

**WORKFORCE DEVELOPMENT BOARD
YOUTH COMMITTEE MEETING
AGENDA**

Monday, May 7, 2019

11:00 A.M. - 12:00 P.M.

Location: SC Works Center Clemson

- | | |
|--|-------------------------|
| I. Welcome and Introductions | Kristi King-Brock |
| II. Review of Minutes (01/28/2019)* | Kristi King-Brock |
| III. Palmetto Youth Connections Report (01/01/19-04/30/19) | Karen Craven |
| IV. <u>New Business:</u> | |
| PY 18 PYC Grant Expenditures <u>(01/1/19-03/31/2019)</u> | Karen Craven |
| PY 18 -2nd Qtr. Youth Performance | Kristi King-Brock |
| PY 18 PYC New Enrollment Report/Update | Kristi King-Brock |
| PY 18 Local Youth Monitoring Report & Eckerd Response | Kristi King-Brock |
| Revised 2019 AOPBIS Showcase Date | Rick Murphy/Trent Acker |
| PY 18 Youth Participant Success Story | Karen Craven |
| WIOA Youth Activities State Allotment PY 2019/2018 Comparison | Trent Acker |
| PY19 Draft Youth Budget Review/Negotiation Team to Finalize* | K. Kunkel/K. King-Brock |
| V. <u>Other Business:</u> | |
| 2019 Youth Committee Meeting Schedule: | Kristi King-Brock |
| (Tuesday's @ 11am – August 6th and October 1st) | |
| VI. <u>Adjourn</u> | Kristi King-Brock |

*Vote Needed

Next Youth Committee Meeting, Tuesday – August 6, 2019 - 11:00am - 12:00pm Location: SC Works Center Clemson

WORKFORCE DEVELOPMENT BOARD
Youth Committee Meeting Summary
January 28, 2019 @ 10:00am
SC Works Clemson Comprehensive Center, Training Room

Members Present

Jeromy Arnett
Allen Fain
Melanie McLane

Elaine Bailey
Kristi King-Brock
Rick Murphy

Amy Bradshaw
Tim Mays
Melissa Rosier

Members Absent:

Robert Halfacre

Jennifer Lannom

Crystal Noble

Staff Present:

Trent Acker

Sharon Crite

Meredith Durham

Guests Present:

Karen Craven
Jackie Taylor

Renee Alexander

Kal Kunkel

I. Welcome and Introductions

Ms. Kristi King-Brock called the meeting to order at 10:07 am welcoming everyone in attendance and announced the meeting was being recorded for processing of minutes. Ms. King-Brock introduced three new members- Allen Fain, Melanie McLane, and Jeromy Arnett.

II. Approval of 8-13-2018 Meeting Minutes

The minutes from the 8/13/18 meeting were emailed with the meeting notice and included in the meeting packet. Ms. King-Brock called for corrections/amendments to the minutes. The minutes were ratified in a vote listed below under New Business.

III. Palmetto Youth Connections Report

Karen Craven, Palmetto Youth Connections Program Manager, reviewed the Palmetto Youth Connections PY'18 Monthly Update Report. This report reflects July 2018-December 2018.

- PYC currently has 37 carryover participants, 72 new enrollments with a total of 109 active enrollments.
- There are currently 16 in Work Experience (including carryover and new participants).

- There are 103 currently in follow-up. Follow-up is where PYC looks at retention and performance of the program. This number changes regularly due to participant flow in and out of the program.
- Ms. Craven provided performance data:
 - Total entering employment, military, or education: 2nd quarter- 73.9%
4th quarter- 84.8%
 - Credential rate: 1st quarter- 79.2%
 - In Program Measurable Skills Gain- 1st quarter- 58.3%
- To date, Anderson has served 78 participants, 51 in Oconee, and 66 in Pickens.

Ms. Craven gave the committee a copy of the PYC PY'18 Dashboard, reflecting data through December 2018. In PY'18, PYC has served:

- 32% males and 68% females.
- 50% Younger Youth and 50% Older Youth.
- 100% are high school dropouts.
- 39 basic skills deficient participants (54%), which means the participant scored at or below 8.9 in reading or math.
- 44 are unemployed.

Ms. Craven referred the committee to the caseload breakdown, stating currently 195 participants are being served through PYC, including both active and follow-up.

- PYC has 78 Anderson County residents, 51 Oconee County residents, and 66 Pickens County residents in the program at this time.
- Ms. Craven referred to the Year-to-Date Outcomes chart, which are performance measures being reviewed in real time. To date, there are 68 Measurable Skills Gains, which includes 27 GED and 3 High school diplomas, 21 literacy numeracy gains, 16 in-program skills gains and 1 post-secondary progress. There have been 2 occupational skills credentials (1 of which was iBest and 1 was Medical Billing and Coding). For placement rates through the end of December, 152 were positively placed (6 in post-secondary and 146 in employment).
- Ms. Craven pointed to the PY'18 WIOA performance, and noted that all areas (Employment/Education/Training Q2 & Q4, and Credential Rate) are either meeting or exceeding their goals.
- Ms. Craven stated that there were 4 Platinum, 9 Gold, 21 Silver, and 3 Bronze WIN certificates, for a total of 37 in PY'18.
- Ms. Craven stated that Ann Marie Baker taught 120 Career Smart classes, of which there were 20 resumes created.

IV. New Business:

a. Ratify October/November 2018 Electronic Votes

On October 4, 2018 the majority of the Youth Committee voted to accept all 4 items listed below as approved:

- 8/13/2018 Youth Committee Minutes
- PYC Enrollment Commitment Form- Verbiage for item #9 highlighted and Skill Invoice-Revised Youth Incentives.

- PY18 Youth Budget Mod. 1- (Final PY'18 Youth Budget Mod. 1 with narrative and comparison)
- The WorkLink Youth program requests to increase in our mandatory work-based learning (work experience stipends) from \$7.75 to \$8.25 and for specialized in-demand career pathway training work experience from \$8.00 to \$10.00.

On November 14, 2018, the majority of the Youth Committee voted to accept one item listed below as approved:

- Revised PYC PY18 Incentive Policy

ACTION TAKEN: Elaine Bailey made a motion to ratify the October and November 2018 electronic votes as presented, seconded by Tim Mays. The motion carried unanimously.

b. PY'18 Grant Expenditures (7/1/18-12/31/18)

Ms. Craven reviewed the expenditure budget report for PY'18, which can be found on page 7 in the packet, stating that as of the end of December, the budget is 40.6% expended. Ms. Craven pointed to line item 6507 (Work Experience) as a reminder that PYC has been tasked with spending 100% of the line item and 24.9% has been expended as of the end of December. A total number of hours to be provided are 5,818 and 1,448 hours have been provided through the end of December 2018.

c. I-Best Integrated Manufacturing/Healthcare Pathways

Mr. Trent Acker referred to pages 9-10, which showed the I-Best Integrated Manufacturing and Healthcare Pathways. After students receive a high school credential, there are options to pursue different Pathways (through Credits or Corporate and Community Education). Mr. Allen Fain stated that GED students may enter these programs when their GED is 2/4 program parts completed. There are currently only 3 times per year that individuals can enter the i-Best Manufacturing program.

d. PY'17 Annual/Final Youth Performance/SCDEW Report

Ms. King-Brock referred to page 11 which shows the 2017-2018 Annual Youth Performance data. WorkLink Youth program is meeting or exceeding in every category.

e. PY18 1st Quarter Youth Performance

Ms. King-Brock referred to page 12 which shows the PY18 1st Quarter Youth Performance data. WorkLink Youth program is meeting or exceeding in every category.

f. PY18 PYC New Enrollment Report

Ms. King-Brock referred to page 13 and stated that PYC currently has 72 new enrollments and 122 total enrollments, with a goal of 156 for the PY18.

g. 2018 AOP Business and Industry Showcase

Ms. King-Brock stated that the 2018 AOP Showcase Actual Awards Paid Chart was listed on page 14. Mr. Rick Murphy provided an overview for the 2018 AOP Showcase. There were approximately 5,000 students in attendance. All 7 school districts' middle schools participated in the 2018 event. Mr. Murphy and Ms. Robbie Tweito had an opportunity to visit with school guidance counselors to review the Career Ready curriculum. Each student watched the AOP Showcase video beforehand and reviewed the curriculum as well. The AOP Board will be assisting each county in a senior career fair in the spring. The 2019 event will be held on November 12-13.

h. 2019 AOP Business Industry Showcase Funding

ACTION TAKEN: Tim Mays made a motion to fund \$2,500 towards the 2019 AOP BIS Showcase, seconded by Elaine Bailey. The motion carried unanimously.

i. New Youth Membership Applications

There were two new Youth Committee membership applications to review: Berdina Hill with Tri County Technical College and Sheila Ford with Vocational Rehabilitation.

