,488	1,051,579	45.06%		

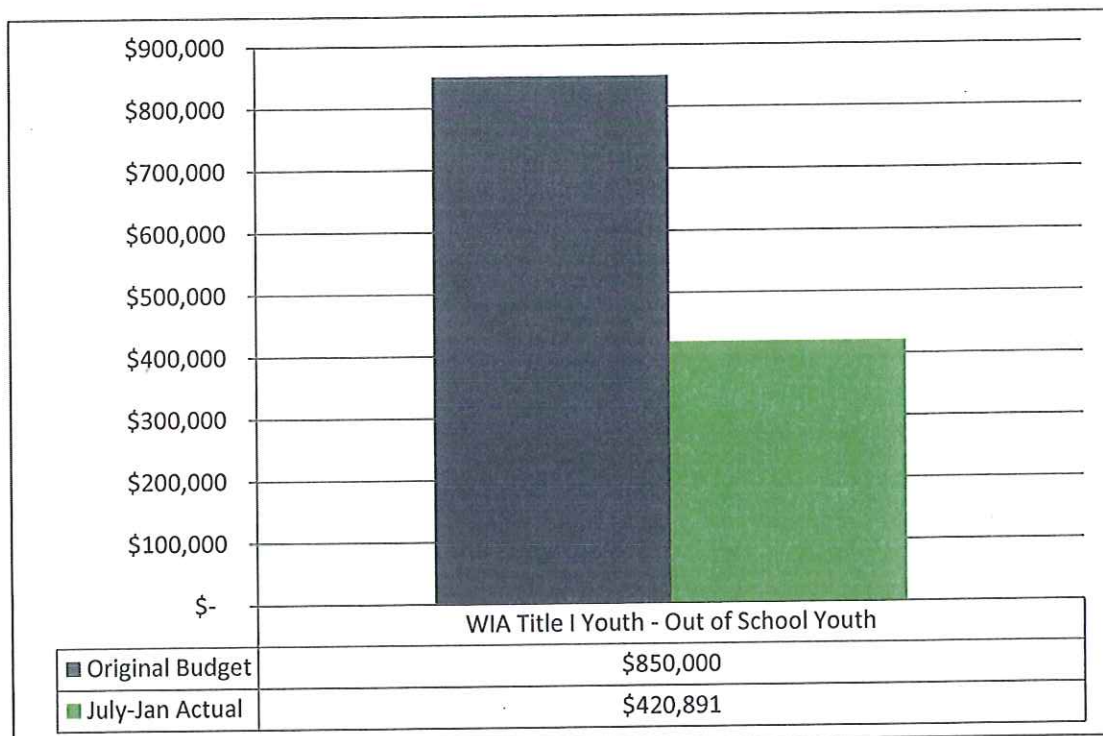




**Henkels & McCoy**  
**WIA Title I Youth - Out of School Youth**  
**Program Year 2012**

Category	Original Budget	July-Jan Actual	Balance	% Spent
Salaries & Fringe	\$ 455,541	\$ 248,164	\$ 207,377	54.48%
Facilities/Rent Costs	12,000	9,000	3,000	75.00%
Non-Expendable Equipment Costs	11,243	8,034	3,209	71.46%
Operating Expenses	57,537	17,375	40,162	30.20%
Customer Wages & Fringe Benefits	27,840	14,107	13,733	50.67%
Individualized Training Costs	87,958	40,966	46,992	46.57%
Supportive Services Costs	30,400	11,024	19,376	36.26%
Needs-Based/Related Payment Costs	40,683	16,595	24,088	40.79%
Staff Training/Tech Services Costs	4,500	1,050	3,450	23.33%
Other Direct Costs	13,253	220	13,033	1.66%
Profit	36,765	18,327	18,438	49.85%
Indirect Costs	72,280	36,029	36,251	49.85%
	<b>\$ 850,000</b>	<b>\$ 420,891</b>	<b>\$ 429,109</b>	<b>49.52%</b>

% Spent	49.52%
January Goal	52.50%
6/30/13 Goal	90.00%



	Program Adult	Admin Adult	Program DW	Admin DW	Program Youth	Admin Youth	Total	YTD Jan	Actual % Expended	Goal Expended	Goal % Expended	Balance
<b>PY'12 Allocations (NFA-12-01)</b>	\$ 763,248	\$ 84,805	\$ 850,452	\$ 94,495	\$ 851,486	\$ 94,610	\$ 2,739,096					
Carryover from PY'11	903,990	87,296	190,614	102,223	435,079	80,909	1,800,111					
	\$ 1,667,238	\$ 172,101	\$ 1,041,066	\$ 196,718	\$ 1,286,565	\$ 175,519	\$ 4,539,207					
<b>Obligations</b>												
Henkels & McCoy - Adult	\$ 1,102,039	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,102,039	\$ 533,891	48.45%	\$ 642,856	58.33%	\$ 568,148
Henkels & McCoy - DW	-	-	812,028	-	-	-	812,028	328,597	40.47%	473,683	58.33%	483,431
Undesignated Funds	282,089	85,241	144,163	103,718	366,555	59,394	1,041,160	-	0.00%	-	0.00%	1,041,160
Henkels & McCoy - Youth	-	-	-	-	850,000	-	850,000	420,891	49.52%	495,833	58.33%	429,109
Total Pass-Through Contracts	\$ 1,384,128	\$ 85,241	\$ 956,191	\$ 103,718	\$ 1,216,555	\$ 59,394	\$ 3,805,227	\$ 1,283,379	33.73%	\$ 1,612,372	42.37%	2,521,848
<b>Total Revenue after Obligations</b>	\$ 283,110	\$ 86,860	\$ 84,875	\$ 93,000	\$ 70,010	\$ 116,125	\$ 733,980					
<b>In-House Expenses</b>												
Salaries	142,000	27,000	41,500	35,000	32,500	52,000	330,000	171,007	51.82%	192,500	58.33%	158,993
Fringe	45,000	8,775	13,250	11,175	10,300	16,500	105,000	54,430	51.84%	61,250	58.33%	50,570
Travel - Training/Conferences/Meetings	6,500	1,200	2,500	1,800	3,500	500	16,000	-	0.00%	9,333	58.33%	16,000
Travel - Committee/Board	1,980	-	660	-	3,360	-	6,000	144	2.40%	3,500	58.33%	5,856
Supplies - Consummable	-	800	-	900	-	800	2,500	1,305	52.19%	1,458	58.33%	1,195
Supplies - Non-Consummable	-	1,000	-	1,000	-	500	2,500	1,005	40.21%	1,458	58.33%	1,495
Data	-	7,500	-	5,000	-	-	12,500	563	4.50%	7,292	58.33%	11,938
WorldKeys	190	-	35	-	-	-	225	224	99.33%	225	100.00%	2
Consulting	-	150	-	100	-	100	350	-	0.00%	204	58.33%	350
Insurance - Tort	-	2,500	-	2,500	-	2,000	7,000	3,920	56.01%	4,083	58.33%	3,080
Insurance - Auto C&C	-	75	-	75	-	75	225	111	49.33%	131	58.33%	114
Insurance - Auto Liab	-	350	-	250	-	200	800	443	55.41%	467	58.33%	357
Postage	-	850	-	800	-	850	2,500	584	23.34%	1,458	58.33%	1,916
Printing	-	1,400	-	1,300	-	1,300	4,000	4,768	119.19%	2,333	58.33%	(768)
Telephone Voice & LD & Cellphones	-	3,500	-	3,500	-	3,500	10,500	6,576	62.63%	6,125	58.33%	3,924
Web Site Hosting & Renewal Fees	-	5,040	-	2,520	-	2,520	10,080	4,265	42.31%	5,880	58.33%	5,815
Newspapers, Magazines, & Books	-	700	-	650	-	350	1,700	-	0.00%	992	58.33%	1,700
Memberships, Dues, & Prof Fees	-	2,000	-	1,300	-	1,000	4,300	2,702	62.84%	2,508	58.33%	1,598
Training	9,800	-	3,500	-	6,700	-	20,000	-	0.00%	11,667	58.33%	20,000
Conf & Mtg Fees	-	700	-	300	-	-	1,000	-	0.00%	583	58.33%	1,000
Job Fair Expenses	18,000	-	6,000	-	-	-	24,000	1,681	7.00%	14,000	58.33%	22,319
Rent - WorldLink Storage	-	480	-	380	-	340	1,200	890	74.17%	700	58.33%	310
Rent - WorldLink Office	-	7,000	-	6,000	-	6,000	19,000	9,343	49.17%	11,083	58.33%	9,657
R&M - Equipment	-	500	-	250	-	250	1,000	290	29.00%	583	58.33%	710
R&M & Gas - WIA Car	-	1,000	-	1,000	-	1,000	3,000	1,362	45.39%	1,750	58.33%	1,638
IT Maint/Support	-	1,000	-	1,000	-	1,000	3,000	2,603	86.76%	1,750	58.33%	397
Outreach	-	1,000	-	500	-	500	2,000	1,235	61.74%	1,167	58.33%	765
COG Meeting Expense (Board & Committees)	-	1,000	-	1,000	-	3,000	5,000	1,207	24.15%	2,917	58.33%	3,793
Indirect Cost Pool	59,640	11,340	17,430	14,700	13,650	21,840	138,600	80,454	58.05%	80,850	58.33%	58,146
<b>Total In-House</b>	\$ 283,110	\$ 86,860	\$ 84,875	\$ 93,000	\$ 70,010	\$ 116,125	\$ 733,980	\$ 351,111	47.84%	428,249	58.35%	382,869



