

**WORKFORCE INVESTMENT BOARD
YOUTH COUNCIL MEETING
AGENDA**

**Monday, January 13, 2014
10:00 A.M. - 12:00 P.M.**

Seminar Room II - Madren Center - Clemson University

- | | |
|---|----------------------|
| I. Welcome and Introductions | Kristi King-Brock |
| II. Approval of Minutes (10/07/13*) | Kristi King-Brock |
| III. Palmetto Youth Connections (Report) | D. Grant/K.Craven |
| a. PYC Dashboard (Reporting Tool) | Karen Craven |
| b. PY 13 Youth Outreach Update | Karen Craven |
| IV. Old Business: | |
| PY 13 AOPBIS Actual Award Paid | Kristi King-Brock |
| PY 12 Final Grant Expenditures | Brandi Runion |
| PY 12 Final/ Annual Youth Performance Report | Windy Graham |
| PY 12 Youth Executive Summary Update | S. Crite |
| (4) Youth Strategic Sub-Committee Updates* | S. Crite/W. Graham |
| V. New Business: | |
| WorkKeys Work Place Observation/ Community Request* | Trent Acker/S. Crite |
| Youth Council Membership Application (1)* | Kristi King-Brock |
| PY 13 Grant Expenditures (8/26-12/2013) | Brandi Runion |
| PY 13 1st Quarter Youth Performance Report | Windy Graham |
| PY14 Youth Contract/ Budget Negotiation Team* | Kristi King-Brock |
| VI. Other Business: | |
| WorkLink LWIA Workforce Report (10/24/13) | Information Only |
| Adjourn | Kristi King-Brock |
| *Requires Vote | |

**Next Youth Council Meeting, March 3, 2014 - 11:00am
Madren Center, Clemson University**

WORKFORCE INVESTMENT CORPORATION
Youth Council Meeting Minutes
October 7, 2013 @ 11:00 am
Board Room, Madren Center- Clemson, SC

Members Present

Kristi King- Brock	Elizabeth Burkett	Robert Halfacre
Amy Miller Holbrooks	Sandy Jordan	Melvin Martin
Tim Mays	Rick Murphy	Crystal Nobel
Janice Walpole	Janice Ward	Amy Bradshaw

Members Absent:

Elaine Bailey	Tina Brown	Sandra Pruitt
Karen Kay Smith	Tabitha Vasilas	

Providers:

Ann Marie Baker	Dana Grant	Karen Craven
-----------------	------------	--------------

Staff Present:

Sharon Crite	Patty Manley	Brandi Runion
Reneé Murdock	Ronnie Allen	

Guest Present:

Scott Ferguson	Anna Connelly
----------------	---------------

I. Welcome and Introductions

Chair Kristi King-Brock called the meeting to order and announced that Robert Halfacre has accepted the Vice-Chair position on the Youth Council. Once introductions were made of all in attendance, Chair King-Brock announced the meeting was being recorded for processing of minutes and that a quorum was present to conduct business of the Council.

II. Approval of Minutes

The minutes from the August 5, 2013 meeting were emailed with the meeting notice and included in the meeting packet, Chair King-Brock called for any corrections or amendments to the minutes.

COUNCIL ACTION TAKEN: Crystal Nobel made a motion to approve the minutes from the August 5, 2013 meeting as submitted, seconded by Rick Murphy. The motion carried with a unanimous voice vote.

III. Palmetto Youth Connections (PYC) Report

Dana Grant provided handouts to committee members and gave an explanation and breakdown of the dashboard, pie charts and graphs of services and number of participants visiting the Center's through September 2013.

Ms. Grant also provided a brief overview of the Program Year Federal Performance Goals stating PYC exceeded the Credentials & Placement goals and met the Literacy-Numeracy goal. Ms. Grant explained that the measure to meet a goal is marked at 80% of the actual goal. PYC's Literacy-Numeracy attainment was 63%, which is just under the 67% goal, PYC is considered to have met the goal since 63% is great than 80% of the stated goal.

Karen Craven referred to page 2 of the handouts Ms. Grant provided and gave a brief overview of the Service Provider Monthly Update Report stating this information is up to date as of October 4, 2013.

IV. Old Business

2013 AOP BIS Event Update

Brandi Runion gave an information presentation on the background of the 4th Annual Anderson Oconee Pickens Business & Industry Showcase Event which was held October 2 & 3, 2013 at Clemson University's Littlejohn Collesium. Ms. Runion stated for new members, the AOP BIS is an annual event held for 8th & 9th graders attending schools in our seven school districts in an effort to assist them in choosing their Career Path. Businesses and employers in our three county region participate to help students understand the types of jobs available in our counties and the educaton & skills are needed for these type jobs.

Rick Murphy gave a report on the number of students and business who participated in this year's event stating approximately 5,300 students were in attendance from 20 different schools and approximately businesses and employers were represented working to make this an interactive experience for the students.

PY'13 YC Outreach Committee Update/Status

Ms. Crite referred to pages 6-7 of the meeting packet and expressed thanks to Sandra Stickland and Teresa Young, of Tri-County Technical College, who worked to put together a packet of information for the Outreach Committee to review regarding career clusters and the types of jobs available in the market giving emphasis to those that carried a National &/or State Certification and which ones a participant can build on.

Chair King-Brock also reported that \$6,000 has been budgeted for Outreach stating that 50% of the budgeted amount is required to be spent by December 2013. An additional \$3,000 is available and

can be secured for Outreach as well. Chair King-Brock stated she would like the Youth Council to empower the Outreach Committee to move forward without having to bring each item to the Youth Council for approval separately. Only require that the Committee bring final copies for the Council to review.

Karen Craven gave an update from the Outreach Committee meeting stating they plan to keep outreach/advertising simple but eye catching as pertains to billboards, table tents, posters and revamping the PYC brochure. The Committee is focusing on Billboards vs. radio or newspaper as a way to reach the maximum number of youth(s).

COUNCIL ACTION TAKEN: Melvin Martin made a motion to empower the Outreach Committee to move forward, seconded by Betsy Burkett. The motion carried with a unanimous voice vote.

WIA Youth Suitability Checklist Update/Status

Chair King-Brock referred to page 8 of the meeting packet and deferred to Ann Marie Baker for an update on the Suitability Checklist.

Ms. Baker reported checklist was implemented on a trial basis at the beginning of September and stated that the checklist did not play a role in determining whether someone was enrolled in the program or not. The feedback received from the Career Coaches was the checklist was simply an additional form to complete and place in the file.

Scott Ferguson, from SCDEW, stated that at this time, the State does not require this form to be included in the file for monitoring however, at some time in the future a Suitability Checklist of some form will be mandatory.

Chair King-Brock called for a motion from the Youth Council to discontinue using the Suitability Checklist.

COUNCIL ACTION TAKEN: Rick Murphy made a motion to forego using the Suitability Checklist, seconded by Melvin Martin. The motion carried with a unanimous voice vote.

Youth-Board Education Presentation #2 - Final

Ms. Craven stated a presentation on the second/final educational piece of the PYC program, Enrollment/Follow-Up, will be given via power point at the October 30, 2013. Ms. Craven also informed Council members there will be a second PYC participant present to provide their success story for Board members.

PY'13 Youth Performance Goals – 3rd & 4th Qtr.

Chair King-Brock referred to pages 9-10 of the meeting packet stating Dana Grant and Karen Craven provided an update earlier while providing the PYC Program Report.

PY'13 Youth Program Financial Update (07/01/13-08/25/13)

Chair King-Brock deferred to Brandi Runion to provide Financial update. Ms. Runion referred to page 11 of the meeting packet and provided an overview of the budget and expenditures through August 25, 2013 and stated she anticipates receiving the numbers for September by October 10, 2013. At this time, Henkels & McCoy have spent 11.2% of the budget and are currently in line with the expenditure rate goal.

Ms. Runion informed Youth Council members that the Youth Program is not affected by the current Government shutdown since 100% of the Youth funds have already been received for PY'13.

V. New Business

Youth Council Membership Applications

Chair King-Brock referred to page 12 which is a Youth Council membership application from Jason Duncan. Mr. Duncan currently serves on the Workforce Investment Board in the Business Sector representing Oconee Machine & Tool. Chair King-Brock called for a motion to approve and accept this membership application to the Youth Council Committee.

COUNCIL ACTION TAKEN: Melvin Martin made a motion to accept and approve the Youth Council Membership Application from Jason Duncan, seconded by Betsy Burkett. The motion carried with a unanimous voice vote.

Guest Speaker: Business Development Specialist, Anna Connelly, AOP-SCVRD

Topic: Call in the SWAT Team

Ms. Connelly presented on the SWAT Team which is South Carolina's Vocational Rehabilitation Department's Skilled Workforce Apprentice Training Program stating SWAT produces employees who are competent in all aspects of a job, including knowledge, skills and company culture.

Typical training program last between 4 to 12 weeks. Through the program participants are screened prior to placement and monitored throughout the duration of the program and provided WorkKeys assessment to help better match them with an employer. SCVRD pays a portion of the training while in the classroom and on the job. The SWAT program not only benefits participants by providing training but also benefits businesses in several ways such as reducing recruitment costs, targeting training to the business needs and creating a diverse workforce.

VI. Other Business

Chair King-Brock reminded members of the Youth Council Retreat which is scheduled for January 13, 2014 to be held at the Madren Center and asked that members plan to allow at least 2 hours for this meeting.

Chair King-Brock congratulated Mr. Melvin Martin on his retirement and expressed gratitude on behalf of the Youth Council for his dedication and service to the Youth Council stating Mr. Marvin will be greatly missed.

VII. Adjourn

With no further business to discuss, the Youth Council meeting was adjourned.