ACTION TAKEN: Amy Bradshaw made a motion to accept Berdina Hill and Sheila Ford as Youth Committee members, seconded by Melissa Rosier. The motion carried unanimously.

j. PY19 Youth Budget Negotiations Committee

The proposed PY'19 Youth Budget Negotiations Committee is Robert Halfacre, Jeromy Arnett, Rick Murphy, and Kristi King-Brock.

ACTION TAKEN: Elaine Bailey made a motion to accept the PY19 Youth Budget Negotiations Committee nominations, seconded by Tim Mays. The motion carried unanimously.

k. WorkLink Youth Strategic Plan- PY17 Update/Data

Ms. Sharon Crite referred to pages 17-21, which shows the WorkLink Youth Strategic Plan. Ms. Crite reviewed each Goal and its corresponding documentation in the meeting packet. Ms. Crite referred to page 18 to show a change in PYC's tracking system, from ETO to Empyra. Ms. Crite showed the existing resources for clients that include the SC Works resources flyers and information on 211. Pages 19-20 shows the proposed changes to add WIN to as an industry- recognized credential. PYC's Baseline data was provided for reference on page 36, and the PY17 data was given on page 37. Ms. Crite referred to pages 41-50, which shows new businesses highlighted in yellow and Work Experience sites in blue.

ACTION TAKEN: Elaine Bailey made a motion to add WIN and accept the Strategic Plan changes as presented, seconded by Rick Murphy. The motion carried unanimously.

l. 2018 Youth Participant of the Year

The Youth Committee viewed a video that was shown at the Anderson County awards for the 2018 Youth Participant of the Year, Mr. Justin Loveland.

V. Other Business

a. 2019 Youth Committee Meeting Schedule

The Youth Committee 2019 meeting dates are scheduled as follows: March 19th, May 7th, August 6th, and October 1st.

VI. Adjourn

Ms. Kristi King-Brock thanked everyone for attending and adjourned the meeting.

Respectfully submitted by: Meredith Durham

Youth Committee Meeting
Summary 1/28/2019 Page 4



ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

Worklink Investment Board	Contract Number:	18Y495E1
1376 Tiger Blvd.	Invoice Number:	1058-09
Clemson, SC 29631	Invoice Month:	3/31/2019
Attn: Jennifer Kelly	Period Covered:	July 1, 2018 - June 30, 2019
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 56,927

Eckerd Goal:

MARCH
75.0%

100.0%

Line Item		Budget (Mod 1)	1058-9	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD	Obligation Numbers
Staff Salary Total		\$ 286,515	22,993.80	208,511	\$ 78,004	72.8%	-
Fringe Benefit Total	51xx	\$ 77,913	7,066.68	53,590	\$ 24,323	68.8%	
TOTAL STAFF COSTS		\$ 364,428	30,060.48	262,101	\$ 102,328	71.9%	\$ -
Operating Costs:							
Facilities	6185	\$ 9,600	2,400.00	7,200	\$ 2,400	75.0%	-
Communications (Phone, Fax, Internet, etc)	6270	\$ 5,706	382.54	3,676	\$ 2,030	64.4%	37.50
Postage	6005	\$ 1,400	110.40	984	\$ 416	70.3%	-
Staff Travel	6105	\$ 8,690	1,284.21	4,202	\$ 4,488	48.4%	-
Staff Background Checks	5100	\$ 500	-	358	\$ 142	71.7%	-
Staff Training	5105	\$ 2,000	72.99	1,409	\$ 591	70.5%	-
Office/Desktop Supplies and Materials	6000	\$ 2,100	-	997	\$ 1,103	47.5%	-
Copying	6730	\$ 2,400	-	646	\$ 1,754	26.9%	-
Software Licenses	6095	\$ 1,925	-	1,458	\$ 467	75.7%	-
Participant Outreach	6735	\$ 500	-	-	\$ 500	0.0%	-
TOTAL OPERATING COSTS		\$ 34,821	4,250.14	20,931	\$ 13,890	60.1%	\$ 37.50
Training Costs:							
Work Experience Stipends	6507	\$ 48,000	5,794.04	24,768	\$ 23,232	51.6%	-
Tuition Cost (Adult Education)	6520	\$ 13,586	1,516.00	9,518	\$ 4,048	70.2%	-
Participant Graduation Fees	6595	\$ 2,500	585.00	1,125	\$ 1,375	45.0%	-
Credential Exam Fees	6525	\$ 17,500	3,013.54	10,743	\$ 6,756	61.4%	-
Instructional Supplies (Books)	6546	\$ 2,000	-	243	\$ 1,757	12.2%	-
Individual Training Accounts	6530	\$ 26,006	2,179.00	5,647	\$ 20,359	21.7%	-
TOTAL TRAINING COSTS		\$ 109,571	13,087.58	52,044	\$ 57,526	47.5%	\$ -
Supportive Services Costs :							
Child Care	6660	\$ 250	-	-	\$ 250	0.0%	-
Transportation	6485	\$ 15,000	1,880.00	9,360	\$ 5,640	62.4%	-
Client Incentives	6585	\$ 20,000	2,787.50	15,858	\$ 4,143	79.3%	-
Client Training Support Materials	6545/6516	\$ 2,200	553.80	1,465	\$ 735	66.6%	-
Client Emergency Assistance & Expungen	6596	\$ 2,375	-	-	\$ 2,375	0.0%	-
TOTAL SUPPORTIVE SERVICES COSTS		\$ 39,825	5,221.30	26,682	\$ 13,143	67.0%	\$ -
Training/Professional Fees/Profit:							
General Liability Insurance	6305	\$ 3,600	305.15	2,332.28	\$ 1,268	64.8%	269.25
TOTAL FEES / PROFIT COSTS		\$ 3,600	305.15	2,332	\$ 1,268	64.8%	\$ 269.25
4.1 INDIRECT COST:	0.12	\$ 47,754	4,002.55	33,690	\$ 14,064	70.5%	36.81
Contract Total		\$ 600,000	\$ 56,927	\$ 397,781	\$ 202,219	66.3%	\$ 343.56
			0.00		5202,219		
Work Experience:			MAR	Cumulative	YTD% Spent		
		Staff WEX Salaries:	6,845.80	69,068.90	12%		
		Staff WEX Fringe:	2,304.49	16,810.79	3%		
		Stipends:	5,794.04	24,768.02	4%		
		TOTAL	14,944.33	110,647.71	18%		
		Percentage Spent:	2%	18%			

Program year 2018 - 2nd Quarter Performance Summary (Quick Reference)