	Program Adult	Admin Adult	Program DW	Admin DW	Program Youth	Admin Youth	Total	MOD REQ	AMENDED BUDGET	
PY'12 Allocations (NFA-12-01)	\$ 763,248	\$ 84,805	\$ 850,452	\$ 94,495	\$ 851,486	\$ 94,610	\$ 2,739,096			
Carryover from PY'11	903,990	87,296	190,614	102,223	435,079	80,909	1,800,111			
	\$ 1,667,238	\$ 172,101	\$ 1,041,066	\$ 196,718	\$ 1,286,565	\$ 175,519	\$ 4,539,207			
Obligations										
Henkels & McCoy - Adult	\$ 1,102,039	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,102,039	-	1,102,039	
Henkels & McCoy - DW	-	-	812,028	-	-	-	812,028	-	812,028	
Undesignated Funds	282,089	85,241	144,163	103,718	366,555	59,394	1,041,160	11,500.00	1,052,660	
Henkels & McCoy - Youth	-	-	-	-	850,000	-	850,000	-	850,000	
Total Pass-Through Contracts	\$ 1,384,128	\$ 85,241	\$ 956,191	\$ 103,718	\$ 1,216,555	\$ 59,394	\$ 3,805,227	11,500.00	3,816,727	
Total Revenue after Obligations	\$ 283,110	\$ 86,860	\$ 84,875	\$ 93,000	\$ 70,010	\$ 116,125	\$ 733,980			
In-House Expenses										
Salaries	142,000	27,000	41,500	35,000	32,500	52,000	330,000	-	330,000	
Fringe	45,000	8,775	13,250	11,175	10,300	16,500	105,000	-	105,000	
Travel - Training/Conferences/Meetings	6,500	1,200	2,500	1,800	3,500	500	16,000	-	16,000	
Travel - Committee/Board	1,980	-	660	-	3,360	-	6,000	-	6,000	
Supplies - Consumable	-	800	-	900	-	800	2,500	-	2,500	
Supplies - Non-Consumable	-	1,000	-	1,000	-	500	2,500	-	2,500	
Data	-	7,500	-	5,000	-	-	12,500	(12,500)	-	Reduced to \$3,375, Move to Incentive
WorkKeys	190	-	35	-	-	-	225	-	225	
Consigning	-	150	-	100	-	100	350	-	350	
Insurance - Tort	-	2,500	-	2,500	-	2,000	7,000	-	7,000	
Insurance - Auto C&C	-	75	-	75	-	75	225	-	225	
Insurance - Auto Liab	-	350	-	250	-	200	800	-	800	
Postage	-	850	-	800	-	850	2,500	-	2,500	
Printing	-	1,400	-	1,300	-	1,300	4,000	-	4,000	
Telephone Voice & LD & Cellphones	-	3,500	-	3,500	-	3,500	10,500	-	10,500	
Web Site Hosting & Renewal Fees	-	5,040	-	2,520	-	2,520	10,080	-	10,080	
Newspapers, Magazines, & Books	-	700	-	650	-	350	1,700	-	1,700	
Memberships, Dues, & Prof Fees	-	2,000	-	1,300	-	1,000	4,300	-	4,300	
Training	9,800	-	3,500	-	6,700	-	20,000	-	20,000	
Conf & Mtg Fees	-	700	-	300	-	-	1,000	-	1,000	
Job Fair Expenses	18,000	-	6,000	-	-	-	24,000	-	24,000	
Rent - WorkLink Storage	-	480	-	380	-	340	1,200	-	1,200	
Rent - WorkLink Office	-	7,000	-	6,000	-	6,000	19,000	-	19,000	
R&M - Equipment	-	500	-	250	-	250	1,000	-	1,000	
R&M & Gas - WIA Car	-	1,000	-	1,000	-	1,000	3,000	-	3,000	
IT Maint/Support	-	1,000	-	1,000	-	1,000	3,000	1,000	4,000	Increased due to new IT contract, email switchover, & more secure back-up procedures
Outreach	-	1,000	-	500	-	500	2,000	-	2,000	
COG Meeting Expense (Board & Committees)	-	1,000	-	1,000	-	3,000	5,000	-	5,000	
Indirect Cost Pool	59,640	11,340	17,430	14,700	13,650	21,840	138,600	-	138,600	
Total In-House	\$ 283,110	\$ 86,860	\$ 84,875	\$ 93,000	\$ 70,010	\$ 116,125	\$ 733,980	(11,500)	\$ 722,480	

# WorkLink Program Year 2012 Financial Status

## 12RRIWT11 - Rapid Response Grant

	Program Revenue						
	\$ 34,599						
	Program Expenditures		Total Obligated	Total % Obligated	Actual Expended	Actual % Expended	Balance
Bowers EMS/Signature Services	\$ 34,599		34,599	100%	-	0.00%	\$ 34,599
Grant Period: 1/2/13-5/31/13							



# WorkLink Program Year 2012 Financial Status

## 12RRO01 - Rapid Response Grant

	Program Revenue						
	\$ 12,582						
	Program Expenditures		Total Obligated	Total % Obligated	Actual Expended	Actual % Expended	Balance
Payments to Employers	\$ 12,582		12,582	100%	9,158	72.78%	\$ 3,424
					*Expenditures through 12/31/13		
Grant Period: 10/1/12-2/15/13							
This grant is completed. I am waiting on the last reimbursement request for time worked from January 1-February 15.							

