



WORKFORCE DEVELOPMENT BOARD
OneStop Operations Committee
October 23, 2019 at 3:00pm
SC Works Clemson Comprehensive Center, Large Conference Room

AGENDA

- I. Call to Order/Introductions** Ed Parris, Chair
- II. Consent Agenda*** Ed Parris
 - a. Approval of Minutes (8/21/19)
 - b. Employer Services Reports
 - c. Programmatic and Financial Reports
 - d. Strategic Plan Report
- III. Business/Employer Services Updates** Meredith Durham, WorkLink Staff
 - c. Hydro Rapid Response
 - d. Regional Sector Strategies Update
 - e. Pickens Co. Workforce Development Initiative
- IV. SC Works System Updates** Karen Hamrick, Eckerd WDS
- V. WIOA Adult/DW Program Updates**
 - a. EWDS Program Budget - Modification 1* Eckerd Staff
 - b. ETPL Applications* Windy Graham, WorkLink Staff
 - c. Supportive Service Policy* Jennifer Kelly, WorkLink Staff
- VI. Other Business**
 - a. Meeting Schedule for 2020* Ed Parris
- January 22, March 18, May 20, August 19, October 21 - Wednesdays at 3pm
- VII. Adjourn**

Next OneStop Operations Committee Meeting January 22, 2019 at 3pm Clemson SC Works Center
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WORKFORCE DEVELOPMENT BOARD
OneStop Operations Committee Meeting Minutes
August 21, 2019 @ 3:00pm
SC Works Clemson Comprehensive Center, Large Conference Room

Members Present

Ed Parris, Chair	Danny Brothers (via telephone)	David Bowers
Allen Fain (via telephone)	Shonna Williams	

Members Absent:

Amanda Blanton	Brooke Garren	Teri Gilstrap
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Staff Present:

Jennifer Kelly	Windy Graham	Trent Acker	Meredith Durham
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Guests Present:

JT Parnell	Karen Hamrick	Renee Alexander
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I. Welcome and Introductions

Chair Ed Parris officially called the meeting to order at 3:02 pm welcoming everyone in attendance and announced the meeting being recorded for processing of minutes. Introductions were made of everyone in attendance.

II. Approval of 5-22-2019 Meeting Minutes and Reports

The minutes from the 5/22/19 meeting were emailed to committee members and included in the meeting packet. Chair Parris called for corrections/amendments to the minutes or a motion to approve. Along with the minutes, programmatic and financial reports were emailed to committee members beforehand. WorkLink and/or Eckerd staff was available to give brief updates and answer any questions about the reports that were sent out. Reports were available on pages 6-23 of the packet.

ACTION TAKEN: David Bowers made a motion to approve the minutes and reports sent with the agenda, seconded by Danny Brothers. The motion carried unanimously.

III. PY'18 Reports

i. Business Services Reports

Ms. Meredith Durham referred to page 24, which shows the 18IWT01 summary report. There are a total of 9 companies receiving funds for 18IWT01. WorkLink staff continues to review expenditures as they are submitted. The 18IWT01-02 grant summary was listed on page 25, and the Rapid Response IWT grants summary was listed on page 26. There is one ongoing RRIWT grant

with Lakeside Steel and Machine, that will end in September. The OJT summary showed a total of 2 OJT contracts for PY19 with MST Concrete Products and Patriot Automation.

ii. SC Works System

Mr. Trent Acker stated that SC Works staff members that are located in the Anderson SC Works Center will be relocated into the resource room at that location. Cubicles will be set up to allow for office space within the room.

WorkLink plans to re-apply for a Re-Entry Grant opportunity from the Department of Employment and Workforce. WorkLink is working on the grant application primarily with Anderson County, but also with Pickens and Oconee counties as well. The application is due September 6th. Three regions will be funded by DEW.

Mr. Acker stated that WorkLink has been awarded a \$5,000 Outreach Grant from DEW to be used for SC Works outreach materials.

Anderson County will be hosting an annual Community Impact Awards ceremony and would like to recognize an Adult WIOA participant. Four applications have been submitted. Ms. Jennifer Kelly will email applications received from the career coaches to committee members to review. Ms. Kelly asked each committee member to vote on one participant to be recognized via email, and submit the vote by the end of the week.

Ms. Karen Hamrick stated that on Friday, August 23, SC Works WorkLink centers will be closed for staff training. The Clemson SC Works Center will close at noon on Thursday, August 29, for traffic concerns due to a Clemson football game.

iii. WIOA Adult/DW Program Budget

Ms. Jennifer Kelly stated that the PY19 Letter of Intent was given to Eckerd Connects. The Letter of Intent was given to Eckerd instead of the full grant award, because the full allocation is not received until October 1st for the Adult/DW program. Five hundred fifty one individuals are anticipated to be served. The Letter of Intent and funding details are listed on pages 44-53 of the packet.

Mr. Trent Acker referred to page 54 and noted that staff must spend a 30% minimum of expenditures on direct participant costs. WorkLink's current participant cost rate is 33.97%.

Ms. Windy Graham reported that three training providers have applied for the Eligible Training Provider List, listed on pages 55-58.

Construction Training Center—Ms. Windy Graham stated that Construction Training Center has applied for a Drywall certificate program. It is an in-demand occupation. The total cost is \$4,200.00.

ACTION TAKEN: David Bowers made a motion to approve the Construction Training Center's Drywall program for the ETPL list, seconded by Danny Brothers. The motion carried unanimously.

Interactive Business Training—Interactive Business Training, formerly CCT Business Training, has re-applied for all programs that were previously approved as CCT Business Training.