Rolling -4

WorkLink					Pee Dee				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	107.9%	110.1%	96.3%	104.8%	Employment Rate Q2	105.9%	102.1%	102.1%	103.4%
Employment Rate Q4	115.2%	107.2%	119.4%	114.0%	Employment Rate Q4	120.5%	111.7%	104.3%	112.2%
Median Earnings	119.9%	121.7%	N/A	120.8%	Median Earnings	111.3%	109.8%	N/A	110.5%
Credential Rate	114.8%	145.3%	119.4%	126.5%	Credential Rate	121.2%	136.6%	121.9%	126.6%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	114.5%	121.1%	111.7%		Overall Program Score	114.7%	115.1%	109.4%	
Upper Savannah					Lower Savannah				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	108.7%	111.4%	112.4%	110.8%	Employment Rate Q2	111.7%	106.7%	113.7%	110.7%
Employment Rate Q4	110.1%	113.7%	111.3%	111.7%	Employment Rate Q4	113.2%	107.4%	118.8%	113.1%
Median Earnings	97.6%	115.1%	N/A	106.3%	Median Earnings	123.9%	107.7%	N/A	115.8%
Credential Rate	140.7%	135.4%	107.3%	127.8%	Credential Rate	133.1%	113.8%	103.2%	116.7%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	114.3%	118.9%	110.3%		Overall Program Score	120.5%	108.9%	111.9%	
Upstate					Catawba				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	100.9%	112.4%	119.5%	110.9%	Employment Rate Q2	106.4%	114.1%	112.9%	111.1%
Employment Rate Q4	108.8%	114.2%	113.5%	112.2%	Employment Rate Q4	113.6%	125.3%	117.8%	118.9%
Median Earnings	108.3%	90.9%	N/A	99.6%	Median Earnings	115.0%	119.6%	N/A	117.3%
Credential Rate	157.6%	120.0%	111.0%	129.5%	Credential Rate	111.8%	152.7%	73.4%	112.6%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	118.9%	109.4%	114.6%		Overall Program Score	111.7%	127.9%	101.4%	
Greenville					Santee-Lynches				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	108.5%	101.6%	92.3%	100.8%	Employment Rate Q2	111.7%	109.2%	87.1%	102.7%
Employment Rate Q4	115.6%	107.2%	107.5%	110.1%	Employment Rate Q4	117.4%	109.6%	100.7%	109.2%
Median Earnings	90.8%	150.8%	N/A	120.8%	Median Earnings	101.7%	122.5%	N/A	112.1%
Credential Rate	103.3%	154.3%	96.2%	117.9%	Credential Rate	117.9%	125.7%	107.6%	117.1%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	104.5%	128.5%	98.7%		Overall Program Score	112.2%	116.8%	98.5%	
Midlands					Waccamaw				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	95.8%	105.7%	106.0%	102.5%	Employment Rate Q2	116.9%	101.6%	111.7%	110.1%
Employment Rate Q4	104.2%	104.9%	116.7%	108.6%	Employment Rate Q4	117.8%	111.3%	116.1%	115.1%
Median Earnings	102.3%	102.5%	N/A	102.4%	Median Earnings	129.8%	97.1%	N/A	113.4%
Credential Rate	117.1%	127.4%	86.0%	110.2%	Credential Rate	136.4%	154.3%	110.4%	133.7%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	104.9%	110.1%	102.9%		Overall Program Score	125.2%	116.1%	112.8%	
Trident					Lowcountry				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	100.8%	107.5%	111.2%	106.5%	Employment Rate Q2	100.1%	83.3%	90.9%	91.4%
Employment Rate Q4	101.4%	112.9%	119.9%	111.4%	Employment Rate Q4	107.9%	96.2%	101.2%	101.8%
Median Earnings	107.3%	115.0%	N/A	111.1%	Median Earnings	106.6%	98.1%	N/A	102.4%
Credential Rate	133.9%	155.3%	90.9%	126.7%	Credential Rate	150.1%	170.6%	93.4%	138.0%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	110.8%	122.7%	107.3%		Overall Program Score	116.2%	112.0%	95.1%	
<p>The assessment reflects performance across programs and negotiated indicators. To pass performance a Local Workforce Development Area (LWDA) must:</p> <ul style="list-style-type: none"> • Have an Overall Program Score (across all indicators) of at least 90% • Have an Overall Indicator Score (across Adult, Dislocated Worker and Youth programs) of at least 90% • Have an individual indicator percentage of at least 50% 									
Color Coding	Pass								
	Fail								

**Youth Service Provider
Enrollment Status
July 1, 2018 - June 30, 2019**

ENROLLMENT REPORT PY 18		PYC				
*Special notes:						
Board Goal		156				
PY'18 Month	NEW WIOA Enrollments	Total Enrollments	Monthly Planned Enrollment	YTD % of Monthly Plan	YTD % of Total Planned	YTD % of Board Goal
Active Carryover		37				
July	5	42	5	100%	4%	27%
August	7	49	5	140%	10%	31%
September	22	71	16	138%	29%	46%
October	15	86	16	94%	41%	55%
November	19	105	16	119%	57%	67%
December	4	109	0	#DIV/0!	61%	70%
January	11	120	13	85%	70%	77%
February	13	133	13	100%	81%	85%
March	13	146	10	130%	92%	94%
April	5	151	13	38%	96%	97%
May		151	12	0%	96%	97%
June		151	0	#DIV/0!	96%	97%
Totals	114	151	119			

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

March 19, 2019

Eckerd Youth Alternatives, Inc.
Alex Reed, Chief of Programs & Strategy
Randall Luecke, Chief Financial Officer
100 N. Starcrest Drive
Clearwater, FL 33765

Dear Mr. Reed and Mr. Luecke:

The attached monitoring report represents the results of desk top review, work experience on-site visits, and programmatic on-site visits of Palmetto Youth Connections youth service provider. The Programmatic Monitoring was conducted by Sharon Crite, Youth Services Manager/Education Outreach and Windy Graham, WIOA Performance and Reporting Specialist on February 19-22, 2019. Financial Monitoring (February 25-27, 2019) and Work Experience Monitoring (February 28-March 1, 2019) was conducted by Sharon Crite. Equal Opportunity (EO) monitoring was conducted by Windy Graham, EO Officer. A list of participants' hard files monitored will be sent to the Local Eckerd-Palmetto Youth Connections Program Management staff.

Statement of Work (SOW) compliance was a primary area of concentration during the on-site visits. During each on-site visit, appropriate Palmetto Youth Connections staff was present and involved in the monitoring process.

There are no findings for this monitoring report.

A written response is required within 30 days. Please respond to the WorkLink office by April 19, 2019.

If there are any questions concerning this matter, please contact Sharon Crite, Youth Services Manager at (864) 646-1828.

Sincerely,



Trent Acker
Executive Director

Attachments: WorkLink PY 18 Local Youth Monitoring Report - Program, EO, Work Experience, and Finance.

cc: Renee Alexander, Eckerd Youth Alternatives, Inc. Region Manager
Karen Craven, Eckerd-Palmetto Youth Connections Program Manager
Kal Kunkel, Eckerd- Senior Operations Director
Stephanie Collins, WorkLink Workforce Development Board Chair
Kristi King-Brock, Youth Committee Chair

WorkLink
Workforce Innovation and Opportunity Act
PY 18 Local Monitoring Report-Youth

Youth Services Contractor
Eckerd Kids, Inc. - Palmetto Youth Connections
Grant #: 18Y495E1

Period Covered: July 01, 2018 through June 30, 2019

The specific purpose for this comprehensive report is to identify progress and deficiencies in the compliance with the Statement of Work.

This report covers the Youth Services provider of Eckerd Alternatives, Inc. (Also, known as Eckerd Kids, Inc.) grantee Palmetto Youth Connections (PYC).