Respectfully submitted by: Patty Manley, Office Manager



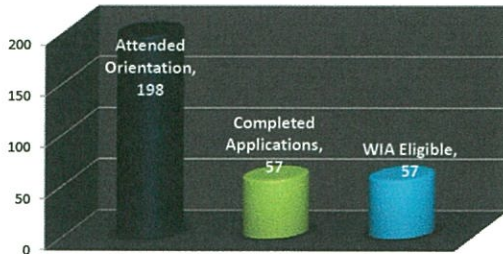
Palmetto Youth Connections - Worklink Program Year 13 (July 1, 2013 - June 30, 2014)



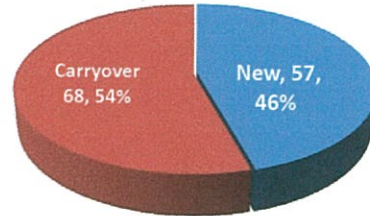
Report last Saved:

12/10/2013 9:59

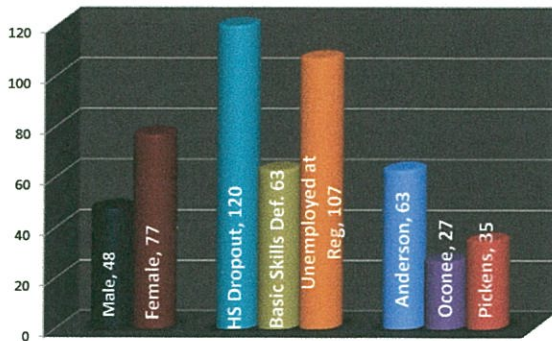
PY13 Program Intake



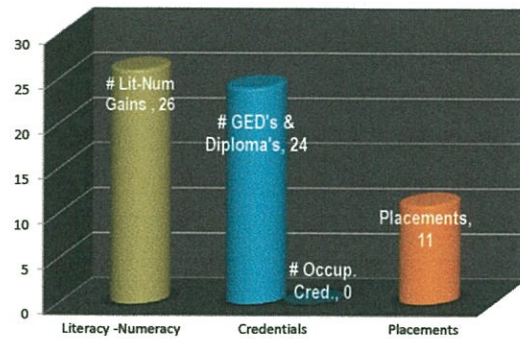
PY13 Total Served



PY13 Demographics

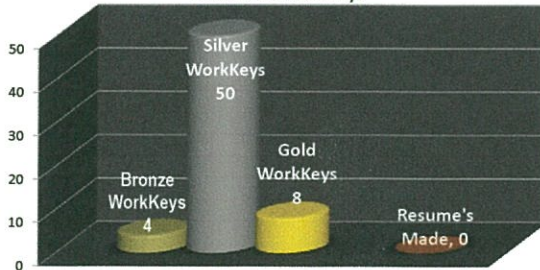


PY13 YTD Outcomes

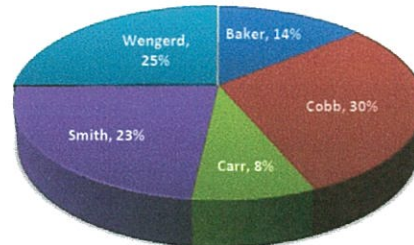


Work Ready Services

Resumes and WorkKeys



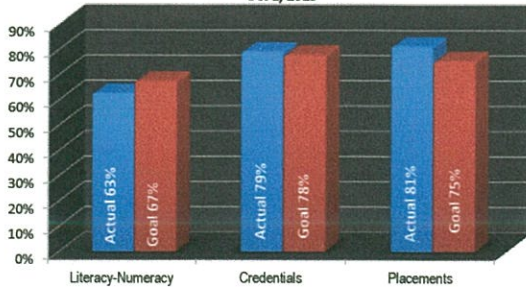
Caseload Breakdown



Caseload count includes new, carryover, and all follow up

PY12 Final Federal Performance

Oct 1, 2013

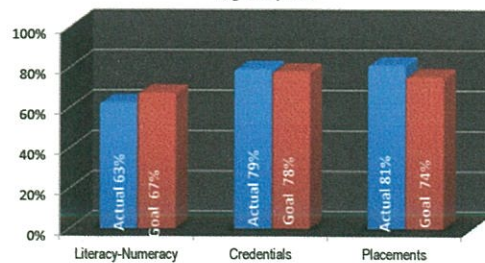


Yr Anniv. 4/1/12- 03/31/13

Exit Dates - 01/01/11-06/30/12

PY12 Fourth Quarter Performance

August 15, 2013



Yr Anniv. 1/1/12- 12/31/12

Exit Dates - 04/01/11-03/31/12

Yr Anniv. 4/1/12- 03/31/13

Exit Dates - 01/01/11-06/30/12

Data Through:
12/10/2013

Palmetto Youth Connections - WorkLink- PY13

July 1, 2013 - June 30, 2014

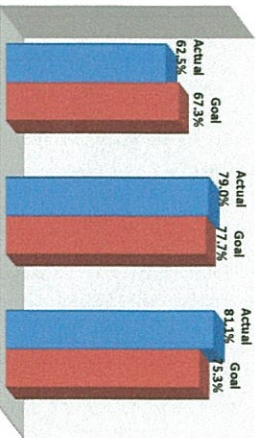
Sample



Demographics at Registration

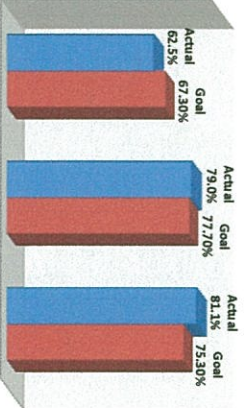
	Anderson	Oconee	Pickens	Total
Male	21	11	16	48
Female	42	16	19	77
Total	63	27	35	125
Younger Youth (18 & Under)	31	9	18	58
Older Youth (over 18)	33	18	16	67
Total	64	27	34	125
High School Drop Out	59	27	34	120
Basic Skills Deficient	39	15	9	63
Unemployed	55	23	29	107

PY12 Final Federal Performance



Literacy-Numeracy
Yr. Awnk: 7/1/12 - 6/30/13
En. Date: 12/01/12 - 08/30/12

PY12 4th Quarter Federal Performance



Literacy-Numeracy
Yr. Awnk: 4/1/12 - 3/31/13
En. Date: 01/01/12 - 06/30/12

Caseload Breakdown

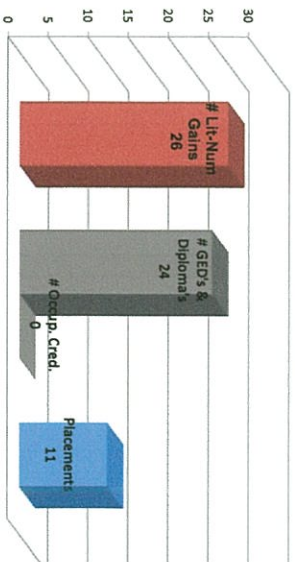
	Anderson	Oconee	Pickens	Total
Baker	1	31	0	32
Active	0	8	0	8
Follow-Up	1	23	0	24
Carr	1	18	0	19
Active	1	18	0	19
Follow-Up	0	0	0	0
Cobb	2	2	64	68
Active	1	1	31	33
Follow-Up	1	1	33	35
Smith	51	0	2	53
Active	19	0	1	20
Follow-Up	32	0	1	33
Wengard	54	0	4	58
Active	27	0	0	27
Follow-Up	27	0	0	27
Active	48	27	32	107
Follow-Up	62	24	34	120
Total	108	33	70	211

PY13 Enrollments

	Goal	Actual
Carryover	70	68
1st Quarter (Jul-Aug-Sep)	25	31
2nd Quarter (Oct-Nov-Dec)	15	26
3rd Quarter (Jan-Feb-Mar)	30	0
4th Quarter (Apr-May-Jun)	20	0
Total	160	125



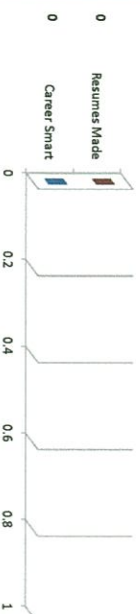
YTD Outcomes



WorkKeys Information

	CO	New	Total
Platinum	0	0	0
Gold	8	0	8
Silver	36	14	50
Bronze	2	2	4
Total	46	16	62

WorkReady Services



Event: AOP Business & Industry Showcase
Littlejohn Coliseum
Clemson, SC

Oct. 02-03, 2013

Transportation Assistance Requests by School District	Request for Transportation Actual Award Paid	# of Students Funded	# of Buses Funded	AOP BIS Funds
Anderson School District 1		840	17	\$ 3,088.59
Anderson School District 2	\$ 1,503.60	295	8	
Anderson School District 3	\$ 629.66	205	4	
Anderson School District 4	\$ 426.66	238	6	
Anderson School District 5	\$ 888.42	943	22	\$ 2,193.09
Pickens County School District		1435	20	\$ 2,329.03
Oconee County School District	\$ 1,968.66	829	19	
Total Actual Award Paid \$13,027.71	\$ 5,417.00	4,785	96	\$ 7,610.71

WorkLink WIB Youth Council

Youth Incentive Funds



Worklink Workforce Investment Board Grant #12Y495H4

Budget vs. Actual Expenditures YTD

Job Number 1303

Budgeted Expenses			1303-11012	Total Expenses	Balance	% Spent
	codes	Budget	FINAL			
		mod #3 3/1/13	FW 40-43			
Salary Total	0.0	332,164	607	318,535	13,629	95.90%
Fringe Benefit Total	0.1-0.5	112,257	286	112,491	(234)	100.21%
Subtotal		\$444,421	\$893	\$431,026	\$13,395	96.99%
Facility TCTC	1.1	12,000		12,000	0	100.00%
Equipment Purchases						
Staff Computer Leases	1.8	7,465		7,359	106	98.58%
Software License	2.11	3,600		3,706	(106)	102.94%
		11,065	0	11,065	0	100.00%
Operating Costs						
Staff Consumable Supplies	1.2	7,200	1,829	5,722	1,478	79.47%
Printing/Copies	1.4	4,800	21	4,960	(160)	103.33%
Communications	1.5	12,876	46	13,370	(494)	103.84%
Staff Travel	1.6	24,644		13,908	10,736	56.44%
Postage	1.9	3,835	342	2,902	933	75.67%
Participant Supplies	2.1	4,650	834	3,897	753	83.81%
Subtotal		\$58,005	\$3,072	\$44,759	\$13,246	77.16%
Customer Wage and Fringe Benefits						
Work Experience	2.9	37,120		25,283	11,837	68.11%
Individualized Training Cost						
Participant Books	2.2	5,400		6,324	(924)	117.11%
Assessment/Exam Fees(inc workke	2.3	8,650	268	9,157	(507)	105.86%
TABE Testing Materials	2.4	2,050		2,050	0	100.00%
Tuition (Adult Education)	2.5	38,758		38,756	2	99.99%
Tuition (College or Vocational)	2.6	34,650		23,561	11,089	68.00%
Subtotal		\$89,508	\$268	\$79,848	\$9,660	89.21%
Customer Supportive Services Cost						
Transportation	3.2	22,500	330	17,930	4,570	79.69%
Childcare	3.3	4,800		1,165	3,635	24.27%
Training Support Materials	3.4	3,100	70	2,728	372	88.00%
Subtotal		\$30,400	\$400	\$21,823	\$8,577	71.79%
Customer Needs Based Related Payment Cost						
Student Incentives (skills&inc comp	3.1	37,183		32,841	4,342	88.32%
Emergency Assistance	3.5	3,500		500	3,000	14.29%
Subtotal		\$40,683	\$0	\$33,341	\$7,342	81.95%
Staff Training/Tech Services						
Staff Training/Conferences	1.7	4,500		1,697	2,803	37.71%
Other						
Advertising	1.3	6,000		4,588	1,412	76.47%
Audit		5,653		5,653	0	100.00%
Awards/Events	2.10	1,600		1,600	0	100.00%
Subtotal		\$13,253	\$0	\$11,841	\$1,412	89.35%
Training Fee (Profit)	4.1	36,765	232	33,173	3,592	90.23%
Indirect	1.11	72,280	405	64,201	8,079	88.82%
TOTALS		\$850,000				
Monthly Actual Expenses						
			\$5,270	\$770,057	\$79,943	90.59%