# **WorkLink Program Year 2012 Financial Status**

## **11HPW01 - Incentive Grant**

	<b>Program Revenue</b>						
	<b>\$ 25,000</b>						
	<b>Program Expenditures</b>	<b>Total Obligated</b>	<b>Total % Obligated</b>	<b>Actual Expended</b>	<b>Actual % Expended</b>	<b>Balance</b>	
Staff Travel & Training	\$ 6,500	5,601	86%	1,802	27.72%	\$ 4,698	
Board/Staff Retreat	5,000	-	0%	-	0.00%	5,000	
Youth WorkKeys	11,000	11,000	100%	-	0.00%	11,000	
Strategic Planning	2,500	-	0%	-	0.00%	2,500	
<b>Total In-House</b>	<b>\$ 25,000</b>	<b>\$ 16,601</b>	<b>66%</b>	<b>\$ 1,802</b>	<b>7.21%</b>	<b>\$ 23,198</b>	
Grant Period: 7/16/12-6/30/13							



WorkLink Program Year 2012 Financial Status				
11HPW01 - Incentive Grant				
	<b>Program Revenue</b>			
	<b>\$ 25,000</b>			
	<b>Original Budget</b>	<b>Budget Request</b>	<b>Amended Budget</b>	
Staff Travel & Training	\$ 6,500	\$ -	\$ 6,500	
Board/Staff Retreat	5,000	(5,000)	-	
EMSI	-	3,375	3,375	
Printing	-	4,125	4,125	
Youth WorkKeys	11,000	-	11,000	
Strategic Planning	2,500	(2,500)	-	
Total In-House	\$ 25,000	\$ -	\$ 25,000	
Grant Period: 7/16/12-6/30/13				

# **WorkLink Program Year 2012 Financial Status**

## **11INC01 - Incentive Grant**

	<b>Program Revenue</b>						
	\$ 57,999						
	<b>Program Expenditures</b>		<b>Total Obligated</b>	<b>Total % Obligated</b>	<b>Actual Expended</b>	<b>Actual % Expended</b>	<b>Balance</b>
Printing	\$ 600		-	0%	-	0.00%	\$ 600
CDF Training - Adult/DW	3,846		3,846	100%	2,564	66.67%	1,282
WorkKeys Profiles - Employers	13,500		10,500	78%	-	0.00%	13,500
SC Works Orientation Video	1,100		1,100	100%	1,100	100.00%	-
ADA Computer Equipment	3,802		3,802	100%	3,802	100.00%	-
AOP Business Showcase	10,000		10,000	100%	10,000	100.00%	-
Training - WIA Staff	5,151		5,151	100%	3,680	71.43%	1,472
Building Renovations	20,000		-	0%	-	0.00%	20,000
Total In-House	\$ 57,999		\$ 34,399	59%	\$ 21,146	36.46%	\$ 36,854
Grant Period: 4/16/12-6/30/13							

# **WorkLink Program Year 2012 Financial Status**

## **11INC01 - Incentive Grant**

	<b>Program Revenue</b>			
	<b>\$ 57,999</b>			
	<b>Amended Budget</b>	<b>Budget Request</b>	<b>Amended Budget</b>	
Printing	\$ 600	(600)	-	
Supplies - Non Consummable	-	900	900	
CDF Training - Adult/DW	3,846	-	3,846	
SC Works Orientation Video	1,100	-	1,100	
ADA Computer Equipment	3,802	-	3,802	
WorkKeys Profiles - Employers	13,500	-	13,500	
AOP Business Showcase	10,000	-	10,000	
Training - WIA Staff	5,151	-	5,151	
Building Renovations	20,000	(300)	19,700	
Total In-House	\$ 57,999	\$ -	\$ 57,999	
Grant Period: 4/16/12-6/30/13				



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www.dew.sc.gov



Nikki R. Haley  
Governor

Abraham J. Turner  
Executive Director

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January 07, 2013

Mr. Steven Pelissier  
Executive Director  
SC Appalachian Council of Governments  
Post Office Box 6668  
Greenville, South Carolina 29606

RE: ACOG/WorkLink WIA Financial Monitoring

Dear Mr. Pelissier:

From November 7, 2012 to November 9, 2012, staff from the Office of Internal Audit and Quality Assurance at the South Carolina Department of Employment and Workforce (SCDEW) visited SC Appalachian Council of Governments/WorkLink to conduct the annual on-site monitoring review. The results of the review, as noted in the attached report, indicate that no issues or observations were found based on our review.

We appreciate your cooperation and assistance offered during the visit. Should you have any questions regarding the attached monitoring report, please contact Emmy Zhang, by email: [ezhang@dew.sc.gov](mailto:ezhang@dew.sc.gov) or by phone: at (803) 737-3825.

Sincerely,

Glenn S. Holton, CIA  
Assistant Executive Director for  
Internal Audit and Quality Assurance

cc: Jennifer Kelly, WorkLink Workforce Development Interim Administrator  
David Collins, WIB Chairperson  
Don Zimmer, Appalachian Council of Governments Financial Director  
Brandi C. Runion, WorkLink Finance Director  
Kerry Paul, Interim Chief of Staff  
Dennis M. King, Assistant Executive Director of Employment Services  
Michelle Paczynski, Deputy Assistant Executive Director of Employment Services  
Pat Sherlock, Director of Workforce Development

## **EXECUTIVE SUMMARY**

### **Purpose & Scope**

The purpose of Workforce Investment Act (WIA) financial monitoring was to determine if Appalachian COG/WorkLink had used WIA funds in compliance with applicable laws and regulations, and to determine if WorkLink had a sound financial system in place to carry out the WIA activities. The scope of the monitoring included reviewing and analyzing Appalachian COG/WorkLink's financial records for the period of October 1, 2011 through September 30, 2012.