WorkLink Workforce Development Board staff members: Sharon E. Crite, Youth Services Manager/Education Outreach and Windy Graham, WIOA Performance and Reporting Specialist conducted the Programmatic Monitoring. The WorkLink Staff met with the youth service provider (Palmetto Youth Connections-PYC) designee and key program staff. Prior to the review an entrance conference was held to discuss the purpose, procedures, and anticipated length of the monitoring visit conducted February 19-22, 2019. The WorkLink Staff monitored on-site, the areas of Workforce Innovation and Opportunity Act (WIOA) Program Year PY 18 contract performance and compliance, Equal Opportunity-(EO) monitoring conducted by Windy Graham, EO Officer, grievance procedures, and review of supportive documentation to support financial expenditures and program compliance. Financial Monitoring was conducted by Ms. Crite via a desktop monitoring performed February 25-27, 2019 to review invoice records for the period June 21, 2018 - January 31, 2019 for accuracy and to ensure compliance with WIOA regulations and contractual agreements. Work Experience Monitoring was conducted by Ms. Crite via work site visits, interviews with participants and supervisors performed on February 28-March 1, 2019. **All monitoring notes and consultation concluded on March 1, 2019 and results are enclosed in this final report.**

The WorkLink Staff reviewed specific compliance areas using pertinent documents, desk top review, file records, staff interviews, and observations. At the conclusion of the review, an exit conference was conducted to review the findings with the Palmetto Youth Connections (PYC) management and program staff.

Due to the limited scope of the monitoring(s), there may be other issues that exist that are not addressed in this report.

Service Provider Performance and Compliance

Type of Contract: Cost Reimbursement

Obligations: \$600,000

Total Number of Participants to be served: 280 (Including 124 Follow-up)

Activity Designation: Out-of-School Youth Services effective program year-PY 18.

Activity Definition:

Eckerd Kids, Inc. will provide an intensive, comprehensive year round program in Anderson, Oconee and Pickens Counties starting July 1, 2018 - June 30, 2019 to enroll and serve WIOA eligible out-of-school youth age 17-24. The option to serve in-school youth age 18-21 allows for providing services utilizing up to 20% of the youth funds and not more than 5% of youth served may be in-school youth "needing additional assistance". Available slots for in-school youth are designated for youth classified as seniors, low income, most in need, and meet WIOA In-School Youth definition and barriers (See Statement of Work (SOW) Section 6.1).

Eckerd Kids, Inc. will provide training by using the structured guidance of WorkLink Workforce Development Board (WDB) approved high growth in-demand industries: Administrative and Support and Waste Management and Remediation Services, Health Care and Social Assistance, Manufacturing, Professional, Scientific, and Technical Services, and Retail Trade, etc. **Employment and Training Instruction Letter No. 11-010 Revised (1/3/12) provides guidance -status: Inactive.** Effort will be placed on service strategies that include labor market information, career interest, career pathways that will include educational and employment goals, strong linkages between academic instruction and occupational education, effective connections to employers in in-demand industry sectors and occupations, emphasis on the youth with disabilities, work readiness preparation, soft skills, and training for jobs requiring competencies to compete in the labor market. Particular emphasis will be placed on training for jobs requiring skill and technology offering sustainable wages, benefits, and self-sufficiency. Partnerships with local businesses, private industries, and non-profit organizations will ensure opportunities for work based training opportunities and meaningful work experience to WIOA youth participants in all three counties.

An individualized case management approach is used with each participant. Eckerd Kids, Inc. Career Coaches assess each participant to determine needs, supportive services, coordinate the necessary services and training to meet identified needs (barriers). Counseling focused on: (1) addressing problems that may impair individual's ability to participate, (2) support of participant with identified needs and (3) provide positive appraisals of progress and performance. The coordination of training and services through linkages with agencies, businesses, organization, and institutions, enhances the participant's commitment to training. Eckerd Kids, Inc. case management approach will use counseling as an avenue to provide personal support and mentoring, to encourage personal development and leadership acceptance, decision making, and good

citizenship is provided in the form of workshops and seminars to encourage youth to become visionary, goal oriented, and health conscious persons who plan for the future.

Eckerd Kids, Inc. implementation plan for the WIOA Youth program features developing and refining collaborative partnerships with schools, colleges and universities, organizations, businesses, resources represented in support letters, and other available resources to ensure high quality services for youth beginning with career exploration and guidance, continued support for educational attainment, skills training in in demand industries and occupations, employment along a career pathway, or enrollment in post-secondary education.

Workforce Innovation and Opportunity Act Required Youth Program Elements

According to Section 129(c) (2) of the Act the program design for youth activities and the Federal Register Part 681 Rules and Regulations framework of strategies, must incorporate these categories:

- a. Intake/Orientation
- b. Eligibility
- c. Objective Assessment
- d. Individual Service Strategy - WIOA Sec. 129 (C) (1) (B) identify career pathway directly linked to one (1) or more WIOA Sec. 116 (b) (2) indicators of performance described in (A) (ii).
- e. Case Management
- f. Supportive Services (if funding is available)
- g. Follow-Up (Retention)

The Eckerd Kids, Inc. program addresses all fourteen (14) required WIOA Program elements. The required youth program elements are as follows:

1. Tutoring and study skills training, basic skills
2. Alternative secondary school, or drop-out recovery services
3. Paid and unpaid work experience, including internships, shadowing, on-the-job training or pre-apprenticeship,
4. Occupational skills training,
5. Education offered concurrently with in the same context as workforce preparation activities and training for a specific occupation or occupational cluster,
6. Leadership development opportunities,
7. Supportive services,
8. Adult mentoring,
9. Follow-up services,
10. Comprehensive guidance/counseling,
11. Financial literacy education,

12. Entrepreneurial skills training,
13. Service that provide labor market and employment information about local in-demand industry sector or occupation, and
14. Activities that help youth prepare for and transition to post-secondary education.

Assessments and Services Strategies

Eckerd Kids, Inc. will provide all youth with a WIOA program Intake/Orientation regarding the full array of applicable or appropriate services that are available through WIOA Title I youth programs and all services that are available through the SC Works Center prior to providing services. Documentation of the orientation must be filed and maintained in an official WIOA file folder.

Eckerd Kids, Inc. will provide Eligibility/Certification services. Under WIOA all youth participants must meet eligibility criteria. The youth participant must be certified and determined eligible by SC Works Online Services (SCWOS) for any WIOA funded youth program elements. Certification must be complete prior to enrollment.

Eckerd Kids, Inc. will ensure that an eligible applicant who does not meet the enrollment requirements of the youth program or who cannot be served shall be referred for further assessment, as necessary. A referral to SC Works Centers, community partners, training, or educational programs as deemed necessary and appropriate. An established referral process must be in place to track and document referrals from one agency to another.

Eckerd Kids, Inc. will provide each participant with an Objective Assessment of his/her academic levels, skill levels, employment skills, prior work experience, employability, and service needs of each participant at the time of enrollment into WIOA youth activities. Standardized assessment tests will be used for assessment of basic skills, career interests and aptitudes (including interests and aptitudes for nontraditional jobs), and work readiness needs. Reasonable accommodations for individuals with disabilities and/or special needs will be provided to allow for participation in the assessment process. The objective assessment must be documented in (SCWOS) as the first service and point of enrollment. The objective assessment is a more detailed examination of barriers to employment and results in recommendations to be incorporated into the development of a person's Individual Service Strategy (ISS). These might include some combination or all of the following: educational attainment; employment history; more in-depth information about basic literacy and occupational skill levels; interests; aptitudes; family and financial situation; emotional and physical health, including disabilities; attitudes toward work; motivation; and supportive service needs.

Eckerd Kids, Inc. may assess supportive service needs and developmental needs of participants for the purpose of identifying appropriate educational, employment, and career pathway goals. Meaningful service planning cannot occur without effective assessment practices. Benchmarks toward planned outcomes will be measured against

actual progress and other such indicators as attendance, promptness, self-management, and improved communication skills.