PY 2012 WIA Annual Report Summary

Performance Measure	Group	State		Worklink		Upper Savannah		Uprate		Greenville		Midlands		Trident	
		Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	% of Goal	Actual	% of Goal	Actual	% of Goal
**Placement in Employment or Education	Youth (14-21)	66.0	105.0%	69.3	73.8	109.9%	81.1	75.3	95.2%	71.7	79.3	100.3%	79.5	67.2	88.8%
**Attainment of Degree or Certificate	Youth (14-21)	67.0	106.6%	71.4	77.7	101.7%	79.0	72.9	112.2%	81.8	86.0	94.0%	80.8	66.5	81.8%
***Literacy or Numeracy Gains	Youth (14-21)	52.0	110.6%	57.5	67.3	92.9%	62.5	53.3	108.4%	57.8	85.0	89.6%	76.2	52.0	109.8%
***Placement in Employment or Education	Adults	66.4	106.0%	70.4	69.1	91.3%	63.1	72.1	93.2%	67.2	71.7	100.3%	71.9	67.2	105.2%
***Rate	DW	73.5	102.6%	75.4	68.8	104.9%	73.2	81.2	99.1%	80.5	75.0	103.7%	77.8	75.6	99.9%
***Rate	Adults	86.4	98.4%	85.0	88.8	97.3%	86.4	82.2	104.9%	86.2	91.0	96.6%	87.9	87.1	98.2%
***Rate	DW	91.5	100.4%	91.9	95.2	93.3%	88.8	92.5	101.4%	93.8	96.3	98.1%	94.5	94.4	99.0%
***Average Earnings	Adults	10,700	97.6%	10,440	11,538	93.6%	10,794	10,165	93.8%	9,533	12,834	88.9%	11,405	11,889	91.5%
	DW	15,100	97.2%	14,673	14,760	109.9%	16,215	14,043	92.3%	12,962	15,643	97.6%	15,261	17,319	89.6%

		Pee Dee			Lower Savannah			Catawba			Santee Lynches			Waccamaw			Lowcountry		
Performance Measure	Group	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual
**Placement in Employment or Education	Youth (14-21)	64.7	112.4%	72.7	62.7	99.0%	62.1	62.7	102.6%	64.3	62.7	98.6%	61.8	74.1	108.0%	80.0	64.9	112.3%	75.9
*Attainment of Degree or Certificate	Youth (14-21)	78.8	110.5%	87.1	63.7	77.7%	49.5	63.7	110.7%	70.5	63.6	103.1%	65.6	75.2	87.8%	66.0	68.6	97.2%	66.7
***Literacy or Numeracy Gains	Youth (14-21)	63.0	113.2%	71.3	49.4	107.9%	53.3	55.8	115.1%	64.2	49.4	110.9%	54.8	49.4	128.1%	63.3	52.0	58.1%	30.2
***Placement in Employment or Education	Adults	63.1	112.2%	70.8	63.1	106.5%	67.2	63.1	112.8%	71.2	66.4	114.9%	76.3	70.8	110.3%	78.1	64.3	109.6%	70.5
**Retention Rate	Adults	72.6	99.3%	72.1	76.0	93.6%	71.1	71.8	109.1%	78.3	69.8	93.1%	65.0	82.2	88.8%	73.0	71.6	100.6%	72.0
**Rate	DW	85.6	100.4%	85.9	87.5	95.2%	83.3	83.9	101.8%	85.4	90.9	96.3%	87.5	85.4	101.9%	87.0	85.9	94.6%	81.3
**Rate	DW	92.0	99.5%	91.5	91.4	99.7%	91.1	90.7	105.2%	95.4	91.5	99.8%	91.3	92.7	100.5%	93.2	86.9	100.3%	87.2
**Average Earnings	Adults	10,340	103.7%	10,724	10,165	93.0%	9,457	11,114	103.6%	11,518	10,781	110.6%	11,925	10,350	92.5%	9,572	9,951	90.6%	9,020
	DW	14,038	93.9%	13,176	14,345	94.4%	13,543	16,128	90.1%	14,529	13,800	97.6%	13,467	15,100	117.8%	17,782	13,968	79.8%	11,151

*These measures include program exits from 10/1/11 to 09/30/12.
 **These measures include program exits from 4/1/11 to 3/31/12.
 ***These measures include program exits from 7/1/12 to 6/30/13.

Training Services Group



Executive Summary

WorkLink Youth Program Questions



WorkLink Youth Council & Executive Committee Update

December 10, 2013

OVERVIEW

Henkels & McCoy, Inc. (dba - Palmetto Youth Connections) was awarded a contract for Youth Services on October 1, 2006 and has been providing services to At-Risk Out-of-School Youth ages 17-21 in the WorkLink Region since that time. At the onset of the program the focus was for us to address and change the format of services being offered, address the failing Federal Performance Measures, and to provide quality education services to ensure that the many High School Dropouts being served attained their GED or High School Diploma. Second to these primary goals was to initiate and provide Occupational Training and/or Work Experience opportunities that would lead to employment.

Henkels & McCoy, Inc. is proud of the fact that we were able to reach and exceed these initial goals and continually improve our service model by adding new services and by improving the existing services. Our staff has all been with us now in excess of 7 years as we enter our 8th year as a Youth Service provider in the WorkLink Region.

OVERVIEW OF SERVICES & PROGRAM STATISTICS**1) PY13 Cost Per Participant Justification (\$5,243.75) – PY13 Youth Budget \$839,000 to serve 175****a) Historical Statistics****i) Budget vs. Actual Expenditures & Cost Per Participant**

Program Year	BUDGET			ACTUAL			Contract Dates		Status
	Amount	Slots	Cost per	Amount	Slots	Cost per			
PY06 (9 Mo)	\$ 709,932.00	180	\$ 3,944.07	\$ 582,012.00	110	\$ 5,291.02	10/1/2006	to 6/30/2007	Complete
PY07	\$ 855,042.00	200	\$ 4,275.21	\$ 766,864.00	205	\$ 3,740.80	7/1/2007	to 6/30/2008	Complete
PY08	\$ 790,000.00	180	\$ 4,388.89	\$ 700,187.00	210	\$ 3,334.22	7/1/2008	to 6/30/2009	Complete
PY09 (Formula)	\$ 711,000.00	160	\$ 4,443.75	\$ 642,442.00	205	\$ 3,133.86	7/1/2009	to 6/30/2010	Complete
PY09 (ARRA)	\$ 263,520.00	75	\$ 3,513.60	\$ 239,397.00	81	\$ 2,955.52	7/1/2009	to 6/30/2010	Complete
PY09 TOTAL	\$ 974,520.00	235	\$ 7,957.35	\$ 881,839.00	286	\$ 6,089.38	7/1/2009	to 6/30/2010	Complete
PY10 (GTC)	\$ 997,930.00	215	\$ 4,641.53	\$ 807,190.00	226	\$ 3,571.64	7/1/2010	to 6/30/2011	Complete
PY11 (GTC)									
Note: De-obligated \$30,001.95	\$ 1,110,412.00	198	\$ 5,608.14	\$ 925,874.00	220	\$ 4,208.52	7/1/2011	to 6/30/2012	Complete
PY12	\$ 850,000.00	155	\$ 5,483.87	\$ 770,057.14	171	\$ 4,503.26	7/1/2012	to 6/30/2013	Complete
PY13	\$ 839,929.00	175	\$ 4,799.59	\$ 275,879.00	125	\$ 2,207.03	7/1/2013	to 6/30/2014	Thru Nov 13

b) Services Provided

- i) Henkels & McCoy, Inc. has been contracted to provide the following services as outlined in the Contract Statement of Work along with a description of time it takes to provide these services to meet and exceed the establish Federal Performance Measures.

ii) Services**(1) Summary of Services Provided****(a) Outreach & Recruitment**

- (i) Orientations, Community Presentations, Coordination with Adult Education & K-12

(b) Assessments

- (i) TABE (Reading & Math Assessment)
(ii) SCOIS (Interest Inventory)
(iii) Aptitude Testing (as needed)
(iv) WorkKeys (For those who enroll)

(c) WIA Eligibility Determination**(d) WIA Program Enrollment****(e) Individual Employment Plan or Service Strategy Development****(f) One-on-One Career Counseling and Coaching****(g) Required Reporting in SC WOS (State Reporting System)****(h) Monthly Monitoring of Records****(i) Monthly Programmatic & Fiscal Reports****(j) Career Smart (Employability Workshops) including;**