ACTION TAKEN: Danny Brothers made a motion to approve Interactive Business Training to be on the ETPL list, seconded by David Bowers. The motion carried unanimously.

PSI Project Management—PSI Project Management has applied for the Project Management Training Program for PMP/CAPM Exam Prep and Project Managers. The total cost of the program is \$2,810.00.

ACTION TAKEN: David Bowers made a motion to approve PSI Project Management's Project Management program to be on the ETPL list, seconded by Shonna Williams. The motion carried unanimously.

Ms. Jennifer Kelly stated that the WorkLink is in the process of reviewing the Supportive Service Policy, which was listed on pages 60-66 of the packet. Ms. Kelly provided scenarios that may present a need for change in the policy. The low income definition is \$12,490 per year in Seneca, Anderson, and Pickens.

IV. Strategic Plan Discussion

WorkLink's Strategic Plan was listed on pages 74-84. Ms. Kelly stated that WorkLink's Strategic Plan ends next year. Ms. Kelly reviewed the current strategies and recommended edits listed in the plan with committee members. Mr. Parris suggested to continue tracking WIN testing participants.

IIV. Other Business

Ms. Kelly reviewed PY'18 4th quarter performance data. WorkLink is passing all performance goals.

V. Adjourn

With no further business, the meeting was adjourned by Chair Parris at 4:58 p.m.

Respectfully submitted by: Meredith Durham

18IWT01

Grant #	Company	Awarded	Modification	Expended	Balance	Start Date	End Date
18IWT01-01	United Tool and Mold	\$8,622.00		\$ 8,622.00	\$0.00	1/7/2019	5/1/2019
18IWT01-02	Michelin North America	\$69,208.76		\$ 37,362.00	\$31,846.76	1/4/2019	9/30/2019
18IWT01-03	Ulbrich Precision Flat Wire	\$16,762.50		\$ 3,650.00	\$13,112.50	1/16/2019	12/31/2019
18IWT01-04	PMi2	\$22,737.24		\$11,790.00	\$10,947.24	1/17/2019	12/31/2019
18IWT01-05	Paragon Hotel Company	\$325.54			\$325.54	1/18/2019	3/30/2019
18IWT01-06	era-contact	\$14,400.72			\$14,400.72	1/22/2019	1/31/2020
18IWT01-07	McLaughlin Body Co.	\$29,215.06		\$ 6,892.00	\$22,323.06	1/24/2019	8/30/2019
18IWT01-08	Shaw Industries	\$1,925.00			\$1,925.00	1/24/2019	10/30/2019
18IWT01-09	Reliable Automatic Sprinkler	\$34,301.90	\$19,331.25	\$ 8,500.00	\$25,801.90	1/7/2019	3/1/2020
Total:		\$197,498.72		\$ 76,816.00	\$120,682.72		

18IWT01-02

Grant #	Company	Awarded	Expended	Balance	Start Date	End Date
18IWT01-02-01	Allegro Industries	\$5,377.50	\$ 1,713.75	\$3,663.75	6/14/2019	10/31/2019
18IWT01-02-02	JTEKT Koyo Bearings	\$18,995.00		\$18,995.00	6/27/2019	6/30/2020
18IWT01-02-03	Clarios	\$12,500.00		\$12,500.00	6/12/2019	8/1/2020
18IWT01-02-04	Proper Polymers	\$16,500.00		\$16,500.00	6/27/2019	6/30/2020
18IWT01-02-05	Mergon	\$29,610.00		\$29,610.00	6/27/2019	6/30/2020
18IWT01-02-06	Patriot Automation	\$2,253.60		\$2,253.60	6/27/2019	1/30/2020
18IWT01-02-07	Metco	\$18,000.00	\$ 7,195.50	\$10,804.50	6/27/2019	5/30/2020
18IWT01-02-08	Plastic Omnium Clean Ene	\$23,043.00		\$23,043.00	6/27/2019	6/30/2020
18IWT01-02-09	Reliable Automatic Sprinkl	\$5,768.75		\$5,768.75	6/27/2019	6/30/2020
18IWT01-02-10	BorgWarner	\$5,696.65		\$5,696.65	6/27/2019	6/30/2020
18IWT01-02-11	Itron	\$18,124.50		\$18,124.50	6/27/2019	6/30/2020
18IWT01-02-12	Greenfield Industries	\$15,500.00		\$15,500.00	6/27/2019	6/30/2020
18IWT01-02-13	KeyMark	\$15,651.00		\$15,651.00	6/27/2019	6/30/2020
Total:		\$187,020.00	\$ 8,909.25	\$178,110.75		

Rapid Response IWT Grants					
Grant #	Company	Awarded	Spent	Balance	Status
18RRIWT06	Lakeside Steel and Machine	\$ 44,550.00	\$ 39,750.00	\$ 4,800.00	FINAL (pending 1 invoice)

PY19 OJT Summary

Adult 2810

Contract Number	Name	Assigned CM	Enrollment Code	State ID	Employer	County	Start Date	End Date	Completion	Total Training Hours	Hourly Wage Rate	Reimbursement Rate	Maximum Reimbursement	Deobligated	Ending Amount	PAID
08082019-4112			Adult	3448607	MST Concrete Products Inc.	Pickens	8/8/2019	10/31/2019	Unsuccessful	480	\$12.50	75%	\$4,500.00	\$3,546.09	\$953.91	PAID
08122019-2880			Adult	3407022	Patriot Automation	Anderson	8/12/2019	11/4/2019		480	\$18.00	75%	\$6,480.00		\$6,480.00	