Eckerd Kids, Inc. will develop an **Individualized Service Strategies (ISS)** with each youth participant that will reflect and utilize the information obtained from the objective assessment, individual interviews, and other sources of information and that are directly linked to one (1) or more of the WIOA performance outcomes/indicators (See SOW Section 12.2). The ISS must be documented in the SCWOS System in a timely manner and developed **with** the participant. The ISS shall identify career pathways that include the participant's educational and employment goals (including in appropriate circumstances, nontraditional employment), appropriate services for the participant taking into account the objective assessment described above. The ISS plan should describe/identify activities, and supportive services the participant will receive to achieve those **mutually** agreed upon goals, objectives, and services. The ISS is a plan that should be used to track services to be delivered and/or coordinated by the program and should be regularly reviewed and updated as changes occur. The individualized service strategies (ISS) will be reviewed and documented with a case note every 90 days with the participant to verify that the youth is on target with his/her educational and employment goals. If a revision or significant change is necessary, another youth activity code 413 should be entered into the SCWOS System and a new plan signed by the participant and filed in the participant's hard file. Funds allocated to a local area for eligible youth shall be used to carry out, for eligible youth programs that:

- a. Activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential;
- b. Preparation for postsecondary educational and training opportunities;
- c. Strong linkages between academic instruction, academic content, and occupational education that lead to the attainment of recognized postsecondary credentials;
- d. Preparation for unsubsidized employment opportunities, in appropriate cases; and
- e. Effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets.

Eckerd Kids, Inc. will provide **Case Management** to ensure all youth are successful. Case Management is a participant-centered, goal-oriented approach to the delivery of services designed to coordinate comprehensive educational, employment, and career pathway goals and plans to ensure that participants have access to necessary training and support services.

Eckerd Kids, Inc. will provide **Comprehensive Case Management** services to youth participants as part of the year round service strategy. Youth program staff will be expected to work closely with the youth participant to provide support and guidance, address needs and barriers, solve problems, serve as role models, and assist in the attainment of the objectives and goals agreed upon in the individualized service strategies

(ISS). The ISS benchmarks will be used to measure progress and will be reviewed and updated by youth program staff to arrange for needed services, identify and address concerns as they arise, and document progress made during participation.

Regular personal contact between a case manager and the youth participant is essential. The frequency of the contact is based on an assessment of the participant's needs and ISS goals as they move through the process. At a minimum, bi-weekly contact must be made with each youth participant. More frequent contact may be needed in certain circumstances. Case managers are to provide support and intervention in time of crisis, and assist in the development and implementation of a crisis plan. The youth participant should be aware that he/she has support and accountability in working to achieve his/her goals.

Documentation and monthly case notes are required and must be entered into the participant's case record and/or the SCWOS System in a timely manner. Case note summary are not limited to but should detail contacts per participant, missed appointments and attempted contacts, services provided to the participant, progress, barriers, interventions, and successes of the participant, etc. All WIOA staff is expected to be informed of, and adhere to, professional standards of client confidentiality. Staff with access to, or control over WIOA youth participant records or other confidential information is expected to safeguard such information.

Eckerd Kids, Inc. will provide Supportive Services needs necessary to assist youth participants to be successful in achieving their goals. This may include transportation, childcare, dependent care, housing, work-related tools and required clothing (uniforms) for employment. Eckerd Kids, Inc. will coordinate payment for training (tuition and books) via vouchers submitted for the enrolled participant. To the extent possible, programs should address supportive services needs through leveraging existing resources and other partnerships before expending WIOA funds (Federal Rules & regulations (FR&R) - Sec. 681.580). Supportive services needs are determined during objective assessment summary and supportive service needs should align with the youth participants ISS plan goal(s). The object assessment and development of the individual service strategy (ISS) must be completed in the SC Works Online Services (SCWOS). A printout of the ISS/Plan will be signed by the participant and placed in the hard file. Eckerd Kids, Inc. must identify the youth barriers in the ISS and case notes. All supportive services will be entered into SCWOS, include method (in-kind, arrangements with other agency, or cash assistance) by which supportive services will be provided. Supporting documentation such as copies of invoices will be in the participant's hard file. (See Revised WIOA Instruction Letter PY 18-07 Supportive Services and Incentive Payment Guidelines-Youth).

Eckerd Kids, Inc. will be responsible for all Follow-up (Retention) Services for youth, which WIOA requires a minimum of 12 months. Follow-up services (retention) may be different for each individual based on his/her individual needs. Follow-up (retention) services are more than a contact attempted or gather information for reporting purposes.

Follow-up services must provide the necessary support to ensure the success of youth post-program.

Recruitment, Eligibility and Registration

Eckerd Kids, Inc. is responsible for outreach and recruiting participants to be served during the grant period and serve out-of-school youth, age 17-24. Eckerd Kids, Inc. expenditures must be 75% of funds on out-of-school youth with the option to serve eligible in-school youth classified as seniors, age 18-21, low income, most in need, and meeting the WIOA in-school definition and barrier(s). (See SOW- Section 3.1 – option to serve In-School Youth)

Orientation

Once a decision has been made to register the individual, Eckerd Kids, Inc. will provide a formal orientation for the Workforce Innovation and Opportunity Act and Eckerd Kids, Inc.-grantee Palmetto Youth Connections (PYC). This orientation will include the review of the participant's rights and grievance procedures and the completion of the Participant Rights Handout. Orientation to WIOA and to the youth program will be documented on the Receipt of Information Form. Each student will be offered and encouraged to attend the One-Stop orientation.

Coordination of Resources

A key principle of the Workforce Innovation and Opportunity Act is the streamlining of services offered in the Local Workforce Development Area (LWDA), including the co-location, coordination, and integration of activities, information and services. A critical element of this grant is the use of all available resources to support the participant's plan to move towards self-sufficiency. **It is the Grantee's responsibility to effectively arrange and coordinate resources.**

Training Requirements

Time and attendance sheets must be signed by the participant and instructor or activity supervisor. The time and attendance sheets shall be maintained in each participant's hard file in sequential order most current first and will be especially critical if the participant is receiving supportive services such as, childcare and/or transportation. The time and attendance sheets must be submitted to the grantee at least bi-weekly, be original, and be completed in ink, with alterations being initialed. At least once during the training period, the Career Coach/Program Manager shall audit time and attendance of each participant verifying the participant and instructor signatures. A photocopy of the original document is to be maintained in the participant's hard file. No cross outs or white outs will be allowed on the photocopy without the participant's signature.

Documents required for training: invoice, curriculum, time/attendance sheets, satisfactory progress (grades), class schedule, identify financial aid, and paid invoice. (Employment and Training Instruction Letter PY'11-06 - Satisfactory Progress for WIA Youth Participants).

Compensation Payments

Eckerd Kids, Inc. program includes a unique incentive based structure called Skill Invoice are discussed with students up front and designed around the benchmarks of their ISS. The rationale for this system is that students have the opportunity to EARN an incentive by the attainment of goals they established with their Career Coach when designing their ISS. The Skill Invoice concept promotes pay for productivity and accountability the same as students will encounter when they enter the workplace. Incentive payments are permitted for recognition and achievement, and are directly tied to goals (ISS) of the youth participant including training activities, work experience, or follow-up. **Final Reg. - 20 CFR 681.640.**

Earned Incentives are distributed during active phase and follow-up of the WIOA program along with following guidelines:

1. The youth provider coach will track incentives in a voucher system and pay participant incentive(s) earned in the form of a check.
2. The career coach has a signature log which participants sign upon receipt of their incentive(s) earned (in the form of a check).
3. The career coach enters the incentive activity code (which coincides with appropriate youth activity completed) into SCWOS to reflect date incentive is received by the participant which should match/align with the signature log in the case file.