### **SCDEW Staff Conducting the Review**

Emmy Zhang, WIA Audit Manager  
Shirley B. Jones, WIA Auditor

### **SCACOG Staff Representing the Recipient**

Steven Pelissier, ACOG Executive Director  
Don Zimmer, ACOG Finance Director  
Shae Rozakos, (former) WIA Administrator  
Brandi C. Runion, Finance Director, WorkLink Workforce Investment Corporation

### **Review Areas**

SCDEW performed its financial monitoring through reviews and analyses before, during, and after the on-site visit for the following areas:

- Governance and oversight management
- Financial system with fiscal controls and accounting procedures
- Supporting documentation for selected expenditures
- Contracts and records
- Supportive services and incentives
- Payrolls and payroll records
- Property control records
- Sub-recipients financial monitoring
- Indirect cost rate and indirect cost allocation
- Credit card policy and transactions

### **Achievement**

WorkLink WIB Financial staff performed detailed ongoing review for its subrecipients' monthly request of payments to ensure that WIA funds were paid for reasonable and allowable costs.

### **Current Year issue or observation:**

There was no issue or observation found per our review for the time period monitored.

## WIA FINANCIAL MONITORING REPORT

South Carolina Department of Employment and Workforce (SCDEW) staff performed a financial monitoring engagement for Appalachian COG/WorkLink from November 7, 2012 to November 9, 2012 in accordance with 29 CFR 97.20 and the Workforce Investment Act (WIA) of 1998, Section 183, Monitoring.

### FOLLOW-UP OF PRIOR YEAR ISSUES

During the current year on-site monitoring visit to Appalachian Council of Governments/WorkLink, monitors verified and re-evaluated the issues that were addressed in prior year WIA monitoring report dated March 14, 2012. Below is the current status of the prior year monitoring issues.

1. \$14,253.41 in WIA funds was paid through ResCare to a consultant who did not possess a valid working permit

During prior year contract review, WIA monitors noted that ResCare hired an independent foreign consultant who had been improperly paid with WIA funds for performing services while the consultant was on visitor status rather than a work visa.

Status – Cleared

In a response dated April 16, 2012 to our prior year monitoring report, Appalachian COG indicated that it received a payment of \$14,253.41 from ResCare to recover the disallowed payment to the ResCare subcontractor.

To enhance internal controls to its subcontractors, Appalachian COG/WorkLink requires all subrecipients submit documentation from the e-verify system [www.uscis.gov](http://www.uscis.gov) to ensure that subrecipients are in compliance with applicable laws and regulations. During our current year review, no exceptions were noted in this area.

2. Additional \$456,491 funds were added to ResCare contracts without substantiating the increase

During our review, we noted that ResCare had been awarded total of \$1,192,222 WIA funds for its PY 11 contracts. However, three months after the original contracts were signed, Appalachian COG awarded an additional \$456,491 (38.3% of the original contracts) to ResCare through a contract modification. Per our review, the additional increase of funds was not substantiated by any increases in measurable corresponding grant activities such as an increase in the performance goals or the number of participants to be served. Per further discussion with Appalachian/WorkLink personnel, it was indicated that ResCare developed original contract budgets in anticipation of receiving carryover funds left over from the prior year. However, there was no documentation to support that the additional carryover funds would be available to ResCare when the original contracts were developed and signed.



Date(s) of visit: November 7, 2012 to November 9, 2012

**Status – Cleared**

In a response to our prior year monitoring report provided by Appalachian COG/WorkLink on April 16, 2012, it indicated that sufficient information substantiating any increase in funding to contracts will be contained in the contract modifications by Appalachian COG/WorkLink in the future. During the current year on-site monitoring visit, per our review, there were no exceptions identified. Appalachian COG/WorkLink was in compliance with the Federal regulation regarding contract documentation.

**CURRENT YEAR ISSUES**

There was no issue or observation found per our review for the time period monitored.

We would like to thank Appalachian COG/WorkLink WIB management and staff for the cooperation we received throughout the review, and congratulate them for improvements made since our last review.



Providing Quality Services To Local Governments Since 1965.

January 28, 2013

Mr. Dennis M. King  
Assistance Executive Director  
SC Department of Employment and Workforce  
PO Box 995  
Columbia, SC 29202

Re: PY'12 Monitoring Report for WorkLink Workforce Investment Area

Dear Mr. King:

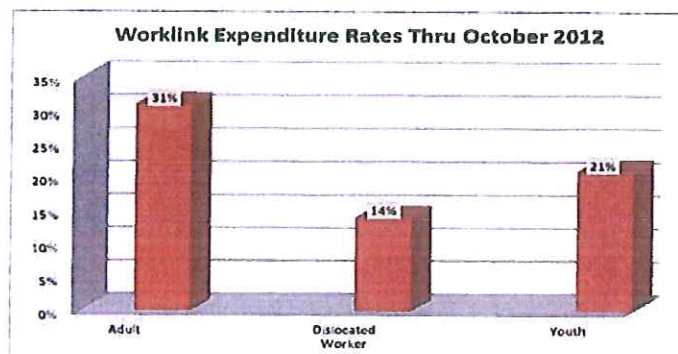
I am in receipt of your letter dated December 27, 2013, regarding the response to the PY2012 WIA monitoring of the WorkLink Workforce Investment Board. Your letter asked for a response to the monitoring report. Please find our response included in this correspondence.

**Observation #1: Fund Utilization**

USDOL expects 70% expenditure of available funds each program year. This expectation is in place to encourage timely expenditure of funds as well as to provide services to those individuals in need without unnecessary delays. In PY'11 the SWIB had an Incentive Policy that targeted fund utilization at 75% - but there were no funds to award incentives this year. In PY'11, the LWIA did not meet the SWIB goal in any of the three (3) fund categories (Adult 62%, Dislocated Worker 64%, and Youth 70%).

The area is on pace to meet the goal for this program year in the Adult category, but is below target in the Dislocated Worker and Youth categories. According to the October Finance report, the LWIA has not expended any of the \$491,102 of DW funds earmarked for Adult from PY'11 funds.

❖ The chart below shows WIA fund utilization through October 2012.



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**Recommendation:** The LWIA should review current enrollment levels and training needs of participants, as well as conduct an expenditure analysis to ensure funds are being used to serve participants efficiently and effectively. In addition, the LWIA should continue to ensure that providers are submitting invoices for reimbursement in a timely manner and that the accrual method of accounting is being used to track fund expenditures. These actions facilitate timely financial reporting and accurate expenditure rates.

The LWIA should also make efforts to expend the DW funds earmarked for Adults at a more even rate with the Adult funds to show a more accurate picture of fund stream utilization and to meet the USDOL and SWIB expenditure goals.

**Response:** WorkLink has historically spent 100% of our funds by the expiration date each year and we are on track to spend 100% of the PY'11 funds by 6/30/13. History also shows that each year we continue to receive approximately a 10% decrease across the board and that we are unaware of the next year's allocation until well into the months of May and June. We also do not receive 100% of most of the funds in July but rather a very small percentage that is not enough to get us through until the entire allocation is awarded in October or November. In the past, we have had to have the COG float staff salaries and we were not able to pay our providers. The providers had to float themselves until enough of an allocation was received so that we could draw down the funds.

WorkLink has positioned itself so that we can continue serving participants continually and not enter a position where we are without funds having to decrease or stop participant services not knowing how much or when we will receive our next allocation.