Budget	Remaining
\$32,000.00	\$21,020.00

Anderson	\$6,480.00	59%
Pickens	\$4,500.00	41%
Oconee		0%

Hours Trained	Average Wage
960	\$15.25

Total Obligated	Total Deobligated	Net Amount	Paid	Balance
\$10,980.00	\$3,546.09	\$7,433.91		\$0.00
Net Obligated	\$14,526.09			

DW 2820

Contract Number	Name	Assigned CM	Enrollment Code	State ID	Employer	County	Start Date	End Date	Total Training Hours	Hourly Wage Rate	Reimbursement Rate	Maximum Reimbursement	Deobligated	Ending Amount	PAID	Balance

Budget	Remaining
	\$0.00

Anderson	\$0.00	#DIV/0!
Pickens	\$0.00	#DIV/0!
Oconee	\$0.00	#DIV/0!

Hours Trained	Average Wage
0	#DIV/0!

Total Obligated	Total Deobligated	Net Amount	Paid	Balance
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Net Obligated	\$0.00			

Data through: September 2019
Last Revision Date: 10/16/19

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

PY19 - July 1, 2019 to June 30, 2020

	Q1 2019	Q1 2019	Q1 2019	Q2 2019	Q2 2019	Q2 2019	Q3 2019	Q3 2019	Q3 2019	Q4 2019	Q4 2019	Q4 2019	
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Jobseekers Services													
SYSTEM WIDE SERVICES													
Unduplicated Customer Count	2711	2654	2469										3204
Individuals that Registered	258	317	318										893
Anderson	129	159	154										442
Clemson	42	38	42										122
Easley	50	77	70										197
Seneca	37	43	52										132
Job Search Services	52321	51371	44616										148308
Anderson	23071	22585	19523										65179
Clemson	10280	10339	8903										29522
Easley	8110	8645	7953										24708
Seneca	10860	9802	8237										28899
CENTER-WIDE SERVICES													
Center Traffic (Total Customer Count):	2007	1675	1526										5208
Anderson	676	586	593										1855
Clemson	872	620	570										2062
Easley	92	103	70										265
Seneca	367	366	293										1026
Orientation Attendance	44	86	80										210
Workshops Offered	43	45	41										129
# Attended Employability	23	24	55										102
# Attended Financial Literacy	0	0	0										0
# Attended Computer Skills	4	4	10										18
Referrals to Partners:	45	40	39										124
# of Individuals Received Referral	43	38	36										117

Data through: September 2019
Last Revision Date: 10/16/19

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PY19 - July 1, 2019 to June 30, 2020

	Q1 2019	Q1 2019	Q1 2019	Q2 2019	Q2 2019	Q2 2019	Q3 2019	Q3 2019	Q3 2019	Q4 2019	Q4 2019	Q4 2019	
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Employer Services													
Internal Job Orders Created	286	255	220										761
Anderson	99	106	92										297
Clemson	83	63	50										196
Easley	51	30	20										101
Seneca	53	56	58										167
Services Provided Employers	727	564	688										1979
Anderson	165	67	105										337
Clemson	525	454	540										1519
Easley	16	13	12										41
Seneca	21	30	31										82
Hiring Events	9	3	3										15
Total Job Seekers	37	15	42										94
Anderson	30	10	42										82
Oconee	3	0	0										3
Pickens	4	5	0										9
Regional	0	0	0										0
Entered Employments	124	55	29										208
Anderson	2	36	22										60
Clemson	121	11	4										136
Easley	0	2	1										3
Seneca	1	6	2										9
Rapid Response Events	1	2	1										4
Total Affected	4	50	1										55
Fred's (Various locations)	4	0	1										5
Pain Management Associates	0	50	0										50

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BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

WORKLINK

ANDERSON-OCONEE-PICKENS

PY19 - July 1, 2019 to June 30, 2020

WIOA Individualized Career Services = July 1, 2018 - June 30, 2019

Job Seeker at WIOA Enrollment						
	A	O	P	Other	Total	
Veterans						
CO	2	4	1	0	7	
New	0	0	1	0	1	
Offenders						
CO	36	10	3	0	50	
New	7	1	2	0	10	
TAA Co-enrolled						
CO	0	0	0	0	0	
New	0	0	0	0	0	
Adult/DW Low Income						
CO	54	17	10	0	81	
New	9	2	0	0	11	
SNAP Recipient						
CO	34	9	6	0	49	
New	5	1	0	0	6	
Basic Skills Deficient						
CO	54	10	15	1	80	
New	11	1	0	0	12	

Caseload Breakdown			
	Active	Follow-up	Total
Geer	54	60	114
Hunter	67	54	121
Parnell	49	52	101
Snider	55	62	117
Total	225	228	453

Active Enrollment			
	CO	September	Total
Geer	48	6	54
Hunter	58	9	67
Parnell	45	4	49
Snider	49	6	55
Total	200	25	225

Applications		
	September	YTD Total
YTD Total Determinations	24	89

Enrollment			
	September	TD Planned (+/-)	
New MTD Enrolled	25	18	7
New YTD Enrolled	76	54	22
Total YTD Participants	225		
Total YTD Exits	0		

Priorities*	YTD Enrolled	%	Goal
1. Veterans - PAR, LI, or BSD**	141	70.9%	70% or More
2. PAR, LI, or BSD			
3. Veteran	58	29.1%	30% or Less
4. Non-Veterans			
Sum	199		