Payments to WIOA Participants

WIOA participants may be eligible to receive supportive service payments and/or incentive payments. (See Revised WIOA Instruction Letter PY 18-07 Supportive Services and Incentive Payment Guidelines-Youth).

Work Experience hourly stipends are to be paid to participants that meet the six (6) criteria to determine and establish a work experience employee vs. trainee status. When all six (6) criteria are met, the work experience can be considered a training situation, and therefore, stipends versus wages may be paid. (See Worklink WIA Instruction Letter PY'08-30 and State WIA Instruction Number: 08-03 – Payment of Stipends versus Wages for Work Experience). See Section 25.2-25.3 of Youth Statement of Work.

Case Notes

A case note summary should be entered monthly (every 28-30 days) into SC Works Online Services. Case notes are not limited to but should detail contacts per participant, intensive services provided to the participant, the participant's progress, barriers,

interventions, and successes. It is suggested Eckerd Kids, Inc. Career Coach use the Case Notes General Information listed in SCWOS under staff resources. (See SOW-Attachment #3).

File Management:

The concentration of file review conducted during the time of this monitoring was on Case Notes, ISS Development, Eligibility Determination, Verification, Youth Activity Codes, Work Experience, Occupational Training, identified Career Pathways LMI information, and Follow-Up procedures. This review included: **46 total participant files (File Management), 23 total (Active) participant files, and 23 total (Follow-Up) participant files.** The Desk top review revealed no overdue follow-up files.

Note: A list of participant's hard files monitored will be provided to the Local Eckerd-Palmetto Youth Connections Program Management staff.

Out of twenty-three **23 (Active)** participant files: Twenty-three (23) highlighted in yellow were reviewed for programmatic (on-site visit) monitoring, three (3) files - (one from the list and two additional files) highlighted in red were reviewed for work experience site monitoring (one per county area served), and nine (9) files highlighted in green were reviewed for financial monitoring.

Out of twenty-three **23 (Follow-up)** participant files: Five (5) highlighted in blue were reviewed for follow-up programmatic (on-site visit) monitoring and compliance.

Equal Opportunity (EO) Monitoring:

Equal Opportunity -The EO Officer monitored and observed the following:

- The participant and the Career Coach are both signing the Right's Handout at eligibility and enrollment, which is maintained in the participant's hard file.
- "EO is the Law" posters are prominently displayed in reasonable numbers and in available, conspicuous physical locations.
- The **46** files were reviewed for race, ethnicity, sex, limited English proficiency, preferred language, age, and disability status to determine significant differences. The review was compared with the disparate report and no significant differences appear to be caused by discrimination.
- All EO logs have been submitted timely.
- EO tagline is printed on brochures and other materials that describe requirements to customer, including emails.

Americans with Disabilities Act (ADA) - The EO Officer monitored the following as it relates to ADA:

PYC Staff have meaningful access to LEP plans that include iSpeak cards and contact information for interpreter services.

Programmatic Monitoring:

Best Practices

- All files were verified and file management policy was followed.
- Individual Service Strategies Plan (ISS) showed vast improvement per State and corrective action plan instructions. ISS were well developed and connected to participant's career pathway.
- Good use of comment box.
- Follow-up has been completed timely.
- Good use of "F" codes.
- Printed MapQuest at enrollment.
- Good variety of Work Experience sites.
- Rights Handouts in case files and EO Posters were on site. No EO issues found.

Observation:

- Each PYC Career Coach and Staff Member were for the local monitoring, responded promptly with answers to any questions and/or inquiries and any changes requested at the on-site visit.

Technical Assistance (TA):

- Reminders regarding personal information in hard files and case notes.

Strongly Recommend:

- Use of staff referrals in SCWOS and case note.
- No SSNs or Personally Identifiable Information (medical conditions, disability reason, medication, etc.).
- Use lock box when applicable.

Reminder(s):

- Add progress and post TABE test.
- Review ISS every 90 days (case note), if significant and/or major changes participant and staff should sign.
- Review GED satisfactory progress (attendance).

Work Experience (WKE) Monitoring:

Best Practices:

- Work Experience notebooks present on designated worksites and accessible.
- Work Experience site monitoring documented by PYC Workforce Specialist.
- There are well established relationship(s) between worksite supervisor(s), youth participant, and PYC Workforce Specialist.
- Work Experience forms, time sheets, voucher for stipend, supportive service verification, and documentation were reviewed.

Observation:

- Work Experience worksite supervisor(s) and youth participant were present and are very familiar with the work experience notebook and were prepared for site visit monitoring interview.
- Work Experience worksite supervisor(s) engaged with PYC youth participant, interested in the youth participant's training, willing to share, mentor, and train the youth participant.
- Each youth participant was able to articulate their work experience responsibilities/duties, skills learned, use of NIOSH training (personal protective equipment (PPE) to insure safety), use of financial literacy skills (budgeting savings, or opening a new account), and their education goals and/or career pathway goals. Each youth participant visited, appeared to be engaged and enjoying their work experience assignment.
- **No issues** found on the work experience worksite visits.

Financial Monitoring:

Best Practices:

- The participant hard file vouchers and expenditures match those found in SCWOS and match supporting financial documentation and invoicing.
- Clear use of separation of financial duties.
- PYC staff use and adhere to the WorkLink Youth Supportive Services Policy and Incentive Payment Guideline Policies.

Final Monitoring Results:

There are **no findings** for this monitoring report (Programmatic, EO, Work Experience, and Financial). Technical Assistance was able and provided as needed during the programmatic monitoring on-site visits to PYC staff.

Additional Information:

A copy of the TEGL 17-05 can be obtained from the South Carolina Work Online System (SCWOS) Procedures Manual. See Link in SCWOS-State Policy and Technical Guidance for current Training and Employment Guidance Letter(s):

TEGL No. 21-16, Third Workforce Innovation an Opportunity Act (WIOA) Youth Program Transition.

TEGL No. 10-16, Change 1, Performance and Accountability Guidance.

Website(s): <http://www.doleta.gov/WIOA>

http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2195

https://jobs.scworks.org/admin/gsipub/htmlarea/uploads/TEGL_17-05.pdf

All Service Providers should read the WorkLink Instruction Letters, the Grant's (Statement of Work) and the South Carolina Work Online System (SCWOS) Procedures Manual.

Note: All WIOA computers should have the appropriate updates completed by IT services, such as Google Chrome 36 or higher, Internet Explorer 11 or higher (11 works best with SCWOS Version 19.0), Mozilla Firefox 30 or higher, Apple Safari 5 or higher, Opera 22 or higher, or Microsoft Edge 42.17134 or higher.

April 12, 2019

Mr. Trent Acker
WorkLink, Executive Director
1376 Tiger Blvd. Suite 102
Clemson, SC 29631

Subject: PY18 WorkLink Youth Monitoring

Dear Mr. Acker,

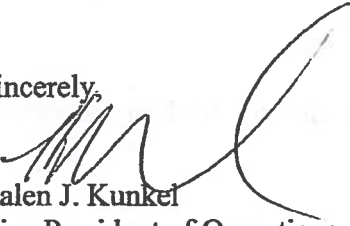
Eckerd Connects received the WIOA Youth Monitoring Report for the onsite monitoring conducted during the months of February and March 2019 by Ms. Windy Graham and Ms. Sharon Crite.

We extend the sincerest appreciation to the WorkLink administrative staff for their efforts to provide support and technical assistance to the local Eckerd Connects team.

We welcome your feedback to further improve the quality of our work and to assist you in reaching local community goals. Included you will find our written response to the local recommendations from the monitoring report.

As always, thank you for your continued support. Please let a member of our team know if there are any questions or if more information is required regarding our monitoring response.