WorkLink started using the \$491,102 of DW funds earmarked for Adult from PY'11 funds in November. We do not use these funds evenly with the Adult fund stream; instead, we use this when we are out of the Program Adult funds. We continuously receive a greater amount in DW funding than Adult funding each year, however, we continue to enroll more Adults than DWs in our area. We move money from the DW funding to Adult so that we have enough to fund services for these participants.

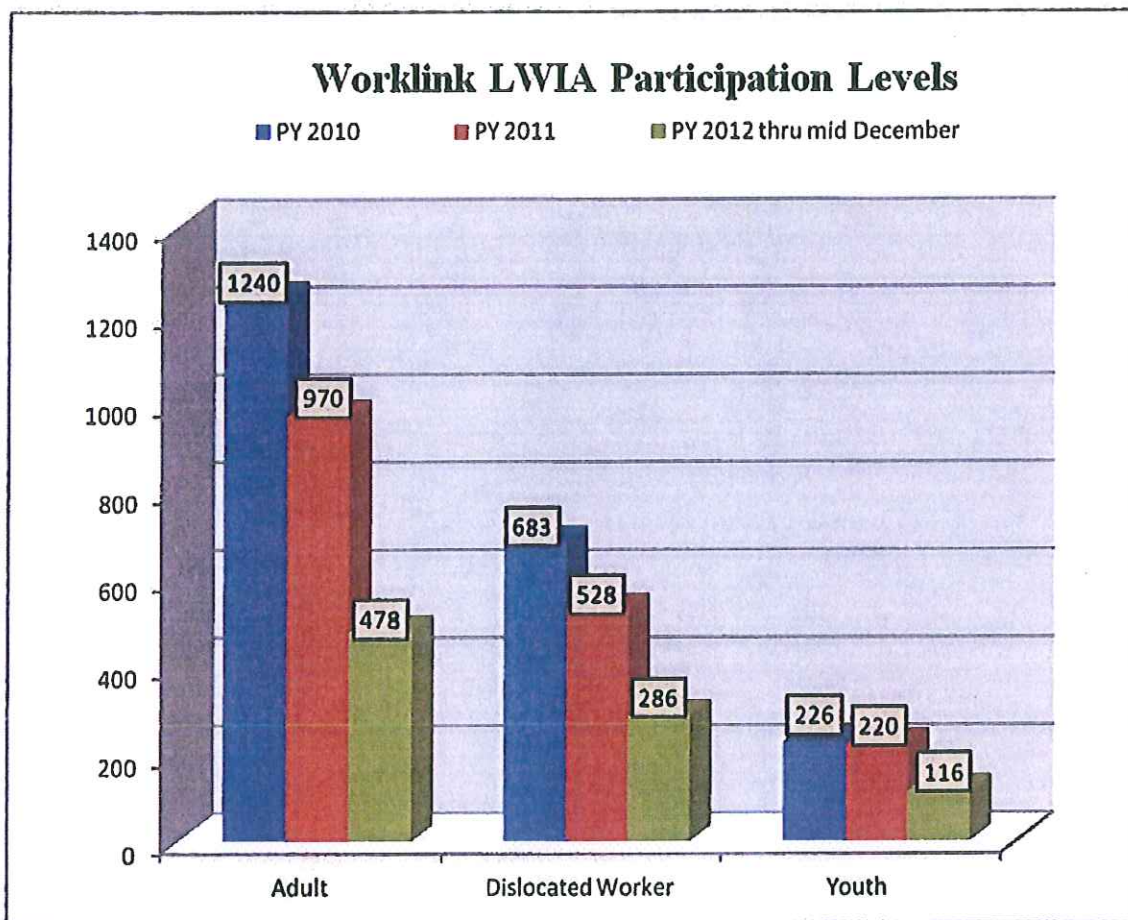
We can assure you that funds are being used to serve participants efficiently and effectively. In addition, our providers are submitting invoices for reimbursement in a timely manner. Our provider's contracts are based on the reimbursement method and not the accrual method of accounting to track fund expenditures. The process that WorkLink has in place ensures timely financial reporting and accurate expenditure rates.

#### **Observation #2: Participation Levels**

Adult and Dislocated Worker participation levels declined significantly in PY'11; with a 22% reduction from PY'10. According to the PY'12 Local Plan Modification, submitted by the LWIA, the anticipated number of new participants to be served in PY'12 is less than half that of PY'11. According to WIA Annual Report Data and Ad Hoc reports run on December 14, 2012, PY'12 Adult, DW, and Youth participation levels are on pace with PY'11 levels.



- ❖ The chart below reflects the number of WIA participants served for PY'10, PY'11, and PY'12 (thru mid December).



**Recommendation:** Workforce services are in high demand and resources are currently available to meet these needs. The LWIA should continue addressing the workforce needs of the region through recruitment efforts, customer access to services, and utilization of fiscal capacity. In addition, Trade Adjustment Assistance (TAA) participants attending training, and those who may benefit from WIA services should be co-enrolled. Doing so will increase the number of Dislocated Workers, provide additional services if needed, and lower the overall cost per participant.

**Response:** We will continue addressing the workforce needs of the region through recruitment efforts, customer access to services, and utilization of fiscal capacity by periodically re-evaluating our communities' needs, our internal systems, and the Board's budgets. We will continue to seek referrals from partners and serve those that are eligible for WIA services.

Several critical have resulted in the reduction of enrollments:

1. Historically, the Service Providers in the WorkLink region have had extremely high caseload numbers. Therefore, the Board sent out a Request for Proposals for the Adult and DW program in the spring of 2011. When considering the proposals, the Board felt that the quality of services offered was more important than the quantity of enrollment, and thus did not go with the bidder that offered to serve the highest number of enrollments.

2. In addition to this, ARRA funding ended at the end of PY2010, which directly affected the enrollment numbers for PY2011. The negotiated enrollments were further affected in PY2012 by budget cuts from DOL.

We have discussed this matter with our Service Provider and as long as there are funds available, they will continue to enroll eligible, suitable participants. WorkLink will continue to monitor fund expenditure levels and make recommendations to the Service Provider. We have also been tracking the number of enrollments of the service provider, and have found that enrollments are at the level that the Service Provider and the Board agreed upon thus far for PY2012.

### **Observation #3: WIA Performance**

One of the main principles of the Workforce Investment Act is continuous improvement. However, economic conditions in recent years have made it difficult for the workforce system to keep up with historically high numbers of unemployed individuals. With that in mind, in 2009 the State negotiated lower goals for some performance measures to allow local areas a chance to serve more people under difficult circumstances. The performance goals remained at these reduced levels through PY'10 and PY'11. During this period, SC LWIAs have performed exceptionally well for the most part, and the state exceeded all performance goals in PY'11.

With this in mind, the State proposed reasonable increases in all performance goals when negotiating with USDOL for PY'12. However, during the negotiations, USDOL made it clear that continuous improvement was expected and that no goal would be set at less than the state's actual performance for PY'11. This led to significant increases to the state's performance goals. The State took the same approach in negotiating with the LWIAs. As a result, all PY'12 goals reflect an increase from the LWIA's actual PY'11 performance.