- (i) NIOSH Safety

- (ii) Expungement Clinics
 - (iii) Financial Literacy
 - (iv) Parenting Classes
 - (k) Mentoring
 - (l) Supportive Services for Transportation, Childcare, and Emergency Assistance
 - (m) Work Experience (Paid & Unpaid)
 - (n) Placement into Employment, Military, and/or Post-Secondary Education
 - (o) 12 Months of Follow-up
 - (2) Outreach & Recruitment
 - (a) 10 Hours Per Week – 25%
 - (3) WIA Eligibility Determination, Certification, Assessment, Plan Development, & Enrollment
 - (a) 6 Hours Per Week – 15%
 - (4) Active Participant Case Management, Training Services, & Reporting
 - (a) 16 Hours Per Week - 40%
 - (5) Placement in Employment and/or Post-Secondary & 12 Month Follow-up
 - (a) 8 Hours Per Week - 20%
- 2) **Is our highest goal for our youth a GED? If so, this cost is too high per individual.**
- a) No, our only goal is not GED attainment.
 - b) **WorkLink Vision & Mission Statement**
 - i) **Youth Council Vision**
 - (1) **To have youth, educated and prepared for self-sufficiency in work and in life.”**
 - ii) **Youth Council Mission**
 - (1) **“The WorkLink Youth Council facilitates collaboration and the delivery of services for youth, leading to educational, workplace and personal success.”**
 - iii) **Goals:**
 - (1) Increase Basic Skills to enable students to complete their Secondary Education and/or become prepared for Post-Secondary Education in Certificate, Diploma, and/or Associates Degree programs in demand occupational areas that lead to above minimum wage jobs.
 - (2) Provide every student with the opportunity to complete their Secondary Education first, if that has not been accomplished when entering the program. Establish an Individual Service Strategy for each student that includes Occupational skills at the Post-Secondary level to obtain a Certificate, Diploma, and/or Associates Degree programs in demand occupational areas that lead to above minimum wage jobs. Plans should include Work Experience opportunities for those students with little to no actual work experience when entering the program.
 - (3) Place every student possible in employment, including the Military and/or Post-Secondary Education. Ensure that a plan is prepared that includes a path back to education if that is not the initial route chosen as many youth that qualify for WIA services need to provide for themselves and live independently.
- 3) **What is it we are trying to accomplish?**
- a) The overall goal of Palmetto Youth Connections is to achieve the Vision and Mission of the WorkLink Youth Council and overall Program goals as stated below and addressed above;
 - b) **WorkLink Vision & Mission Statement**
 - i) **Youth Council Vision**
 - (1) **To have youth, educated and prepared for self-sufficiency in work and in life.”**
 - ii) **Youth Council Mission**
 - (1) **“The WorkLink Youth Council facilitates collaboration and the delivery of services for youth, leading to educational, workplace and personal success.”**
 - iii) **Goals:**

- (1) Increase Basic Skills to enable students to complete their Secondary Education and/or become prepared for Post-Secondary Education in Certificate, Diploma, and/or Associates Degree programs in demand occupational areas that lead to self-sufficient wages.
- (2) Provide every student with the opportunity to complete their Secondary Education first, if that has not been accomplished when entering the program. Establish an Individual Service Strategy for each student that includes Occupational skills at the Post-Secondary level to obtain a Certificate, Diploma, and/or Associates Degree programs in demand occupational areas that lead to above minimum wage jobs. Plans should include Work experience opportunities for those students with little to no actual work experience when entering the program.
- (3) Place every student possible in employment, including the Military and/or Post-Secondary Education. Ensure that a plan is prepared that includes a path back to education if that is not the initial route chosen as many youth that qualify for WIA services need to provide for themselves and live independently.

4) Why are there so many program carry-overs?

- a) In WIA the Program Year runs from July 1st to June 30th annually. We continually are enrolling new participants every week and month throughout the program year. Most of the participants we enroll are High School dropouts, are Basic Skills deficient in Math and/or Reading and possess other barriers such as a Parenting or Pregnant Teen, in or aging out of Foster Care, a Runaway, have legal issues, etc. These barriers define these youth as most in need which is a requirement of the program contract based on the Federal Regulations for services provided with WIA funding. On average it takes 18 months for a participant to complete the program if they stick to their Individual Service Strategy and accomplish the goals that they have established. The menu of services offered under the WIA youth program are self-paced which means that some complete activities quicker than others, but the average time in the program is 18 months and that is why we have carry-overs.
- b) Client Flow Projections Form – The Client Flow Projections Form has been in place since we began on October 1, 2006. The question was posed then as to what its purpose was and what it exactly measured. No answer has ever been given and no one can explain the form, but we are required to complete it. The numbers reflected in on the Positive and Negative Outcome side of the form are estimates of program performance outcomes that have never been clearly defined. The WIA Youth program follows Federal Regulations that measure performance outcomes using three clearly defined Performance Measures as follows;
 - i) Literacy and Numeracy
 - (1) Of those who are determined to be Basic Skills deficient at enrollment as verified by the TABE Assessment fall in this measure. Basic Skills deficient is considered a grade level of 8.9 or less in Reading and/or Math.
 - ii) Credential Attainment
 - (1) Of those enrolled in training the number that attain a credential (for Youth Secondary Diploma or Nationally Recognized Occupational Skills Credential) by the end of the 3rd Quarter after exiting the program.
 - iii) Placement in Employment and/or Post-Secondary (including Military)
 - (1) Of those not employed at enrollment the number that are placed into employment, military, or post-secondary education (fulltime) during the first quarter after exiting the program.
 - iv) As described in the Federal Performance Measures listed above there is not an individual Positive or Negative measure for the program or scope of services.

5) Caseloads of the Career Coaches

- a) The Career Coaches Caseloads are made up of New Participants that are planned to be enrolled in the new program year, carry-over participants from the previous program and participants in their 12 Month Follow-up Cycle that begins when they exit the active phase of the program.
 - i) Caseload Breakdown
 - (1) 70 Planned Carry-overs (will be adjusted based on the actual number in Oct 13)
 - (2) 90 Planned New Enrollments
 - (3) 61 Planned 12 Month Follow-up Participants
 - (4) 221 Total
 - (5) 4 Career Coaches
 - (6) 55 Total Per Career Coach
- b) Positives & Negatives on the Client Flow Projection Form
 - i) This form does not accurately reflect how WIA Performance is measured by U.S. DOL. There is not an overall Positive or Negative outcome for an individual. A true overall negative would be someone that enrolled in WIA and never yielded any positive outcome, as described in the definitions of the three federal performance measures, but that is not typical.
- c) PY12 – 161 Enrollments & Outcomes (True Negatives)
 - i) How many of the 72 PY12 Carryovers have exited the program?
 - (1) 59 of the 72 Carry-overs have exited the program. Thirteen participants are still active at present, but 10 of those should complete and exit by the end of June 2013. The remaining carry-over participants may continue to be represented on the “active” case load due to continuous self-serving activities initiated in SCWOS under Wagner-Peyser, which causes them to stay open.
- d) Is there a way to reflect out of the 161 total enrolled right now for PY12 if any participants have failed? Failure to me means they were enrolled and did nothing or did not achieve any positives on any youth measure?
 - i) There were 12 out of the 161 participants served that have not achieved any outcome in any of the three Federal Measures or 7%. Two of the 12 were incarcerated and do not count for us or against us.

ATTACHMENT A

STAFF TIME & WIA FEDERAL REGULATIONS & REQUIREMENTS

- a) Services Provided
 - i) Henkels & McCoy, Inc. has been contracted to provide the following services as outlined in the Contract Statement of Work along with a description of time it takes to provide these services to meet and exceed the establish Federal Performance Measures.
 - ii) Services
 - (1) Summary of Services Provided
 - (a) Outreach & Recruitment
 - (i) Orientations, Community Presentations, Coordination with Adult Education & K-12
 - (b) Assessments
 - (i) TABE (Reading & Math Assessment)
 - (ii) SCOIS (Interest Inventory)
 - (iii) Aptitude Testing (as needed)
 - (iv) WorkKeys (For those who enroll)
 - (c) WIA Eligibility Determination
 - (d) WIA Program Enrollment
 - (e) Individual Employment Plan or Service Strategy Development
 - (f) One-on-One Career Counseling and Coaching
 - (g) Required Reporting in SC WOS (State Reporting System)
 - (h) Monthly Monitoring of Records
 - (i) Monthly Programmatic & Fiscal Reports
 - (j) Career Smart (Employability Workshops) including;
 - (i) NIOSH Safety
 - (ii) Expungement Clinics
 - (iii) Financial Literacy
 - (iv) Parenting Classes
 - (k) Mentoring
 - (l) Supportive Services for Transportation, Childcare, and Emergency Assistance
 - (m) Work Experience (Paid & Unpaid)
 - (n) Placement into Employment, Military, and/or Post-Secondary Education
 - (o) 12 Months of Follow-up
 - (2) Outreach & Recruitment (Makes up at least 25% of Staff Time Weekly – 10 Hours Weekly)
 - (a) H&M is required to provide outreach and recruitment services in order to meet and exceed the enrollment goals set forth in the contract. Over our many years of experience we have found that our staff needs to reach out to at least 100 Youth to find 15 – 20 that they will enroll who they deem suitable and able to complete the goals of the program. As part of this process is federally legislated that we focus on serving those participants who are most in need, meaning they have multiple barriers as outlined in the Federal Regulations and the primary barrier is High School Dropout and basic Skills Deficiencies.
 - (i) To be eligible for services under Title I of the Workforce Investment Act for youth, an individual must meet the following definition.
 - 1. An eligible youth is defined as:
 - a. An individual who is not less than age 14 and not more than age 21; and
 - b. Is a low income individual, and
 - c. Is an individual who has one or more of the following barriers:
 - d. Deficient in basic literacy skills
 - e. A school dropout
 - f. Homeless, a runaway, or a foster child

- g. Pregnant or a parent
 - h. And offender
 - i. An individual who requires additional assistance to complete an educational program, or to secure and hold employment, or lacks reliable transportation, or is in need of work-readiness skills.
- (ii) The following definitions apply to the above eligibility criterion:
- 1. Low-Income individual is defined as:
 - a. An individual who receives, or is a member of a family that receives, cash payments under a Federal, State, or local income based public assistance program;
 - b. An individual who received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under Section 202 of the Social Security Act (42 U.S.C. 402) that , in relation to family size, does not exceed the higher of –
 - i. the poverty line, for an equivalent period; or
 - ii. 70 percent of the lower living standard income level, for an equivalent period;
 - c. An individual who is a member of household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 U.S.C. 2011 et seq.);
 - d. An individual who qualifies as a homeless individual, as defined in subsections (a) and (c) of Section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S. C. 11302);
 - e. An individual who is a foster child on behalf of whom State or local government payments are made; or
 - f. In cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (A) or of subparagraph (B), but who is a member of a family whose income does not meet such requirements.
- (iii) Deficient in Basic Literacy Skills is defined as:
- 1. An individual who is determined to compute or solve problems, read, write, or speak English at or below grade level 8.9; or
 - 2. An individual who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family or in society.
- (iv) School dropout is defined as:
- 1. An individual who is no longer attending any school and who has not received a secondary school diploma or it has recognized equivalent.
- (v) Offender is defined as:
- 1. Any adult or juvenile-
 - a. who is or has been subject to any stage of the criminal justice process, for whom services under this ACT may be beneficial; or
 - b. who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.
- (vi) Individual who requires additional assistance to complete an educational program, or to secure and hold employment is defined as:
- a. This definition is the Youth Plan Section of the Local Plan.