Sincerely,



Kalen J. Kunkel
Vice President of Operations
Workforce Development

Cc: Alex Reed, Chief of Program Services
Kevin George, Sr. Director of Quality and Contracts
Paul Pappasergi, Director of Contracts Management (Quality)
Renee Alexander, Operations Director
Karen Craven, Program Manager

File Management:

Program management has received and reviewed the list of files reviewed during the monitoring.

Equal Opportunity (EO) Monitoring:

Eckerd Connects appreciates the monitoring observations that confirm compliance with Equal Opportunity regulations.

Programmatic Monitoring Best Practices:

Eckerd Connects appreciates the best practices acknowledgments and will share these with our team as follows:

- All files were verified and file management policy was followed.
- Individual Service Strategies (ISS) showed vast improvement per State and corrective action plan instructions. ISS's were well developed and connected to participant's career pathway.
- Good use of comment box.
- Follow up has been completed in a timely manner.
- Good use of "F" codes for follow up.
- Printed MapQuest, to verify mileage at enrollment for transportation supportive service.
- Good variety of Work Experience sites.
- Rights Handouts in case files and EO Posters were on site. No EO issues found.

Observation:

Eckerd Connects appreciates the positive observations concerning established rapport between career coach and participant and the acknowledgment that career coach and staff was prepared, prompt, and available to answer questions/provide information.

Technical Assistance (TA)

Eckerd Connects appreciates the technical assistance provided concerning personal information in hard files and case notes.

Strongly Recommend

- Use of staff referrals in SCWOS and case notes.
- No SSNs or Personally Identifiable Information (medical conditions, disability reasons, medications)
- Use lock box when applicable

Management will pull staff referrals monthly to monitor data entry. Staff have been reminded and instructed to redact all SSN's and Personally Identifiable Information (PII) and use the lock box to store confidential information.

Reminder(s)

- Add progress and post TABE testing.
- Review ISS every 90 days (case note), if significant and/or major changes participant and staff should sign.
- Review GED satisfactory progress (attendance).

Management has reminded and instructed staff to add progress and post TABE testing to SCWOS, assisted in developing a monitoring schedule for plans every 90 days and reviewed the attendance requirement of 75% with staff, as directed by the monitors.

Work Experience Monitoring Best Practices and Observations

Eckerd Connects appreciates the best practices and observations acknowledgments and will share these with our team as follows:

- Work Experience notebooks present at designated worksites and accessible.
- Work Experience on site monitoring documented by PYC Workforce Specialist.
- There were well established relationships between worksite supervisors, youth participant, and PYC Workforce Specialist.
- Work Experience forms, timesheets, vouchers for stipends, supportive services verifications and documentation was available for review.
- Work Experience worksite supervisors and youth are very familiar with the work experience notebook and were prepared for the site visit monitoring interview.
- Work Experience worksite supervisors were engaged with PYC youth participant, interested in the youth participant's training and willing to share, mentor and train the youth participant.
- Each youth participant was able to articulate their work experience responsibilities/duties, skills learned, use of NIOSH safety training, use of financial literacy skills and education goals/career pathway goals. Each youth participant visited, appeared to be engaged and enjoying their work experience assignment.
- No issues found on the work experience worksite visits.

Financial Monitoring Best Practices

Eckerd Connects appreciates the best practice acknowledgements and will share these with our team as follows:

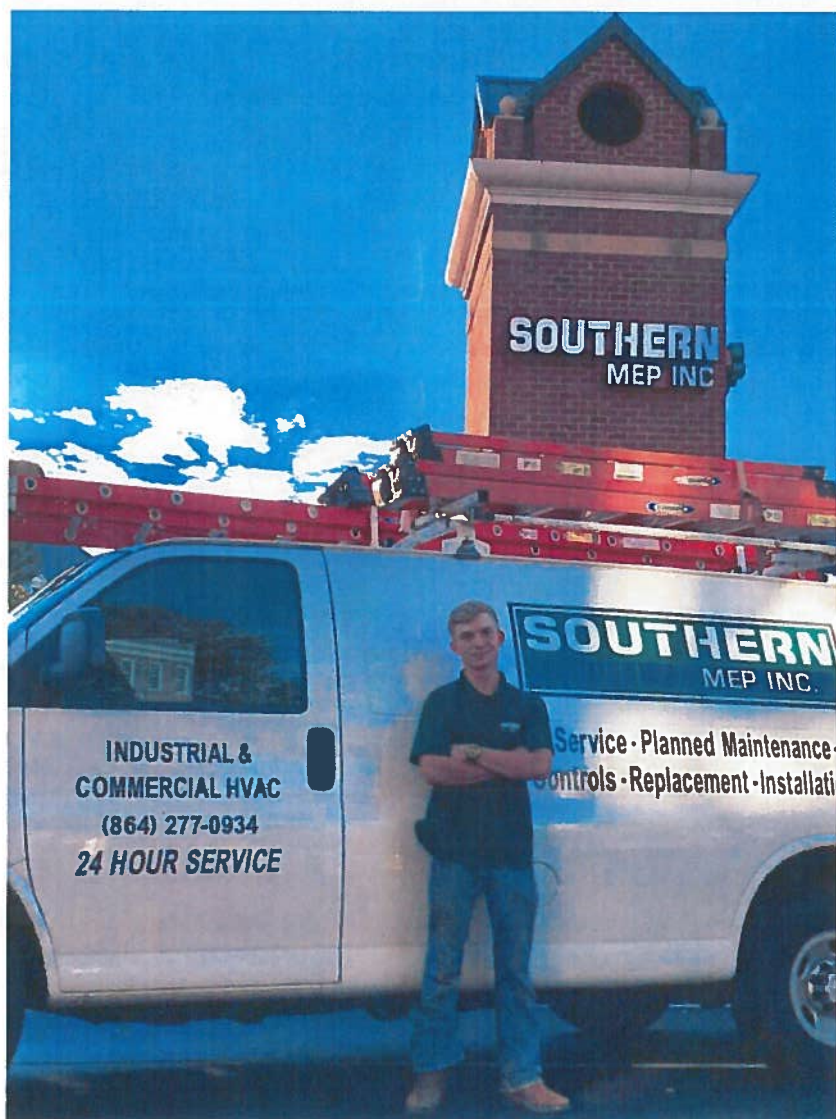
- The participant hard file vouchers and expenditures match those found in SCWOS and match supporting financial documentation/invoicing.
- Clear use of separation of financial duties.
- PYC staff use and adherence to WorkLink Youth Supportive Services and PYC Youth Incentive Policies.

Final Monitoring Results

Eckerd Connects appreciates the positive feedback, technical assistance and that there were no findings for the monitoring conducted for the Eckerd Connects WorkLink Youth Program/Palmetto Youth Connections.

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

A proud partner of the **AmericanJobCenter** network



Youth Success Story: Meet Michael “Cruz” Thrasher

Michael "Cruz" Thrasher enrolled with Palmetto Youth Connections at the age of 17. Cruz was a high school dropout. When he enrolled in Palmetto Youth Connections, he had no work experience. Cruz has been living with his grandparents for several years because of his family's instability and lack of care. Because of Palmetto Youth Connections, Cruz was able to attain his GED without the burden of paying for the test. Cruz also received awards during graduation to include; College Ready scores on three of the tests and he had the second highest math score of all graduates. Cruz also completed the Career Ready classes and successfully participated in the paid work experience training. Cruz learned many things to help make himself successful in the work place. He was placed at the Haven of Rest in Williamston where he earned high marks on his evaluation. He was always on time, took direction well, and was self-motivated and respectful.

Cruz participated in the I-Best/Manufacturing program at Tri County Tech. After participating in this training, he was immediately hired on full time with Southern MEP as an HVAC technician making \$13 per hour. His career pathway is HVAC and he is receiving training with this employer that will lead to higher wages as he gains skills and expertise. Cruz is also attending Tri County Technical College while he works full time to obtain his HVAC certification.