The table on the next page shows PY'11 goals and actual performance. The Worklink LWIA is commended for exceeding the goal in eight performance measures and achieving 95% of goal on one measure. Also reflected are the negotiated goals for PY'12 and performance through the first quarter (rolling four quarters). Even with the significantly increased goals, the LWIA is meeting all measures.



Measure	PY'11 Goal	PY'11 Actual	PY'12 Goal	1 <sup>st</sup> Qtr. PY'12 (Rolling Four)
Youth Placement In Employment or Education	61.0	73.1%	73.8	72.8%
Youth Attainment of Degree or Certificate	55.0	76.9%	77.7%	79.3%
Youth Literacy or Numeracy Gains	45.0	67.0%	67.3%	66.7%
Adult Entered Employment Rate	60.0	67.4%	69.1%	65.4%
Adult Employment Retention Rate	82.0	87.1%	88.8%	88.3%
Adult Six-Month Average Earnings	9,613	\$11,257	\$11,538	\$11,385
Dislocated Worker Employment Rate	64.0	60.6%	69.8%	60.8%
Dislocated Worker Employment Retention Rate	87.8	94.8%	95.2%	93.8%
Dislocated Worker Six-Month Average Earnings	12,400	\$14,542	\$14,760	\$14,564
<p>Green Shaded = met the goal                      Blue Shaded = exceeded the goal</p> <p>USDOL defines met as performance outcomes 80%-100% of the negotiated goal</p> <p>USDOL defines exceeded as performance outcomes above 100%</p>				

**Recommendation:** No recommendation at this time.

**Observation #4: Internal Communication and Customer Service Coordination:**

Monitors observed excellent communication between WIA staff and LWIA management. Staff indicated that this open communication is very helpful in getting the assistance and training needed to make their jobs easier and more efficient. WIA case managers said that management staff welcomed new ideas and concepts. For example, a WIA case manager presented the idea of inviting representatives from local organizations to the Seneca SC Works Center during the 8:25 a.m. huddle. The organization representative briefly shares with the SC Works staff the services his or her organization provides. In addition, WIA staff goes to local organizations in the community and gives a brief overview of WIA services.

**Recommendation:** Staff is commended for their collaborative efforts, and should continue working on strengthening partnerships throughout the LWIA.

**Response:** Thank you for your commendation.



**Observation #5: Test for Adult Basic Education (TABE) administered prior to certification**

The monitors interviewed WIA staff in the region and were informed that an individual must take the TABE test at Adult Education and score at least a level 5 in order to become certified into the WIA program. If an individual scores below a level 5 they are referred to another partner for services and are not enrolled in WIA at that time.

**Recommendation:** WIA services should be made available to address the needs of individuals with barriers to employment. Staff should allow the information required for the SC Works Online Services (SCWOS) WIA application to determine eligibility. Suitability should be based on an assessment of the individual's experience, skills, education, barriers to employment, and work history rather than a blanket, exclusionary policy. There are many employment-related services that WIA can offer participants at the same time they are increasing their basic skills. Staff is encouraged to refer the participant to other partner services that may also benefit the individual while receiving WIA services.

**Response:** WorkLink looked closely at this concern during local monitoring, conducted the week of January 7-11, 2013.

TABE test scores are not meant to keep individuals out of WIA, but instead find out what the true needs of the individual are, and then to make appropriate referrals to partners, who may be better suited to the participant than WIA. A secondary focus is to maximize the funds and resources available in the community, so that we can maximize on intensive and training resources.

Our Service Provider modeled this TABE test procedure after the WIA youth eligibility application requirement for basic skills testing, which requires applicants to take the test prior to enrollment. The TABE test is being offered to anyone referred to WIA at no cost to WIA or the customers through an in-kind resource sharing agreement. Our goal is to make appropriate, quality core-level referrals to partner services. This "policy" is intended as a guideline (or a referral procedure) rather than a rule. Our caseloads will reveal that we have enrolled individuals that did not meet the grade level guidelines when we determined that WIA is the best program to address their needs.

We adopted this referral procedure based on a review of training program requirements. Training programs in the WorkLink area typically require a minimum of an 8.0 grade level on the TABE, and Adult Education typically requires anyone below a 5.0 grade level to enter literacy. Therefore, WIA cannot provide any services in regards to training until their grade level scores improve. Anyone scoring a grade level 5.0 or below will be encouraged to attend literacy activities (currently offered at no charge), and if deemed appropriate, follow-up with a referral to Vocational Rehabilitation.

WorkLink staff has instructed the Service Provider to make partner referrals as normal, and follow-up with the partners regarding the status of each referral. WorkLink staff has also instructed the Service Provider to make the next steps for the customer to return with the partner's recommendation.

**Observation #6: OJT training plan lacked identified benchmarks for evaluating performance**

WIA monitoring staff evaluated an OJT contract and found there were no specific timelines that outlined measurable benchmarks for learning skills needed to perform the job effectively.



**Recommendation:** The OJT training plan is used to outline the specific skill requirements and training approach to be used in an employer-based training. It should also be used as an assessment tool to help document which skills the trainee lacks at the start of training and to record the measurement of skill attainment during the course of training. Specific proficiencies and skills to be learned, measurable indicators of successful performance, and estimated number of hours of training needed to learn each skill should be clearly identified and outlined in the OJT training plan.

LWIA staff is encouraged to complete detailed training plans. Doing so will make the evaluation process easier when determining if the OJT participant mastered all the necessary skills to remain employed with the specific employer. There are helpful resources to aid in planning and implementing an effective OJT program. Training modules, template documents and effective marketing strategies can be found at <https://ojttoolkit.workforce3one.org/>.

**Response:** WorkLink Staff has fully transitioned the OJT program to our Service Provider. We have provided training to our Service Provider Staff regarding training plans on the following dates: August 30, 2012 and November 5, 2012. WorkLink Staff monitored our Service Provider the week of January 7-11, 2013, and saw improvements in this area. We will continue to monitor and provide technical assistance.

#### **Observation #7: WIA Administrator performs dual role**

The Worklink WIA Administrator also serves as the Business Services Lead for the LWIA. Worklink is the only area where the Administrator is performing both of these demanding roles. The role of the Business Services Lead (BSL) requires organizing and leading the entire Business Services Team, as well as providing services to businesses. The role commands a great deal of time and dedication in order to be effective.

In addition, the One-Stop Certification Standards require that "each workforce area has a fully integrated multi-agency employer services team comprised of *dedicated business services staff*."

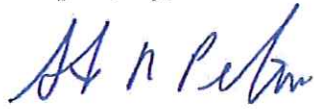
**Recommendation:** It is strongly recommended that a full time designated staff person, other than the LWIA Administrator, be hired as the Business Services Lead for the area. When the Standards are in place, this will become a compliance issue.

**Response:** We currently have a vacant Business Services Representative position for WorkLink. The WIB recommended that the incoming Executive Director advertise and interview for the Business Services Representative role. We anticipate having this opening filled in the coming months.

In the interim period, WorkLink staff members are addressing the Business Service Representative's duties. We are aware of the One-Stop Certification Standards requirement and the need to appoint a Business Team Lead. WorkLink will meet all standards in time for the application submission deadline. At this time, Jennifer Kelly, Program Director (acting Interim Director), is leading the Business Service Team Meetings and addressing the standards of Employer Services until the incoming Executive Director hires a Business Services Representative for WorkLink, and the Board appoints a Lead.