- (vii) Out of School Youth is defined as:
 - a. An eligible youth who is a school dropout; or
 - b. An eligible youth who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployment and under-employed.
- (3) WIA Eligibility Determination, Certification, Assessment, Plan Development, & Enrollment (Makes up at least 15% of Staff Time Weekly – 6 Hours Weekly)
 - (a) Every participant that applies for WIA services must be scheduled for a Certification and Eligibility Appointment to meet one-on-one with staff. These appointments generally take 2 hours, if the individual has all of their documentation. During this meeting staff goes through the WIA Application and determines WIA Eligibility in SC WOS (state reporting system). WIA Suitability is assessed and the Objective Assessment determines what needs the participant has that will make up their Individual Employment Plan (IEP) or Individual Service Strategy (ISS). Our students have multiple barriers as mentioned above. It is staff's job at this phase to identify all of the barriers so that we may address them for each individual.
 - (i) Assessments
 - 1. Prior to the appointment applicants for services are referred to Adult Education to take the Test for Adult Basic Education (TABE) to determine if they are Basic Skills Deficient or not as define above.
 - 2. Prior to the appointment applicants are also asked to complete the SCOIS Interest Inventory to determine what their occupational interests are to facilitate developing a plan.
 - (ii) Enrollment & Plan Development
 - 1. If the Participant is deemed eligible and suitable for the program the Career Coach proceeds with enrollment. The Enrollment process takes another 1-2 hours of time depending on the individual's needs.
 - a. If someone is not eligible, not suitable, or not interested staff offer to refer them to other community services based on their needs.
- (4) WIA Youth 10 Elements from the Regulations
 - (a) § 664.410 Must local programs include each of the ten program elements listed in WIA section 129(c)(2) as options available to youth participants?
 - (i) Yes, local programs must make the following services available to youth participants:
 - 1. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies;
 - 2. Alternative secondary school offerings;
 - 3. Summer employment opportunities directly linked to academic and occupational learning;
 - 4. Paid and unpaid work experiences, including internships and job shadowing, as provided in §§ 664.460 and 664.470;
 - 5. Occupational skill training;
 - 6. Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors;
 - 7. Supportive services, which may include the services listed in § 664.440;
 - 8. Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation;
 - 9. Follow-up services, as provided in § 664.450; and
 - 10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

- a. Local programs have the discretion to determine what specific program services will be provided to a youth participant, based on each participant's objective assessment and individual service strategy. (WIA sec. 129(c)(2).)
 - (b) Henkels & McCoy, Inc. provides all of the Ten Elements listed above as part of our program based on each individual's needs as assessed by the Career Coach during the course of the program.
- (5) Active Participant Case Management, Training Services, & Reporting (Makes up at least 40% of Staff Time Weekly – 16 Hours Weekly)
 - (a) H&M is required to provide holistic case a management to every participant served. In order to successfully serve at-risk out-of-school youth the Career Coach has to meet with the participant multiple times during the month. We have strategically placed our Career Coaches in the Adult Education Centers as most of our participants are high School Dropouts and need to attain their GED or High School Diploma. This allows the Career Coach to monitor their participants weekly, if not daily.
 - (b) H&M Staff is required to do a significant amount of administrative tracking to verify all of the services being provided. Everything is tracked in the state reporting system and items that cannot be tracked there are tracked through proprietary software that H&M provides. Career Coaches enter detailed case notes on each participant, they meet monthly to review their IEP or ISS to ensure they are on track, they track weekly training attendance, they write vouchers for Occupational Skills Training, and they write vouchers for Transportation and Childcare as needed.
 - (c) Training Services are provided based on each individual's needs and goals as outlined in their IEP or ISS. Short Term Occupational Skills Training is provided through Vouchers given to the participant for training at eligible training providers as certified by the state and local WIB. A variety of training is offered and must be with in the pre-determined Occupational Clusters as approved by the WorkLink WIB. Participants are all required to attend our Career Smart Employability Skills Training that includes, NIOSH Safety Course, Financial Literacy, Job Applications, Resume Writing, Interviewing Techniques, Work Attitudes & Dress, Expungement Clinics, FAFSA Workshops and more. Staff provides Basic Skills Tutoring access to our participants utilizing Skills Tutor Software provided by H&M. Staff sets up Mentoring services for participants as needed through a partnership with Ripple of One. Parenting classes are offered to those pregnant and parenting teens being served. There are many more services offered through community collaboration by a referral process to get each participant to the right service as needs arise. Staff strongly encourage our youth to look at 2 year degree programs as they all qualify for Pell and Lottery funding.
 - (d) H&M Management report out monthly to the WorkLink WIB Staff and the Youth Council and provide a Performance Dashboard Report as well as a Budget versus Actual on year to date expenditures.
- (6) Placement in Employment and/or Post-Secondary & 12 Month Follow-up (Makes up at least 20% of Staff Time Weekly – 8 Hours Weekly)
 - (a) Our Career Coaches and Workforce Specialists work together to identify employment opportunities for our participants that are going to go directly into employment out of the program. Most of the youth we serve have little to no work experience and we utilize Work experience initiatives to provide that experience with local areas businesses and have done so successfully. Many are interested in going on to Post-Secondary and do enroll in 2 year programs or on part-time basis. Unfortunately the many of the youth we serve do not have type of family support mechanisms and need to work even if they go to school fulltime. We facilitate both needs and desires by assisting them with employment while helping them enroll in post-secondary education. The outcomes collected in SC WOS often show up as Employment because their wages hit before we can record the

- entry into Post-Secondary Education so the placement reports may reflect lower level employment, but what is missing is their enrollment into post-secondary education.
- (b) The Career Coaches provide 12 months of monthly follow-up services to each participant enrolled in the program and assist them with barriers and challenges that may occur during this time. Often times we assist in finding more than one employment opportunity for our youth after they exit the program.

ATTACHMENT B

PROGRAM PERFORMANCE SUMMARY

WorkLink Youth Performance Summary					
PY10, PY11, & PY 12 (YTD)					
Literacy & Numeracy					
Program Year	Annual Goal	Perf %	Failed, Met, or Exceeded	Federal Reporting Dates	Notes
PY10	45.00%	67.00%	Exceeded	7/1/10 to 6/30/11	Number enrolled one year prior that are basic skills deficient
PY11	45.00%	69.00%	Exceeded	7/1/11 to 6/30/12	
PY12	67.30%	62.50%	Met	7/1/12 to 6/30/13	
FINAL					
Calculation & Definition					
Number who increase one or more educational functioning levels in lit or num					
Number who completed a year of participation			+	Number who exit before completing a year of participation	
Credential Attainment					
	Annual Goal	Perf %	Failed, Met, or Exceeded	Federal Reporting Dates	Notes
PY10	55.00%	73%	Exceeded	10/1/09 to 9/30/10	FINAL
PY11	55.00%	62%	Exceeded	10/1/10 to 9/30/11	
PY12	77.70%	79%	Exceeded	10/1/11 to 9/30/12	
Calculation & Definition					
Of those enrolled in education at participation or any time during the program:					
Number attaining a diploma, GED or certificate by the end of the 3rd quarter after exit					
Number of exiters					
	GED	HS Diploma	Occupational Skills Credentials	Total	
PY10	61	25	28	114	
PY11	81	11	27	119	
PY12	83	15	11	109	
Total	225	51	66	342	
NOTE:	In PY12 14 Participants that received a GED or HS Diploma also received an Occupational Skills Credential.				
Placement in Employment and/or Post-Secondary					
Program Year	Annual Goal	Perf %	Failed, Met, or Exceeded	Federal Reporting Dates	Notes
PY10	61.00%	72%	Exceeded	10/1/09 to 9/30/10	FINAL
PY11	61.00%	76%	Exceeded	10/1/10 to 9/30/11	
PY12	67.30%	81%	Exceeded	10/1/11 to 9/30/12	
Calculation & Definition					
Of those who are not in any of the following at date of participation - post-secondary education, employment, or the military:					
Number of participants in employment or the military or enrolled in post-secondary education and/or advanced training/occupational skills training in the quarter after exit					
Number of exiters					
	Placed	Counted in Measure			
PY10	63	88	72%	20 Post Secondary	
PY11	87	114	76%	9 Post Secondary	
PY12	109	138	79%	5 Post Secondary	
TOTAL	259	340			

WorkLink Youth Council

Comprehensive Strategic Plan

2009 - 2014

Produced April 2009

Approved by the WorkLink WIB May 2009

Revised by the WorkLink WIB January 2011

Revised by the WorkLink WIB March 2011

Revised by the WorkLink WIB February 2013

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	Service Integration
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 2-1-1 SYSTEM IS SPONSORED AND SUPPORTED BY THE UNITED WAY OF ANDERSON-OCONEE-PICKENS COUNTIES.	<ul style="list-style-type: none"> ✓ Identify all stakeholders ✓ Define information needed about each service ✓ Determine which services need to be included within the database ✓ Decide audience access <ul style="list-style-type: none"> ○ partners ○ organizations ○ businesses ○ families ○ community ✓ Decide who qualifies as a service provider to be on database ✓ Identify list of agencies to participate ✓ Accomplished – Temp. staff hired to complete all tasks listed above in collaboration with each United Way of AOP. See June 6, 2011 YC meeting minutes. 	
				<ul style="list-style-type: none"> ✓ Identify youth partners in AOP ✓ Research 211, ASA book of services ✓ Review /research www.indyserves.com website and templates ✓ Youth provider to educate families of available resources in the three county areas. – On-Going 	
			Collect/ Input service map data	<ul style="list-style-type: none"> ✓ Communicate the need of the youth provider to have partners to serve at-risk youth in the three county areas. – On-Going ✓ Advocate/solicit partner involvement – On-Going <ul style="list-style-type: none"> ○ Local church time/talent banks ○ Talk to local service clubs ○ Talk to retiree groups ✓ Youth Provider (PYC) to track all partner information in the Effort to Outcome (ETO) system. – On-Going 	
			Disseminate the Product	<ul style="list-style-type: none"> ✓ Develop marketing plan for database ✓ Market service mapping resource 	