Cruz is a very motivated young man and has taken advantage of all of the opportunities offered to him. The path that he has taken in the last year will change the trajectory of his life.

U.S. Department of Labor
Employment and Training Administration
WIOA Youth Activities State Allotments
Comparison of PY 2019 Allotments vs PY 2018 Allotments

State	PY 2018	PY 2019	Difference	% Difference
Total Appropriated	\$903,416,000	\$903,416,000	\$0	0.00%
Total (WIOA Youth Activities)	\$899,577,000	\$900,791,000	\$1,214,000	0.13%
Alabama	16,810,423	15,149,798	(1,660,625)	-9.88%
Alaska	3,248,821	4,229,167	980,346	30.18%
Arizona	22,132,740	25,610,047	3,477,307	15.71%
Arkansas	6,559,046	5,911,108	(647,938)	-9.88%
California	122,420,854	119,017,698	(3,403,156)	-2.78%
Colorado	9,356,087	8,431,842	(924,245)	-9.88%
Connecticut	10,136,991	10,709,715	572,724	5.65%
Delaware	2,209,670	2,212,652	2,982	0.13%
District of Columbia	3,369,642	4,331,649	962,007	28.55%
Florida	50,918,130	45,888,161	(5,029,969)	-9.88%
Georgia	25,691,083	23,153,178	(2,537,905)	-9.88%
Hawaii	2,209,670	2,212,652	2,982	0.13%
Idaho	2,463,432	2,220,081	(243,351)	-9.88%
Illinois	42,733,627	41,773,340	(960,287)	-2.25%
Indiana	14,277,065	12,866,699	(1,410,366)	-9.88%
Iowa	4,779,676	4,307,514	(472,162)	-9.88%
Kansas	5,170,980	4,660,163	(510,817)	-9.88%
Kentucky	13,770,245	13,375,729	(394,516)	-2.86%
Louisiana	17,165,657	15,924,333	(1,241,324)	-7.23%
Maine	2,684,527	2,419,335	(265,192)	-9.88%
Maryland	12,474,601	14,546,358	2,071,757	16.61%
Massachusetts	13,047,645	12,354,890	(692,755)	-5.31%
Michigan	28,612,013	34,878,283	6,266,270	21.90%
Minnesota	10,094,772	9,097,556	(997,216)	-9.88%
Mississippi	10,053,302	10,396,417	343,115	3.41%
Missouri	14,066,190	12,676,655	(1,389,535)	-9.88%
Montana	2,209,670	2,280,623	70,953	3.21%
Nebraska	2,656,124	2,862,935	206,811	7.79%
Nevada	9,261,869	9,921,829	659,960	7.13%
New Hampshire	2,209,670	2,212,652	2,982	0.13%
New Jersey	20,831,255	24,036,015	3,204,760	15.38%
New Mexico	9,176,874	9,124,699	(52,175)	-0.57%
New York	50,223,205	62,137,502	11,914,297	23.72%
North Carolina	27,731,837	27,582,642	(149,195)	-0.54%
North Dakota	2,209,670	2,212,652	2,982	0.13%
Ohio	36,354,942	41,626,582	5,271,640	14.50%
Oklahoma	9,577,406	8,631,298	(946,108)	-9.88%
Oregon	9,572,222	8,626,626	(945,596)	-9.88%
Pennsylvania	39,419,602	36,515,461	(2,904,141)	-7.37%
Puerto Rico	26,554,369	29,825,410	3,271,041	12.32%
Rhode Island	3,347,101	3,395,462	48,361	1.44%
South Carolina	13,017,374	11,731,447	(1,285,927)	-9.88%
South Dakota	2,209,670	2,212,652	2,982	0.13%
Tennessee	17,503,950	15,774,815	(1,729,135)	-9.88%
Texas	75,959,298	68,455,626	(7,503,672)	-9.88%
Utah	3,656,938	3,538,726	(118,212)	-3.23%
Vermont	2,209,670	2,212,652	2,982	0.13%
Virginia	13,158,915	11,859,006	(1,299,909)	-9.88%
Washington	19,115,058	21,151,649	2,036,591	10.65%
West Virginia	5,837,010	6,472,612	635,602	10.89%
Wisconsin	11,197,879	10,091,692	(1,106,187)	-9.88%
Wyoming	2,209,670	2,212,652	2,982	0.13%
State Total	883,868,137	885,060,937	1,192,800	0.13%
American Samoa	236,754	237,085	331	0.14%
Guam	803,615	804,738	1,123	0.14%
Northern Marianas	439,064	439,677	613	0.14%
Palau	75,000	75,000	0	0.00%
Virgin Islands	660,775	661,698	923	0.14%
Outlying Areas Total	2,216,208	2,218,198	2,990	0.13%
Native Americans	13,493,655	13,511,865	18,210	0.13%
Set asides	3,839,000	2,626,000	(1,214,000)	-31.62%

Client Emergency Asst. & Expungements		\$ 2,375.00		\$ 1,200.00	\$ (1,175.00)		\$ 1,200.00	\$ (1,175.00)		Decreased based on PY18 YTD expenditures.
Sub-Total of Supportive Services		\$ 39,825.00		\$ 38,400.00	\$ (1,425.00)		\$ 38,400.00	\$ (1,425.00)		
Sub-Total of Contract Costs		\$ 548,645.95		\$ 547,317.40	\$ (1,328.55)		\$ 535,738.00	\$ (12,907.95)		
Indirect Cost & Fees										
Indirect Cost (MTDC)	12.00%	\$ 47,754.05	12.00%	\$ 49,082.60	\$ 1,328.55	14.77%	\$ 60,662.00	\$ 12,907.95		Eckerd's Federal Indirect Rate changed to 14.77% based on Modified Total Direct Cost methodology for the coming year.
General Liability (Eckerd)	0.75%	\$ 3,600.00	0.60%	\$ 3,600.00	\$ -	0.60%	\$ 3,600.00	\$ -		Option A reflects 12% that was charged in PY18 which is an effective rate of 8.2% & Option B reflects 14.77% with an effective rate of 10.1%.
Sub-Total of Indirect & Fees		\$ 51,354.05		\$ 52,682.60	\$ 1,328.55		\$ 64,262.00	\$ 12,907.95		No change.
		\$ 600,000.00		\$ 600,000.00	\$ (0.00)		\$ 600,000.00	\$ 0.00		
							\$ 142,092.82	\$ 142,092.82		

PY'18 UPDATE REPORT

Service Provider Information			
Date:		5-7-19	
Service Provider:		EckerdCONNECTS. Palmetto Youth Connections	
Prepared By:		Karen Craven	
Program Description:		Out of School Youth (17-24)	
Number of Participants to be Served:		156 (Active)	
PY'18 Performance			
Carryover: (Example: 94)		Carryover: 37	
New Enrollments:		July 2018: 5 August 2018: 7 September 2018: 22 October 2018: 15 November 2018: 19 December 2018: 4 January 2019: 11 February 2019: 13 March 2019: 13 April 2019: 5 Total: 114	
Dates Covered for New Enrollments:		July 1, 2018 – April 30, 2019	
Total Active Enrollments:		151	
Total in WEX PY 18:		35 (15 current WEX training placements)	
Total in Follow up:		93	
Total Entered Employment/Education/Military (Goal Q2: 76.6%; Goal Q4: 69%)		Q2: 73.8% Q4: 82.4%	
Credential Rate Goal 68.1%		81.3%	
In Program Measureable Skills Gain Goal: NA		Baseline Data (2ndQ): 62.3%	
Total number enrolled per county (active and follow- up)	ANDERSON 89	OCONEE 49	PICKENS 60