I hope the information in this correspondence adequately addresses the recommendations in the monitoring report. If we may provide additional information, please do not hesitate to let us know.

Respectfully,



Steven R. Pelissier  
Executive Director

CC: Mr. Stan Brooks, Present WorkLink WIB Chair  
Mr. David Collins, Immediate Past Chair  
Ms. Jennifer Kelly, Interim Director



## Strategic Plan Update

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*Presented at February 27, 2013 Board Meeting*

The following objectives had deadlines in 2009 or have deadlines in 2010. Completed actions have been crossed-through, while those in progress are highlighted.

**Goal I.** Understand the skill level of the workforce.

*The Workforce Skills and Education Committee oversees the attainment of this goal, objectives and strategies.*

**Objective:** Research and analyze WorkKeys data.

***Action Strategies:***

- ~~1. Determine how to gather and keep data.~~
2. Gather the WorkKeys data.
3. Analyze the data.

**Objective:** Increase the number in the workforce assessed with WorkKeys Readiness Certificate by 2000.

***Action Strategies:***

- ~~1. Utilize incentive grants to assist businesses and schools to assess using WorkKeys.~~
2. Market WorkKeys to skills/job seekers.
3. Develop an alternate method to provide WorkKeys assessments.

**Objective:** Increase by 10% per year the number of individuals who successfully completed GED or high school diploma through the workforce system.

***Action Strategies:***

1. Promote GED/HS completion to the incumbent workforce.
2. Promote GED/HS completion to skills/job seekers within the workforce development system.
3. Identify and address adult education provider issues/ limitations.

**Objective:** Certify the basic work skills (soft and computer) of 1000 job seekers that the SC Works Centers serve each year.

***Action Strategies:***

1. ~~Develop appropriate soft skills curriculum.~~
2. ~~Have WIB approve a "certification" process and certificate.~~
3. ~~Incorporate a work experience activity to prove demonstration of the soft skills.~~
4. ~~Provide access to computer skills training.~~

Goal II. Involve business in the WIB and WIB activities

*The Business Partnerships Committee oversees the attainment of this goal, objectives and strategies.*

**Objective:** Increase WorkKeys Profiles by 10% per year throughout the workforce region through awareness.

***Action Strategies:***

1. ~~Increase funding to promote WorkKeys.~~
2. ~~Increase awareness/market WorkKeys.~~
3. ~~Develop strategies to reach businesses.~~
4. ~~Create database in which to log WorkKeys profile information.~~
5. ~~Increase partnerships to provide more WorkKeys profiles.~~
6. ~~Measure progress.~~

**Objective:** Increase the # of employers using the workforce development system services by 2% per year.

***Action Strategy:***

1. ~~Get a database of business services and service providers.~~
2. ~~Certify the SC Works services.~~
3. ~~Get the word out about the services and were to access them.~~
4. ~~Determine businesses' needs.~~

Goal III. Integrate the workforce development system.

*The Executive Committee oversees the first two objectives with the Workforce Skills and Education Committee responsible for additional actions.*

**Objective:** ~~By the end of the calendar year 2009, a SC Works Operator will be in place that regularly convenes service providers and partner agencies.~~

*~~Action Strategies:~~*

- ~~1. Develop the SC Works Operator Consortium.~~
- ~~2. Get buy in from current consortium members/agencies on their SC Works Operator role.~~
- ~~3. Ensure the SC Works Operator Consortium's success.~~

**Objective:** By 2010, a SC Works Operator will be collecting the data to present to the WIB so they can certify/re-certify the SC Works Centers.

*~~Action Strategies:~~*

- ~~1. Establish SC Works Center certification criteria.~~
- ~~2. Determine reporting requirements.~~
3. Ensure service gaps are addressed.





# Fair

## Tri-County Technical College Student Center ~ March 21, 2013

7900 Highway 76 | Pendleton, SC | 10am-2pm

96.3 WGOG

Adult Education

Alliance Tractor-Trailer

Anderson Independent Mail

Arclabs & Metalskills

Bankers Life & Casualty Company

Corporate Staffing Services

Dynamic Fluid Components, Inc

Employment Staffing

Excalibur Youth Services, Inc

HTI Employment Solutions

Imperial Die Casting

Independent Mail-Monster.com

JM Mold South

JR Automation Technologies

Kudzu Medical

Kudzu Staffing

Limestone College

Lowe's

Michelin

Palmetto Youth Connections

Phillips Staffing

Robert Bosch LLC

Reliable Automatic Sprinklers

Resource MFG

SC Works WorkLink

Schneider Electric and VOLT

SCVRD

SWU

The Art Institutes

United Way Anderson County

AmeriCorps

Upstate Healthcare Services

Upstate Staffing

USEV

Registered Employers as of 2/20/13

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independent mail

monster



Service Provider  
Status Update  
July 2011 - June 2012

<b>ENROLLMENT REPORT</b>	<b>PYC</b>					
<b>*Special notes:</b>						
<b>Board Goal</b>	<b>155</b>					
<b>PY'11 Month</b>	<b>NEW WIA Enrollments</b>	<b>Total Enrollments</b>	<b>Monthly Planned Enrollment</b>	<b>YTD % of Monthly Plan</b>	<b>YTD % of Total Planned</b>	<b>YTD % of Board Goal</b>
<i>Active Carryover</i>		72				
July	7	79	5	140%	8%	51%
August	7	86	5	140%	17%	55%
September	12	98	10	120%	31%	63%
October	10	108	5	200%	43%	70%
November	4	112	5	80%	48%	72%
December	4	116	5	80%	53%	75%
January	6	122	10	60%	60%	79%
February	0	122	10	0%	60%	79%
March	0	122	10	0%	60%	79%
April	0	122	10	0%	60%	79%
May	0	122	8	0%	60%	79%
June	0	122	0	#DIV/0!	60%	79%
<b>Totals</b>	<b>50</b>	<b>122</b>	<b>83</b>			

Service Provider  
Status Update  
July 2012 - June 2013

ENROLLMENT REPORT  
special notes  
Board Goal

Henkels and McCoy, Inc  
560 not included in the percentages  
380 New Enrollments; 980 Served

PY '12 Month	NEW WIA Enrollments	Total Enrollments	Monthly Planned Enrollment	% of Monthly Plan	YTD % of Total Planned	YTD % of Board Goal
<i>Active Carryover</i>	<i>560</i>	<i>560</i>				
July	30	30	30	100%	100%	8%
August	17	70	40	43%	67%	12%
September	38	110	40	95%	77%	22%
October	71	150	40	178%	104%	41%
November	29	170	20	145%	109%	49%
December	23	185	15	153%	112%	55%
January	29	215	30	97%	110%	62%
February		255	40			
March		295	40			
April		335	40			
May		365	30			
June		380	15			
<b>Totals</b>	<b>237</b>	<b>940</b>	<b>380</b>			



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Nikki R. Haley  
Governor

Abraham J. Turner  
Executive Director

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**STATE EMPLOYMENT SERVICES INSTRUCTION NUMBER: 12-12**  
**(REPLACES STATE WIA INSTRUCTION NUMBER 02-03)**

**TO:** Local Workforce Investment Area (LWIA) Administrators  
Local Workforce Investment Board (LWIB) Chairs  
Administrative Entity Executive Directors

**SUBJECT:** WIA Sanctions Policy for Failure to Meet Performance Goals

**ISSUANCE DATE:** February 21, 2013

**EFFECTIVE DATE:** July 1, 2013 (Note: Any LWIA failing a Program Year 2012 or later performance goal will be immediately subject to this policy.)