*Applies to Adult Population Only

**PAR = Public Assistance Recipients, LI = Low Income, BSD = Basic Skills Deficient

Career Interest		
In-Demand Career Cluster	September	YTD
Admin, Support, Waste Mgmt., Remediation Svcs..	1	6
Health Care and Social Assistance	13	27
Manufacturing	4	21
Professional Scientific Technical Services	3	8
Construction	0	0
CDL Exception	4	11
Other	3	3

One-on-One Services		
Activity	September	YTD
106 - Provided Internet Job Search Support	1	2
115 - Resume Preparation Assistance	2	3
123 - Job Development Contacts	0	0

WorkKeys or WIN			
	CO	New YTD	Total
Platinum	14	0	14
Gold	29	2	31
Silver	145	18	163
Bronze	48	5	53
Total	236	25	261

SC WORKS
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BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

PY19 - July 1, 2019 to June 30, 2020

WIOA Training and Follow-Up Services = July 1, 2019 - June 30, 2020

Recommended for Training Services

	September	YTD Total
GED	6	6
Occupational	16	55
On-the-Job Training	2	2

OJT Training Synopsis

Company Name	Location of Company	Successful	Unsuccessful	In-Progress
Materials Management (dba Patriot Au Anderson		0	0	1
MST Concrete Products Inc.	Pickens	0	1	0

Total Current Contracts	0	1	1
Total Carryover	0	0	0
Total All OJT Contracts	2		

*Carryover equals those contracts started in PY 18 but finished in PY19

Funding Source

	September	YTD Total
Adult	1	2
Dislocated Workers	0	0

Program Outcomes and Follow-Up Services

	MTD Total	YTD Total
Entered Employment	23	40
Credential Attained (current year)	5	23
Measurable Skills Gained	-	28
Follow-Up Services Provided	98	228
Follow-Up Services Individuals	97	216

*This number is hand counted from SCWOS based on follow-up summaries of each career coach.

Occupational Training by Provider

Name	Currently In Training	PY'19 Rec'd Training
Capstone Career Development Center	4	4
Greenville Technical College	3	3
New Horizons Computer Learning Center Of SC	0	1
Norris Mechanical, Llc	9	11
Piedmont Technical College	1	1
Tri-County Technical College	46	68

Total **63** **88**


Total Occupational Training by Cluster


Occupation	Total Training	PY'19 Rec'd Credential
GED/Occupational Training (324)	7	1
Admin, Support, Waste Mgmt., Remediation Svcs.	11	2
Manufacturing	23	7
Professional, Scientific, Technical Services	5	0
Health Care and Social Assistance	33	8
CDL	12	6
Heavy Equipment Operator	0	0

Funding Source PY'19 Rec'd (occupational and GED training)

WIOA Funding	YTD Total	Partner Funding	Amt Leverage YTD	Referrals
Adult	74			
Dislocated Workers	14	TCTC Scholarships	\$ 67,097	
NEG	0	SC Lottery	\$ 4,800	
Trade (co-enrolled)	0	Pell Grant	\$ 6,195	
		Other		
Total	88		\$ 78,092	

Note: Some participants have rec'd more than one training or more than one funding source.

	ECKERD YOUTH ALTERNATIVES, INC.					
	100 N. Starcrest Drive, Clearwater, FL 33765					
	INVOICE					
Worklink Investment Board	Contract Number:	19A995E1				
1376 Tiger Blvd.	Invoice Number:	1092-03				
Clemson, SC 29631	Invoice Month:	September 2019				
Attn: Jennifer Kelly	Period Covered:	July 1, 2019 - June 30, 2020				
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 6,031		Adult Operator		
Eckerd Goal:			SEPTEMBER			
			25.0%			100.0%
Line Item	Budget	1092-3	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD	
Staff Salary Total		\$ 52,328	4,021.56	12,412.70	\$ 39,915.14	23.7%
Fringe Benefit Total	51xx	\$ 14,560	1,102.64	3,506.97	\$ 11,053.09	24.1%
TOTAL STAFF COSTS		\$ 66,888	5,124.20	15,919.67	\$ 50,968.23	23.8%
Operating Costs:						
1.1 Facility, Utilities	6185	\$ -	\$ -	-	\$ -	0.0%
1.2 Staff Expendable Supplies & Materials	6000	\$ 931	\$ -	-	\$ 931.28	0.0%
1.3 Program Outreach Expenses (Brochures,	6735	\$ -	\$ -	-	\$ -	0.0%
1.4 Copy & Print Expenses	6730	\$ 677	\$ -	-	\$ 676.72	0.0%
1.5 Communications (Phone, Fax, Internet, e	6270	\$ 887	\$ 39	44.25	\$ 842.79	5.0%
1.6 Staff Travel	6105, 6120, 6125	\$ 2,451	\$ 54	311.56	\$ 2,139.44	12.7%
1.7 Staff Training/Technical Services Costs	5110	\$ 506	\$ -	-	\$ 506.00	0.0%
1.8 Non-Expendable Equipment Purchases	6095	\$ -	\$ -	-	\$ -	0.0%
1.9 Postage (Stamps, FedEx, etc)	6005	\$ -	\$ -	-	\$ -	0.0%
TOTAL OPERATING COSTS		\$ 5,452	92.95	355.81	\$ 5,096.23	6.5%
Training Costs:						
2.3 WI Customer Credential Exam Fees (CAH	6525	\$ -	\$ -	-	\$ -	0.0%
2.6 Individual Training Account/Voucher Cost	6530	\$ -	\$ -	-	\$ -	0.0%
TOTAL TRAINING COSTS		\$ -	-	-	\$ -	0.0%
Supportive Services Costs :						
3.11 WI Customer Transportation Costs	6485	\$ -	\$ -	-	\$ -	0.0%
3.12 WI Customer Childcare Costs	6660	\$ -	\$ -	-	\$ -	0.0%
3.13 WI Customer Emergency Assistance	6596	\$ -	\$ -	-	\$ -	0.0%
3.14 Training Support Materials	6545	\$ -	\$ -	-	\$ -	0.0%
TOTAL SUPPORTIVE SERVICES COSTS		\$ -	-	-	\$ -	0.0%
Training/Professional Fees/Profit:						
4.2 General Liability Insurance	6305	\$ 502	\$ 38	125.58	\$ 376.02	25.0%
TOTAL FEES / PROFIT COSTS		\$ 502	37.75	125.58	\$ 376.02	25.0%
4.1 INDIRECT COST:	14.77%	\$ 10,758	776.15	2,422.44	\$ 8,336.03	22.5%
Contract Total		\$ 83,600	6,031.05	18,823.50	\$ 64,776.50	22.5%