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	
				<ul style="list-style-type: none"> ✓ Define method for letting partners know of database ✓ 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. 	
			Identify/ address gaps in community services 2-1-1 SYSTEM IS AN ON-GOING MAPPING SERVICE AVAILABLE 24/7 WITH THE CAPABILITY OF UP-DATING ADDING/DELETING AGENCIES, PARTNERS, ORGANIZATIONS, BUSINESSES, AND COMMUNITY SERVICES.	<ul style="list-style-type: none"> ✓ Disseminate to Youth Council, WIB, service providers and partners. – ON-GOING ✓ Determine how to address gaps 	
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 Final Results to be calculated June 30, 2014 end of program year and five year strategic plan.	<ul style="list-style-type: none"> ✓ Review data from the surveys ✓ Provide the Youth Council/WIB with the survey scores of the youth on work readiness/soft skills ✓ Finalize the baseline data ✓ 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 <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					Sub-Committee
Critical Issue	Goal	Objective	Strategy	Action Plan	
			Teach the soft skills	<ul style="list-style-type: none"> ✓ Research work readiness/soft skills curriculum ✓ Choose/create work readiness/soft skills curricula ✓ Implement work readiness/soft skills curricula . ✓ Accomplished-Soft skills Ad Hoc Comm. was formed, last mtg. 3/2010- Providers are to determine and use their own curricula. PYC identified curricula is: Tackling the Tough Skills and Career Smart as of PY 12 (Oct. 2012). ON-GOING 	
			Evaluate progress by June 30, 2014. Final Results to be calculated June 30, 2014 end of program year and five year strategic plan.	<ul style="list-style-type: none"> • Survey businesses to determine increase in work readiness/soft skills of youth - On-going 	
	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"> ✓ See action plans of WIB committees ✓ Accomplished -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. 	
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"> ✓ Youth Provider to conduct/ participate in partners, agencies, and community services discussions in the three county areas. – On-Going ✓ Verified WIA and Youth Council partnerships are already in the 2-1-1 system. 	Family Services

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	
			Encourage partners to distribute appropriate information /materials on education options to youth parents/adults in the family	<ul style="list-style-type: none"> ✓ Determine what information needs to be distributed – On-going ✓ Identify and collect information for 211 system – On-going ✓ Accomplished Determine distribution process ✓ Accomplished Implement process 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	<ul style="list-style-type: none"> ✓ 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	<ul style="list-style-type: none"> ✓ Accomplished- Youth Forum 2010 meetings held March 1, 2010-May 4, 2010. 	

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
			By July 2011, engage FBOs in programming plans and activities 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 invested (Staff, Youth Council/Committee Members) and youth funds were invested for postage, letterhead, and envelopes. Results: Zero (0) response. Youth Provider (PYC) are already actively engaged and involved with FBO's (AIMS, Ripple of One, etc.).	<ul style="list-style-type: none"> ✓ Accomplished -Identify FBO's and contact persons in AOP <ul style="list-style-type: none"> ○ Contact existing groups/ Associations ○ Develop a list/database of FBOs in service area ○ Find organizations ○ Contact organizations • Identify 3 representative contacts of FBOs to serve on subcommittee <ul style="list-style-type: none"> ○ review the FBO list ○ determine key contacts • Create "buy-in" <ul style="list-style-type: none"> ○ invite key contacts to Youth Council meeting ○ Encourage Church Associations ○ Train/orient key contacts to subcommittee ○ provide youth Council Strategic Plan • Implement a joint plan to work together to serve the families <ul style="list-style-type: none"> ○ convene the FBOs for a discussion of key issues regarding strengthening family units ○ develop a plan ○ Implement cooperative strategies
Too many youth are disengaged ⁱ from school and work.	Increase the number of youth who are com-pleters ⁱⁱ and employed in jobs	Produce 240 general completers by June 30, 2014. Produce 35 postsecondary completers ⁱⁱⁱ 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.	<ul style="list-style-type: none"> • Determine the issues pertinent to each group. • Identify promising, practical solutions to each issue. • Implement action plans. • Evaluate results. • Engage appropriate WIA partners to assist in accomplishing goals and successes for all youth.
				Education

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
	<p>paying with an average more than minimum wage.</p> <p>(See end notes.)</p>	<p>Placement in employment of 150 exiters (older youth) with an average more than minimum wage by June 30, 2014.</p> <p>(See end notes.)</p>	<p>Advocate for improved state policies, local awareness and responsiveness regarding high school dropouts.</p> <p>Develop a system wide support infrastructure (e.g., mentoring, transportation, life skills training, tutoring, community resources data bank, etc.).</p>	<ul style="list-style-type: none"> Identify state and local policies and practices that negatively impact completion rates. Create discussion points for meetings with key stakeholders. Conduct roundtables or focus groups with stakeholder groups. Develop action plans (including specific areas of responsibility and follow-up milestones).
				Sub-Committee

End notes

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

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

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

SERVICE INTEGRATION COMMITTEE

The 2-1-1 Reports are attached.

- For **Oconee County**, calls for **Utility Service Payment Assistance** rose from 29% in **November** to 30% in **December**.
- People ages 18-39 are the most frequent callers in **December** with 44%, and 40-59 was next with 41%. 60+ was at 16%.
- **Repeat Callers** increased from 27.33% in **November** to 34.07% in **December**.

Thank you for working with HELP LINE 2-1-1!

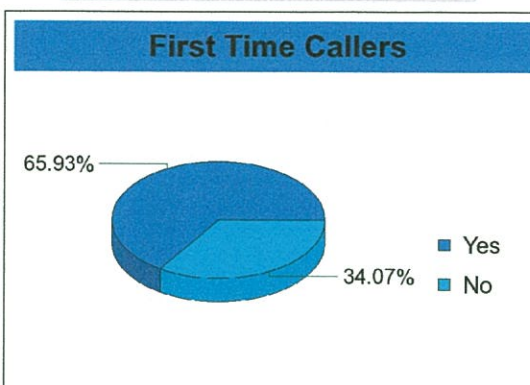
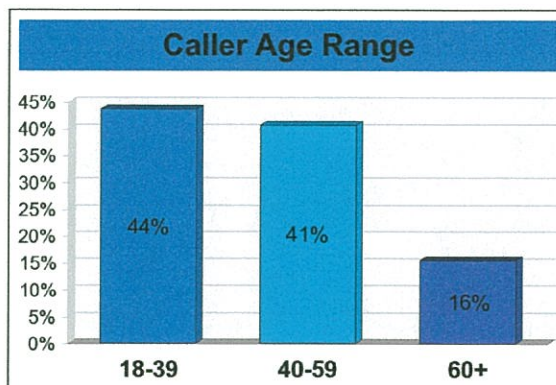
Oconee County December 2013 2-1-1 Call Report

Created by Aiken Help Line 2-1-1 1/8/14

Top Needs	
Utility Service Payment Assistance	30%
Rent Payment Assistance	16%
Holiday Gifts/Toys	15%
Food Pantries	13%
Christmas Programs	7%
Comprehensive Information and Referral	5%
Clothing	4%
Health Insurance Marketplaces	3%
Home Maintenance and Minor Repair Services	3%
Low Income/Subsidized Rental Housing	3%

Top Unmet Needs and Gaps in Services*	
Holiday Gifts/Toys	4
Utility Service Payment Assistance	4
Food Pantries	2
Health Insurance Marketplaces	2
Home Maintenance and Minor Repair Services	2
Rent Payment Assistance	2

Gender	
Female	76%
Male	21%
Don't Know	3%



Top Caller Cities	
Seneca	58%
Westminster	14%
Walhalla	13%
West Union	8%
Fair Play	4%
Mountain Rest	2%
Salem	2%

Referred to 2-1-1 by	
Agency Referral	30%
Prior Knowledge	29%
Unknown	26%
Friend/Relative	6%
Church or Faith Organization	3%
DSS	3%
Internet	3%

Oconee County 2013 Calls													Total
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2013
177	222	183	176	158	204	180	214	165	226	208	187	192	2,300

*Unmet needs include gaps in available services (ie. no services to meet that need), agency funding shortages, and callers who are ineligible for available services (ex. already served by agency, don't meet age requirements).

Find help or edit your helping agency's details by calling 2-1-1 or at SC211.org 24/7.

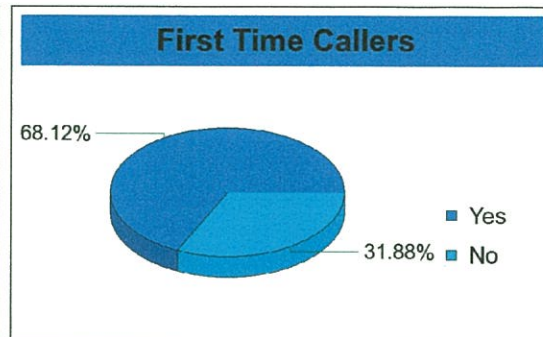
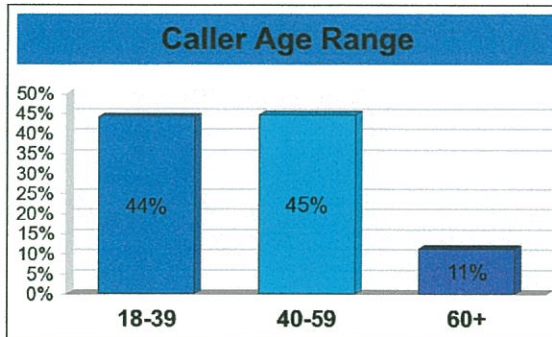
Pickens County December 2013 2-1-1 Call Report

Created by Aiken Help Line 2-1-1 1/8/14

Top Needs	
Utility Service Payment Assistance	36%
Rent Payment Assistance	15%
Food Pantries	13%
Holiday Gifts/Toys	13%
Homeless Shelter	8%
Low Income/Subsidized Rental Housing	5%
Clothing	4%
Food Banks/Food Distribution Warehouses	3%
Legal Counseling	3%

Top Unmet Needs and Gaps in Services*	
Food Pantries	3
Holiday Gifts/Toys	2
Rent Payment Assistance	2
Utility Service Payment Assistance	2

Gender	
Female	74%
Male	24%
Don't Know	3%



Top Caller Cities	
Easley	53%
Pickens	23%
Liberty	14%
Central	7%
Clemson	4%

Referred to 2-1-1 by	
Agency Referral	42%
Prior Knowledge	26%
Unknown	20%
Friend/Relative	6%
DSS	3%
Internet	2%
Other	2%

Pickens County 2013 Calls													Total
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2013
758	1042	738	434	217	218	233	222	205	290	278	270	409	4,905

*Unmet needs include gaps in available services (ie. no services to meet that need), agency funding shortages, and callers who are ineligible for available services (ex. already served by agency, don't meet age requirements).