**PURPOSE:** To provide Local Workforce Investment Areas (LWIAs) guidance on the State's policy related to the application of sanctions for failure to meet local performance goals under WIA Common Measures.

**REFERENCES:** Workforce Investment Act 1998, (P.L. 105-220), Section 136; 20CFR Part 666, published at 65 Federal Register 49294, 49417 (August 11, 2000), Subpart d, 666.240 and 666.420; TEGL 8-99, "Negotiating Performance Goals, and Incentives and Sanctions Process under Title I of the Workforce Investment Act;" TEGL 19-02, *Sanctions Policy for Failure to Meet State Negotiated Performance Goals Under Title I of the Workforce Investment Act (WIA)*; TEGL 09-07, Revised Incentive and Sanctions Policy for Workforce Investment Act Title 1B Programs.

**BACKGROUND:** A stated goal of the Workforce Investment Act is to increase employment, retention and earnings of participants. WIA specifies core indicators of performance as the basis of a comprehensive performance accountability system. In 2002, several federal agencies developed a set of common performance measures. Beginning in 2005, US Department of Labor Employment and Training Administration incorporated the definitions of the common performance measures to be used for federally-funded job training and employment programs with a similar purpose. The measures for Adults and Dislocated Workers include entered employment rate, employment retention, and six-month average earnings. Youth program performance includes placement in employment or education, attainment of a degree or certificate, and literacy and numeracy gains.

States and LWIAs negotiate goals of performance for the WIA common measures and are subject to sanctions for performance that does not meet the negotiated performance levels.

Section 136(g) of the Act and Section 666.240 of the Regulations address the application of sanctions to states for failure to meet negotiated performance goals. If a state fails to meet negotiated goals of performance for one year, the state may request technical assistance from the US Department of Labor. If a state fails to meet the negotiated goals for two consecutive years, the state may be subject to financial sanctions, up to five percent, in the form of a reduction in the annual allocation for the program area.

Similarly, local areas have negotiated goals of performance on the Common Measures. Based on actual performance results, local areas may qualify for incentives (as funds are available) or may be subject to sanctions. **Failure to meet the negotiated level of performance is defined as failing to achieve at least 80 percent of the negotiated level on a specific performance measure.** Guidance on the application of sanctions to local areas for failure to meet the negotiated goals is found in Section 136(g) of the Act and 666.420 of the Regulations. Technical assistance must be provided to local areas failing to meet the negotiated goals of performance for any program year.

**POLICY:** The ultimate goal of the sanctions policy is to improve services to customers and to promote continuous performance improvement. The State's Sanctions Policy for local areas failing to meet negotiated levels of performance is as follows:

**Failed Performance Measure(s) in One Program Year**

If a Local Workforce Investment Area (LWIA) fails to meet the negotiated level on a performance measure(s) in one program year, a notice will be sent to the Administrative Entity Signatory Official, and copies sent to the LWIA's Chief Elected Officials (CEO) and the Local Workforce Investment Board (LWIB) Chairperson. The LWIB will be required to submit a Corrective Action Plan (CAP) within 45 days of the notice, describing how it will improve and meet performance. The CAP must include, but is not limited to:

1. A description of the reason or reasons for failure, including an analysis of the reasons for failure and how the cause was determined.
2. A description of immediate and long-term actions that will be taken to improve performance measures.
3. A timeline for completing each action identified.
4. Identification of technical assistance needed to implement the plan.
5. A description of how the LWIB will monitor and measure the effectiveness of the corrective action activities to ensure performance improvement.
6. Signatures of the LWIB chairperson and Administrative Entity Signatory Official. A copy of the CAP must be sent to the CEO(s).

Department of Employment and Workforce (DEW) Local Operations staff will review the CAP and notify the signatory official, LWIB Chair, and CEOs in writing of the plan acceptance. Appropriate parties will be notified within 15 days if additional information is required.

Upon acceptance of the CAP, the LWIB will submit progress reports to the DEW Local Operations Coordinator on a mutually agreed upon schedule. Report submissions will continue until the end of the program year.

**Failed Same Performance Measure(s) in Two Consecutive Program Years**

If a local area fails the same performance measure(s) for two consecutive program years, DEW will issue a written notice to CEOs, LWIB Chair and Administrative Signatory Official. In addition, DEW staff will present to the full LWIB the performance, sanctions, and potential consequences to the LWIB and the LWIA of continued failed performance.

The LWIA will be ineligible for incentive funds earned in the second consecutive year of failing a performance measure.



The LWIA will be required to commit funds for dedicated external technical assistance.

DEW staff will work with appropriate LWIA staff to amend the CAP as needed. Timelines for further local area action, additional monitoring, reporting, and technical assistance will be determined by a joint LWIB, DEW, local service provider(s) (if any) and Administrative Entity Ad Hoc Committee.

**Failed Same Performance Measure(s) in Three Consecutive Program Years**

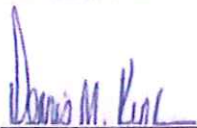
With the expanded awareness, actions, and technical assistance being provided to LWIAs over the previous two program years, it is not expected that there will be a third year of failed performance. However, should this occur, the Governor, or the State Workforce Investment Board (SWIB) acting on behalf of the Governor, will take corrective actions. The corrective actions may include the development of a reorganization plan under which the Governor/SWIB:

1. Requires the appointment and certification of a new LWIB;
2. Prohibits the use of particular service providers that have been identified as achieving poor levels of performance; or
3. Requires other appropriate measures designed to improve the performance of the local area. (Examples of such measures can include, selecting an alternative entity to administer the program, or merging the local area into one or more other local areas.)

A local area may appeal to the Governor/SWIB to rescind or revise the reorganization plan no later than thirty (30) days after receiving notice of the plan. The Governor/SWIB will make a final decision within thirty (30) days of receipt of the appeal. The Governor/SWIB's final decision may be appealed by the LWIB to the Secretary of Labor not later than thirty (30) days after the local area receives the decision. Procedures for appeal can be found at 20CFR 667.650.

**ACTION:** Please ensure that all appropriate stakeholders receive and understand this policy. In addition, the policy should immediately be incorporated into, or become an addendum to, all service provider contracts.

**INQUIRIES:** Questions may be directed to Mary Jo Schmick at 803-737-2708, or [mschmick@dew.sc.gov](mailto:mschmick@dew.sc.gov).



Dennis M. King  
Assistant Executive Director  
Employment Services