	ECKERD YOUTH ALTERNATIVES, INC.					
	100 N. Starcrest Drive, Clearwater, FL 33765					
	INVOICE					
Worklink Investment Board	Contract Number:	19D995E1				
1376 Tiger Blvd.	Invoice Number:	1223-03				
Clemson, SC 29631	Invoice Month:	September 2019				
Attn: Jennifer Kelly	Period Covered:	July 1, 2019 - June 30, 2020				
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 889		DW Operator		
Eckerd Goal:			SEPTEMBER			
			25.0%			100.0%
Line Item	Budget	1223-03	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD	
Staff Salary Total		7,135.61	599.13	2,030.50	5,105.11	28.5%
Fringe Benefit Total	51xx	1,985.46	156.78	664.40	1,321.06	33.5%
TOTAL STAFF COSTS		9,121.08	755.91	2,694.90	6,426.18	29.5%
Operating Costs:						
1.1 Facility, Utilities	6185	-	-	-	-	0.0%
1.2 Staff Expendable Supplies & Materials	6000	126.99	-	-	126.99	0.0%
1.3 Program Outreach Expenses (Brochures,	6735	-	-	-	-	0.0%
1.4 Copy & Print Expenses	6730	92.28	-	-	92.28	0.0%
1.5 Communications (Phone, Fax, Internet, e	6270	120.96	5.28	8.95	112.01	7.4%
1.6 Staff Travel	6105, 6120, 6125	334.25	7.30	42.48	291.77	12.7%
1.7 Staff Training/Technical Services Costs	5110	69.00	-	-	69.00	0.0%
1.8 Non-Expendable Equipment Purchases	6095	-	-	-	-	0.0%
1.9 Postage (Stamps, FedEx, etc)	6005	-	-	-	-	0.0%
TOTAL OPERATING COSTS		743.48	12.58	51.43	692.05	6.9%
Training Costs:						
2.3 WI Customer Credential Exam Fees (CAI	6525	-	-	-	-	0.0%
2.6 Individual Training Account/Voucher Cost	6530	-	-	-	-	0.0%
TOTAL TRAINING COSTS		-	-	-	-	0.0%
Supportive Services Costs :						
3.11 WI Customer Transportation Costs	6485	-	-	-	-	0.0%
3.12 WI Customer Childcare Costs	6660	-	-	-	-	0.0%
3.13 WI Customer Emergency Assistance	6596	-	-	-	-	0.0%
3.14 Training Support Materials	6545	-	-	-	-	0.0%
TOTAL SUPPORTIVE SERVICES COSTS		-	-	-	-	0.0%
Training/Professional Fees/Profit:						
4.2 General Liability Insurance	6305	68.40	6.02	20.79	47.61	30.4%
TOTAL FEES / PROFIT COSTS		68.40	6.02	20.79	47.61	30.4%
4.1 INDIRECT COST:	0.12	1,467.04	114.40	408.70	1,058.33	27.9%
CONTRACT TOTAL:		11,400.00	888.91	3,175.82	8,224.17	27.9%



ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

Worklink Investment Board
1376 Tiger Blvd.
Clemson, SC 29631
Attn: Jennifer Kelly
email: jkelly@worklinkweb.com

Contract Number: 19A295E1
Invoice Number: 1055-03
Invoice Month: September 2019
Period Covered: July 1, 2019 - June 30, 2020
Total Amount Due: **\$ 57,103** Adult Program

Eckerd Goal:

SEPTEMBER

25.0%

100.0%

Line Item	Budget	1056-3	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total	\$ 200,357	13,416.70	46,327.35	\$ 154,029.87	23.1%
Fringe Benefit Total 51xx	\$ 64,805	4,229.33	14,109.29	\$ 50,696.14	21.8%
TOTAL STAFF COSTS	\$ 265,163	17,646.03	60,436.64	\$ 204,726.01	22.8%
Operating Costs:					
1.1 Facility, Utilities 6185	\$ -	-	-	\$ -	0.0%
1.2 Staff Expendable Supplies & Materials 6000	\$ 3,195	293.49	533.36	\$ 2,661.64	16.7%
1.3 Program Outreach Expenses (Brochures, Flyers, 6735	\$ 528	-	-	\$ 528.00	0.0%
1.4 Copy & Print Expenses 6730	\$ 2,440	-	270.23	\$ 2,169.77	11.1%
1.5 Communications (Phone, Fax, Internet, etc.) 6270	\$ 6,192	347.81	521.95	\$ 5,670.05	8.4%
1.6 Staff Travel (Local) 6105	\$ 5,802	19.94	132.81	\$ 5,669.05	2.3%
1.6 Staff Travel (Non-Local) 6115/6120/6125	\$ 2,800	(24.26)	-	\$ 2,800.00	0.0%
1.7 Staff Training/Technical Services Costs 5110	\$ 3,200	-	-	\$ 3,200.00	0.0%
1.8 Non-Expendable Equipment Purchases 6095	\$ 1,760	-	-	\$ 1,760.00	0.0%
Staff Computers 6085	\$ 2,128	-	-	\$ 2,128.00	0.0%
Staff Background Checks 5100	\$ 800	-	178.75	\$ 621.25	22.3%
1.9 Postage (Stamps, FedEx, etc) 6005	\$ 744	62.10	248.42	\$ 495.58	33.4%
TOTAL OPERATING COSTS	\$ 29,589	699.08	1,885.52	\$ 27,703.34	6.4%
Training Costs:					
2.3 WI Customer Credential Exam Fees (CAN, GED, 6525	\$ -	-	303.12	\$ (303.12)	0.0%
2.6 Individual Training Account/Voucher Cost 6530	\$ 223,982	34,821.42	86,859.47	\$ 137,122.53	38.8%
Client Verifications 6516	\$ 2,400	320.00	289.32	\$ 2,110.68	12.1%
Client Testing Fees 6535	\$ 2,400	-	-	\$ 2,400.00	0.0%
TOTAL TRAINING COSTS	\$ 228,782	\$ 35,141	\$ 87,452	\$ 141,330	38.2%
Supportive Services Costs :					
3.11 WI Customer Transportation Costs 6485	\$ 4,800	490.00	1,280.00	\$ 3,520.00	26.7%
3.12 WI Customer Childcare Costs 6660	\$ 1,200	-	-	\$ 1,200.00	0.0%
3.14 Training Support Materials 6545	\$ -	-	-	\$ -	0.0%
3.13 WI Customer Emergency Assistance 6596	\$ 1,600	-	25.44	\$ 1,574.56	1.6%
TOTAL SUPPORTIVE SERVICES COSTS	\$ 7,600	490.00	1,305.44	\$ 6,294.56	17.2%
Training/Professional Fees/Profit:					
4.2 General Liability Insurance 6305	\$ 3,475	321.97	1,125.06	\$ 2,350.14	32.4%
TOTAL FEES / PROFIT COSTS	\$ 3,475	321.97	1,125.06	\$ 2,350.14	32.4%
4.1 INDIRECT COST: 14.77%	\$ 44,591	2,804.39	9,413.89	\$ 35,177.42	21.1%
Contract Total	\$ 579,200	57,102.89	161,618.46	\$ 417,581.55	27.9%



ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

Worklink Investment Board
1376 Tiger Blvd.
Clemson, SC 29631
Attn: Jennifer Kelly
email: jkelly@worklinkweb.com

Contract Number: 19D295E1
Invoice Number: 1056-03
Invoice Month: September 2019
Period Covered: July 1, 2019 - June 30, 2020
Total Amount Due: **\$ 5,131** DW Program

Eckerd Goal:

SEPTEMBER

25%

100.0%

Line Item	Budget	1056-3	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total	\$ 50,089.30	\$ 3,433.09	\$ 12,004.84	\$ 38,084.46	24.0%
Fringe Benefit Total 51xx	\$ 16,201.36	\$ 1,105.29	\$ 3,675.54	\$ 12,525.82	22.7%
TOTAL STAFF COSTS	\$ 66,290.67	\$ 4,538.38	\$ 15,680.38	\$ 50,610.29	23.7%
Operating Costs:					
1.1 Facility, Utilities 6185	\$ -	\$ -	\$ -	\$ -	0.0%
1.2 Staff Expendable Supplies & Materials 6000	\$ 799.00	\$ (225.06)	\$ 110.98	\$ 688.02	13.9%
1.3 Program Outreach Expenses (Brochures, Flyers,) 6735	\$ 132.00	\$ -	\$ -	\$ 132.00	0.0%
1.4 Copy & Print Expenses 6730	\$ 610.00	\$ -	\$ 67.56	\$ 542.44	11.1%
1.5 Communications (Phone, Fax, Internet, etc.) 6270	\$ 1,548.00	\$ 56.01	\$ 92.72	\$ 1,455.28	6.0%
1.6 Staff Travel (Local) 6105	\$ 1,450.46	\$ 47.34	\$ 74.25	\$ 1,376.21	5.1%
1.6 Staff Travel (Non-Local) 6115/6120/6125	\$ 700.00	\$ -	\$ -	\$ 700.00	0.0%
1.7 Staff Training/Technical Services Costs 5110	\$ 800.00	\$ -	\$ -	\$ 800.00	0.0%
1.8 Non-Expendable Equipment Purchases 6095	\$ 440.00	\$ -	\$ -	\$ 440.00	0.0%
Staff Computers 6085	\$ 532.00	\$ -	\$ -	\$ 532.00	0.0%
Staff Background Checks 5100	\$ 200.00	\$ -	\$ -	\$ 200.00	0.0%
1.9 Postage (Stamps, FedEx, etc) 6005	\$ 186.00	\$ -	\$ -	\$ 186.00	0.0%
TOTAL OPERATING COSTS	\$ 7,397.46	\$ (121.71)	\$ 345.51	\$ 7,051.95	4.7%
Training Costs:					
2.3 WI Customer Credential Exam Fees (CAN, GED, 6525	\$ -	\$ -	\$ -	\$ -	0.0%
2.6 Individual Training Account/Voucher Cost 6530	\$ 55,995.46	\$ -	\$ -	\$ 55,995.46	0.0%
Client Verifications 6516	\$ 600.00	\$ 12.80	\$ 12.80	\$ 587.20	2.1%
Client Testing Fees 6535	\$ 600.00	\$ -	\$ -	\$ 600.00	0.0%
TOTAL TRAINING COSTS	\$ 57,195.46	\$ 12.80	\$ 12.80	\$ 57,182.66	0.0%
Supportive Services Costs :					
3.11 WI Customer Transportation Costs 6485	\$ 1,200.00	\$ -	\$ -	\$ 1,200.00	0.0%
3.12 WI Customer Childcare Costs 6660	\$ 300.00	\$ -	\$ -	\$ 300.00	0.0%
3.14 Training Support Materials 6545/6516	\$ -	\$ -	\$ -	\$ -	0.0%
3.13 WI Customer Emergency Assistance 6596	\$ 400.00	\$ -	\$ -	\$ 400.00	0.0%
TOTAL SUPPORTIVE SERVICES COSTS	\$ 1,900.00	\$ -	\$ -	\$ 1,900.00	0.0%
Training/Professional Fees/Profit:					
4.2 General Liability Insurance 6305	\$ 868.80	\$ 41.31	\$ 141.94	\$ 726.86	16.3%
TOTAL FEES / PROFIT COSTS	\$ 868.80	\$ 41.31	\$ 141.94	\$ 726.86	16.3%
4.1 INDIRECT COST: 14.77%	\$ 11,147.61	\$ 660.33	\$ 2,389.88	\$ 8,757.73	21.4%
Contract Total	\$ 144,800.00	\$ 5,131.11	\$ 18,570.51	\$ 126,229.49	12.8%