Find help or edit your helping agency's details by calling 2-1-1 or at SC211.org 24/7.

The 2-1-1 Reports are attached.

- For **Anderson County**, calls for **Rent Payment Assistance** rose from 17% in **November** to 19% in **December**.
- Calls for **Utility Service Payment Assistance** increased from 24% in **November** to 26% in **December**.
- **Monday** was **Anderson's** busiest day in **December** with 46% of the calls being on that day.
- **Repeat Callers** rose from 15.63% in **November** to 40.54% in **December**.

Thank you for working with HELP LINE 2-1-1!

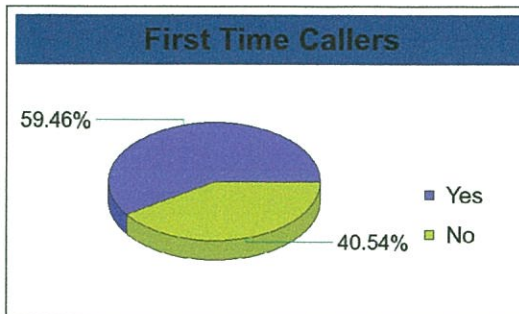
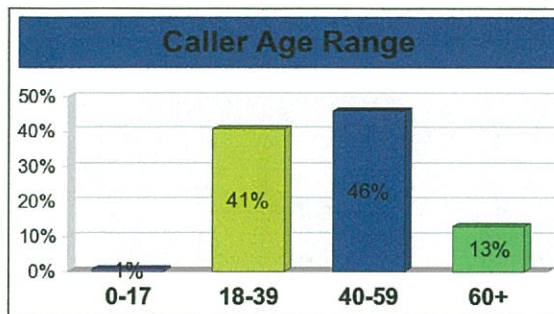
Anderson County December 2013 2-1-1 Call Report.

Created by Aiken Help Line 2-1-1 1/8/14

Top Needs	
Utility Service Payment Assistance	26%
Rent Payment Assistance	19%
Food Pantries	12%
Holiday Gifts/Toys	10%
Homeless Shelter	9%
Christmas Programs	8%
Health Insurance Marketplaces	6%
Utility Deposit Assistance	6%
Home Maintenance and Minor Repair Services	4%

Top Unmet Needs and Gaps in Services*	
Holiday Gifts/Toys	2
Medical Care Expense Assistance	2
Prescription Expense Assistance	2
Rent Payment Assistance	2
Utility Service Payment Assistance	2

Gender	
Don't Know	1%
Female	81%
Male	19%



Top Caller Cities	
Anderson	66%
Belton	8%
Pelzer	8%
Williamston	6%
Iva	6%
Pendleton	6%

Referred to 2-1-1 by	
Agency Referral	54%
Prior Knowledge	22%
Unknown	10%
Friend/Relative	9%
Internet	4%

Anderson County Calls 2013													
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2013
224	443	247	191	154	93	185	183	175	274	236	218	219	2,623

*Unmet needs include gaps in available services (ie. no services to meet that need), agency funding shortages, or callers ineligible for available services (ex. already served by the agency, doesn't meet age requirements).

Find help or edit your helping agency's details by calling 2-1-1 or at SC211.org 24/7.

Anderson 2-1-1 Call Counts

Created by Aiken Help Line 2-1-1 1/8/14

All Calls Taken by Anderson 2-1-1 Call Center 2010													
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2010
-	-	-	-	-	-	28	149	246	273	193	161	175	1,050

All Calls Taken by Anderson 2-1-1 Call Center 2011													
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2011
171	323	160	125	76	83	107	118	91	133	142	125	138	1,654

All Calls Taken by Anderson 2-1-1 Call Center 2012													
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2012
156	225	124	174	97	119	123	168	141	173	122	107	144.08	1,729

All Calls Taken by Anderson 2-1-1 Call Center 2013													
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2013
222	401	226	178	154	153	141	137	151	197	169	149	190	2,278

All Calls	149
-----------	-----

Anderson County Calls 2010													
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2010
32	36	48	32	32	49	71	159	274	269	185	191	115	1,378

Anderson County Calls 2011													
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2011
177	347	181	168	109	126	118	156	142	172	172	163	169	2,031

Anderson County Calls 2012													
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2012
214	268	151	168	115	124	154	182	153	189	165	135	168.17	2,018

Anderson County Calls 2013													
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	2013
224	443	247	191	154	93	185	183	175	274	236	218	219	2,623

Anderson Calls	218
----------------	-----

Anderson 2-1-1 Calls Taken by		
Elizabeth Capell(338)	134	90%
Scott Phillips(323)	8	5%
Leisa Bolding(318)	7	5%
Sum:	149	

Anderson County Calls Taken by	
United Way of the Midlands(7855)	92
United Way Association of South Carolina(1)	84
United Way of Aiken County(7854)	37
Trident United Way(7853)	5
Sum:	218

In this report, United Way Association is the MedShore Anderson Call Center.

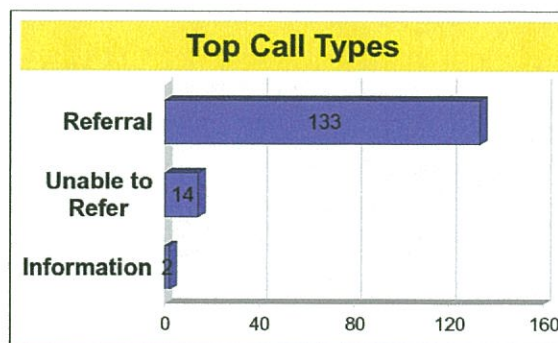
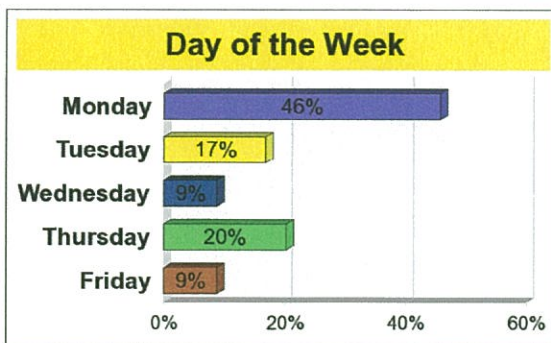
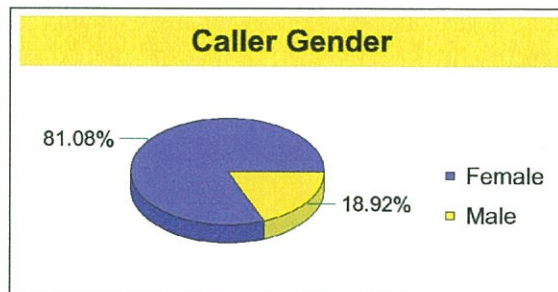
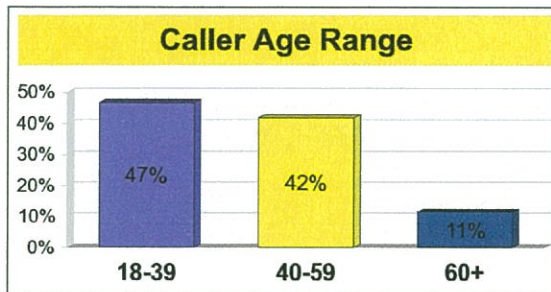
Anderson All Calls December 2013 2-1-1 Call Report

Created by Aiken Help Line 2-1-1 1/8/14

Top Needs	
Rent Payment Assistance	24%
Utility Service Payment Assistance	24%
Christmas Programs	11%
Food Pantries	11%
Holiday Gifts/Toys	8%
Home Maintenance and Minor Repair Services	7%
Homeless Shelter	6%
Clothing	5%
Housing Authorities	5%

Referred to 2-1-1 by	
Agency Referral	70%
Friend/Relative	12%
Prior Knowledge	9%
Internet	7%
Other	3%

Top Caller Counties	
Anderson	62%
Greenville	21%
Spartanburg	9%
Pickens	5%
Oconee	4%



Find help or edit your helping agency's details by calling 2-1-1 or at SC211.org 24/7.

FAMILY SERVICES COMMITTEE

SEE 2-1-1 INFORMATION PROVIDED UNDER
SERVICE INTEGRATION

EDUCATION COMMITTEE

'12 Total Youth Participants 07/01/2012 – 06/30/2013 = 116 (12/31/12)

- Older Youth 56 (14 received training)
- Younger Youth 60 (8 received training)
- ARRA 1
- ARRA 1 co-enrolled (1 received training)
 - Older Youth 5 (3 received training)

'12 Total Youth Exiters 04/01/2012 – 03/31/2013 = (09/30/2012)

- Older Youth 38 (11 received training)
- Younger Youth 43 (11 received training)
- ARRA 3
- ARRA 3 co-enrolled (2 received training)
 - Older Youth 2 (1 received training)
 - Younger Youth 1(1 received training)

Older Youth average wages \$4020.80

Attainment of a Degree or Certificate (10/01/11 – 09/30/12)

Total of 120 participants attained certificate out of 126.

Placement in Employment or Education (10/01/2011 – 09/30/2012)

Total of 8 participants enrolled in post-secondary and 99 entered employment out of 138.