Worklink Investment Board
 1376 Tiger Blvd.
 Clemson, SC 29631
Attn: Jennifer Kelly
 email: jkelly@worklinkweb.com

ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

Contract Number: **18RR295E2**
 Invoice Number: **1240-10**
 Invoice Month: **9/30/2019**
 Period Covered: **November 1, 2018 - September 30, 2019**
 Total Amount Due: **\$ 12,495** Rapid Response

Eckerd Goal:

SEPTEMBER

100.0%

Line Item	Budget	1240-10	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total	\$ 13,922	-	12,482.66	\$ 1,439.40	89.7%
Fringe Benefit Total 51xx	\$ 5,314	-	4,803.88	\$ 510.02	90.4%
TOTAL STAFF COSTS	\$ 19,236	-	17,286.54	\$ 1,949.42	89.9%
Training Costs:					
2.3 WI Customer Credential Exam Fees (CAN, GED, TABE, ' 6525	\$ 2,785	-	2,397.36	\$ 387.64	86.1%
2.6 Individual Training Account/Voucher Cost 6530	\$ 68,276	12,495.00	28,491.74	\$ 39,784.26	41.7%
TOTAL TRAINING COSTS	\$ 71,061	12,495.00	30,889.10	\$ 40,171.90	43.5%
Supportive Services Costs :					
3.11 WI Customer Transportation Costs 6485	\$ 1,125	-	-	\$ 1,125.00	0.0%
3.12 WI Customer Childcare Costs 6660	\$ 270	-	-	\$ 270.00	0.0%
TOTAL SUPPORTIVE SERVICES COSTS	\$ 1,395	-	-	\$ 1,395.00	0.0%
Training/Professional Fees/Profit:					
4.2 General Liability Insurance 6305	\$ -	-	-	\$ -	0.0%
TOTAL FEES / PROFIT COSTS	\$ -	-	-	\$ -	-
4.1 INDIRECT COST: 0.12	\$ 2,308	-	2,074.38	\$ 233.62	89.9%
CONTRACT TOTAL :	\$ 94,000	\$ 12,495	\$ 50,250	\$ 43,750	53.5%

Eckerd Workforce Development Services ITA Obligation Report

Overview

Program	Worklink SC Works	Amount
WIOA Adult	PY19 Total Budget	\$233,982.00
	PY19 Vouchers Total	\$149,595.94
	PY19 Vouchers Deobligations	\$5,597.01
	PY19 Vouchers Net Approved	\$143,998.93
	PY19 Vouchers Paid	\$88,468.03
	PY19 Vouchers Not Paid	\$55,530.90
	PY19 Funds Unobligated	\$89,983.07
	PY19 ITA's Approved	\$190,872.54
	PY19 ITA's Deobligations	\$5,879.01
	PY19 ITA's Net Approved	\$184,993.53
	PY19 ITA's vs Budget	\$48,988.47
WIOA Dislocated Worker	PY19 Total Budget	\$109,748.00
	PY19 Vouchers Total	\$31,535.00
	PY19 Vouchers Deobligations	\$4,760.00
	PY19 Vouchers Net Approved	\$26,775.00
	PY19 Vouchers Paid	\$12,495.00
	PY19 Vouchers Not Paid	\$14,280.00
	PY19 Funds Unobligated	\$82,973.00
	PY19 ITA's Approved	\$31,535.00
	PY19 ITA's Deobligations	\$4,760.00
	PY19 ITA's Net Approved	\$26,775.00
	PY19 ITA's vs Budget	\$82,973.00

As of 10.4.19

Strategic Plan Update

Final Strategic Plan Update

Goal I. Improve the skill level of the workforce to meet the demands of business and industry.