'11 Total Youth Participants 07/01/2011 – 06/30/2011 = 220

- Older Youth 100 (26 received training)
- Younger Youth 120 (28 received training)
- ARRA 6
- ARRA 6 co-enrolled (4 received training)
 - Older Youth 5 (3 received training)
 - Younger Youth (1 received training)

'11 Total Youth Exiters 04/01/2011 – 03/31/2012 = 144

- Older Youth 62 (10 received training)
- Younger Youth 82 (16 received training)
- ARRA 7
- ARRA 7 co-enrolled (3 received training)
 - Older Youth 4 (2 received training)
 - Younger Youth 3 (1 received training)

Older Youth average wages \$4064.50.

Attainment of a Degree or Certificate (10/01/10 – 09/30/11)

Total of 99 participants attained certificate out of 106.

Placement in Employment or Education (10/01/2010 – 09/30/2011)

Total of 17 participants enrolled in post-secondary and 95 entered employment out of 133.

'10 Total Youth Participants 07/01/2010 – 06/30/2011 = 348

- Older Youth 100 (26 received training)
- Younger Youth 126 (34 received training)
- ARRA 154
- ARRA 32 co-enrolled into the year around program (13 received training)
 - Older Youth 18 (7 received training)
 - Younger Youth 14 (6 received training)

'10 Total Youth Exiters 04/01/2010 – 03/31/2011 = 235

- Older Youth 38 (12 received training)
- Younger Youth 68 (15 received training)
- ARRA 164
- ARRA 35 co-enrolled into the year around program (13 received training)
 - Older Youth 20 (8 received training)
 - Younger Youth 15 (5 received training)

Older Youth average wages \$2415.60.

Attainment of a Degree or Certificate (10/01/09 – 09/30/10)

Total of 107 participants attained certificate out of 116.

Placement in Employment or Education (10/01/2009 – 09/30/2010)

Total of 37 participants enrolled in post-secondary and 110 entered employment out of 177.

'09 Total Youth Participants 07/01/2009 – 06/30/2010 = 808

- Older Youth 98 (29 received training)
- Younger Youth 169 (39 received training)
- ARRA 642
- ARRA 101 co-enrolled into the year around program (34 received training)
 - Older Youth 40 (16 received training)
 - Younger Youth 61 (18 received training)

'09 Total Youth Exiters 04/01/2009 – 03/31/2010 = 711

- Older Youth 71 (14 received training)
- Younger Youth 139 (18 received training) ARRA 501
- ARRA 57 co-enrolled into the year around program (17 received training)
 - Older Youth 15 (6 received training)
 - Younger Youth 42 (11 received training)

Older Youth average wages \$742.50.

Attainment of a Degree or Certificate (10/01/08 – 09/30/09)

Total of 47 participants attained certificate out of 54.

Placement in Employment or Education (10/01/2008 – 09/30/2009)

Total of 10 participants enrolled in post-secondary and 83 entered employment out of 170.

ACT WorkKeys®

[Home](#) [Solutions](#) [Resources](#) [Test Sites](#) [Contact Us](#) [Log In](#)
[Workplace Observation](#)[What it Measures](#)[Format and Scoring](#)[FAQ](#)**Related Information**

- [Assessments](#)
- [Job Skill Comparison Charts](#)

Sample Report

(PDF 1 page 28KB)

Workplace Observation

Number of Items 35**Test Length** 55 minutes (WorkKeys Internet Version)

Notes Uses Audio and Video
 Technical Requirements
 Observation and Workplace Observation Comparison

Sample Items[View Demo](#)

Observation skills

Most Used. Most Overlooked.

According to ACT research, observation skills are the most used and most overlooked critical foundational job skills. Observation skills play an important role in the success of workplace training and are critical to job performance and learning.

The WorkKeys assessment Workplace Observation measures an employee's skills in observing, following, understanding, and evaluating processes, demonstrations and other on-the-job procedures.

Features and benefits

- Measures an employee's ability to focus—notice—remember
- Puts greater emphasis on problem solving and critical thinking
- Higher-level observation skills enable individuals to learn new job tasks more quickly
- Saves training dollars and time
- Is available online through WorkKeys Internet Version
- Includes both workplace videos and animated stimuli
- Includes five score levels of observation skills
- Developed, designed, and field tested by ACT
- Has bandwidth indicator

Many real-world job skills are learned through on-the-job training. Workplace Observation measures "learn by doing" skills.

Contact us to learn more.

Current WorkKeys Internet Version users can add the Workplace Observation assessment to their testing realm by completing this end-user license agreement.

ACT WorkKeys®

[Home](#) [Solutions](#) [Resources](#) [Test Sites](#) [Contact Us](#) [Log In](#)[Workplace Observation](#)[What it Measures](#)[Format and Scoring](#)[FAQ](#)

Related Information

- [Assessments](#)
- [Job Skill Comparison Charts](#)

[Sample Report](#)[\(PDF 1,623,078KB\)](#)

What the Workplace Observation Assessment Measures

Characteristics/Skills

Workplace Observation skills cover a broad range of skills, from a low level of skill up to a significantly higher level of observation skill. The assessment covers 5 levels. Level 1 is the least complex, and Level 5 is the most complex.

Level 1

Following the Observed. Test takers will observe and imitate all or parts of a simple demonstration, process, or procedure.

- Maintain focus on a short demonstration, process, pattern, or procedure
- Repeat a short, straightforward demonstration, process, pattern, or procedure
- Recognize an incorrect or missing step

Level 2

Interpreting the Observed. Test takers will be required to interpret simple instructions, demonstrations, processes, or procedures.

- Recognize cause and effect in a straightforward demonstration, process, pattern, or procedure
- Identify course of action to take given a single condition
- Filter out obvious distractions

Level 3

Synthesizing the Observed. Test takers will be able to combine more than one step that has been presented in an observed demonstration, procedure, or process while filtering multiple distractions that may make remembering details difficult.

- Process information from a more complex procedure or process
- Distinguish steps that seem similar but are different based on varying factors
- Apply information to a similar situation

Level 4

Analyzing the Observed. Test takers will need to make inferences, anticipate outcomes, and/or extrapolate information from an observed demonstration, procedure, or process.

- Make inferences from a demonstrated process or procedure
- Deduce from a partial or nonexplicit pattern, process, or procedure
- Decide which conditions apply to a new situation
- Determine general principle(s) underlying a condition, process, or procedure
- Apply complicated instructions to new situations

Level 5

Evaluating the Observed. Test takers will evaluate which alternative is best based on a previous observation and make evaluative judgments about what has been observed.

- Evaluate whether something is or is not a distraction (relevance)
- In a context where information is not complete and when presented with a new situation, be able to judge the best course of action
- Make predictions, test hypotheses
- Consider the implications of a process or procedure
- Prioritize and apply principles to reach desired outcome

ACT WorkKeys®

[Home](#) [Solutions](#) [Resources](#) [Test Sites](#) [Contact Us](#) [Log In](#)[Workplace Observation](#)[What it Measures](#)[Format and Scoring](#)[FAQ](#)**Related Information**

- [Assessments](#)
- [Job Skill Comparison Charts](#)

Sample Report*(PDF, 1 page, 28KB)*

Workplace Observation Test Format and Scoring

The Workplace Observation test is administered by computer. The appropriate directions, a tutorial, and help screens guide the examinees as they take the exam. When the test is initiated by the examinee, the first scenario is presented once, then the items associated with that scenario are presented one at a time to the examinee, who can respond and proceed at his/her own pace. Scenarios can only be viewed once, and once an item has been answered, the examinee is unable to return to that item. The response is entered by clicking a check box next to the desired answer and clicking a button to proceed. At the end of the testing session, the test is scored immediately and results are made available to the administrator online.

Technical facts

- The test is presented online via WorkKeys Internet Version and accessed through a connection with ACT. Answers are recorded onscreen.
- 55 minutes of test time allowed.
- Questions are answered at the examinee's individualized pace.
- Includes 12 scenarios and 35 scored questions.
- Covers 5 skill levels. Level 1 reflects the simplest skill level and Level 5 the highest and most complex level.

© 2014 BY ACT, INC. [TERMS OF USE](#) [PRIVACY POLICY](#) [ETHICS](#) [SITE INDEX](#) [CAREERS](#) [REPORT CHEATING](#)



WORKFORCE INVESTMENT BOARD
YOUTH COUNCIL APPLICATION

Applicant Name: Jeff Trahan

Applicant Address: 167 Mediterranean Ave.
Anderson, SC 29621

Education: Bachelor of Science in Accounting, CPA Certification, PHM Certification

Business/Organization: Anderson Housing Authority

Job Title: Executive Director

County of Residence: Anderson

Phone: 864-716-3868 Fax: 864-260-5118

Cell Phone: 864-844-7012 E-mail: jefft@andersonha.org

Category Represented:

<input type="checkbox"/> Youth Services Agency (Specify)	
<input type="checkbox"/> Juvenile Justice Representative	<input type="checkbox"/> Local D.A. or State's Attorney
<input type="checkbox"/> Local Police or Police Athletic League	<input type="checkbox"/> Youth Services Agency/Program/CBO
	<input type="checkbox"/> School Superintendent or High School
<hr/>	
<input checked="" type="checkbox"/> Public Housing Authority (Specify)	<input checked="" type="checkbox"/> Public Housing Director
	<input type="checkbox"/> Public Housing Administrator
<input type="checkbox"/> Parent	<input type="checkbox"/> Youth
<hr/>	
<input type="checkbox"/> Youth Activity (Specify)	
<input type="checkbox"/> Former Participant	<input type="checkbox"/> Local Recreation and Parks Director
<input type="checkbox"/> Local School to Work Director	<input type="checkbox"/> Existing Youth Services for Planning Groups
<hr/>	
<input type="checkbox"/> Other - Specify:	
<input type="checkbox"/> One-Stop Manager	<input type="checkbox"/> Social Services Director
<input type="checkbox"/> Adult Education Director	<input type="checkbox"/> Business

Describe how this applicant represents the indicated agency:

Represented the City of Anderson for 3 ½ years as the Executive Director of the Anderson Housing Authority (AHA).

Jeff Trahan
Signature

12-13-13
Date

Worklink Workforce Investment Board Grant #13Y495H4

Budget vs. Actual Expenditures YTD

Job Number 1403

[illegible]