The One Stop and Youth Committees will oversee the attainment of this goal and will be responsible to complete the objectives and strategies to facilitate its successful attainment.

Objective 1:

A. Monitor WorkKeys Data on an ongoing basis to report the trends in certification of workers.

ANDERSON COUNTY								
ACT NATIONAL CAREER READINESS CERTIFICATE [NCRC]								
WORKFORCE		TOTAL NCRC	BRONZE NCRC	SILVER NCRC	GOLD NCRC	PLATINUM NCRC	NCRC PLUS	10.20.15 Baseline
Current	Private	1308	241	678	347	42	18	753
	Public	834	156	458	207	13	81	530
Emerging & Transitioning	High School	6424	1515	3577	1302	30	325	2859
	College	117	19	67	30	1	6	85
	Adult Education	991	272	599	117	3	94	658
	Unemployed	2008	549	1120	318	21	71	1121
	Recent Veteran	12	1	9	1	1	0	8
	Workforce category not identified	55	19	27	9	0	0	49
	Totals	11749	2772	6535	2331	111	595	6063
Previous Report:		11514						Website report as of 6/30/19
Difference from previous review:		235						

OCONEE COUNTY								
ACT NATIONAL CAREER READINESS CERTIFICATE [NCRC]								
WORKFORCE		TOTAL NCRC	BRONZE NCRC	SILVER NCRC	GOLD NCRC	PLATINUM NCRC	NCRC PLUS	10.20.15 Baseline
Current	Private	436	76	243	104	13	7	258
	Public	406	56	217	126	7	127	274
Emerging & Transitioning	High School	1850	435	1017	390	8	0	777
	College	35	6	17	11	1	0	17
	Adult Education	356	100	217	32	7	0	252
	Unemployed	1209	303	692	191	23	6	595
	Recent Veteran	4	1	1	2	0	0	0
	Workforce category not identified	100	32	58	9	1	0	97
	Totals	4396	1009	2462	865	60	140	2270
Previous Report:		4292						Website report as of 6/30/19
Difference from previous review:		104						

PICKENS COUNTY									
ACT NATIONAL CAREER READINESS CERTIFICATE [NCRC]									
WORKFORCE		TOTAL NCRC	BRONZE NCRC	SILVER NCRC	GOLD NCRC	PLATINUM NCRC	NCRC PLUS	10.20.15 Baseline	6.30.19 Difference
Current	Private	638	93	348	179	18	22	318	320
	Public	390	69	233	79	9	44	183	207
Emerging & Transitioning	High School	3434	748	1859	807	20	161	1541	1893
	College	86	12	41	31	2	5	55	31
	Adult Education	1135	187	708	240	0	98	898	237
	Unemployed	1303	281	758	244	20	67	635	668
	Recent Veteran	13	2	8	3	0	0	7	6
	Workforce category not identified	303	67	190	46	0	0	299	4
	Totals	7302	1459	4145	1629	69	397	3936	3366
Previous Report: 7195								Website report as of 6/30/19	
Difference from previous review:		107							

Goal concluded on June 30, 2019 with the dissolution of the Work Ready Communities. Overall, the final results of this goal are as follows:

County	Initial	Final	NCRC Awarded
Anderson	6,063	11,749	5,686
Oconee	2,270	4,396	2,126
Pickens	3,936	7,302	3,366
WorkLink	12,269	23,447	11,178
Time frame – October 2015 to June 2019			

WIN Data beginning July 1, 2019 to present (represents SC Works Center testing):

WIN Certificate Level	Jul-19	Aug-19	Sep-19	Grand Total
Platinum		1		1
Gold	6	3	2	11
Silver	12	8	18	38
Bronze	6	7	5	18
<3		1	1	2
TOTAL	24	20	26	70

Objective 2:

- B. Continue to build a better understanding of the employee skill level needs in the area through better coordination with workforce development partners

Key Action Strategies

1. Assign staff to participate in Community, Partner and Employer groups

- SHRM for Anderson, Oconee, and Pickens counties – Meredith Durham
- Chamber events for above (Ribbon cuttings & other business/employer events) – Trent Acker, Leann Vaughn, Meredith Durham
- Economic Development meetings & events for all three counties – Trent Acker, Meredith Durham
- VR Advisory Committee – Trent Acker
- Various United Way events/activities – Sharon Crite, Renee Alexander
- Anderson County Workforce Collaborative – Trent Acker, JT Parnell
- Pickens County Business Education Alliance – Trent Acker
- Anderson, Oconee, Pickens Business Showcase – Trent Acker, Meredith Durham
- Oconee Business Education Partnerships – Trent Acker
- Ten at the Top – Trent Acker

- Anderson Business Group – Trent Acker
- Oconee – Pickens – Anderson Chamber Coalition – Trent Acker

2. Convene business representatives on a monthly basis and SC Works Center partners on a quarterly basis
 - a. Coordinate services and share information on behalf of the WorkLink Workforce Development Area and the SC Works System

Business Service Integration Team meetings

Topics of discussion typically include job openings, hiring events, job fairs and job fair planning, employer needs, ReadySC projects, and partner education

- | | | |
|-------------------------|--------------------------|-------------------------|
| ○ Met November 20, 2015 | ○ Met December 9, 2016 | ○ Met January 26, 2018 |
| ○ Met February 5, 2016 | ○ Met January 20, 2017 | ○ Met March 2, 2018 |
| ○ Met March 4, 2016 | ○ Met February 17, 2017 | ○ Met April 6, 2018 |
| ○ Met April 8, 2016 | ○ Met April 21, 2017 | ○ Met May 25, 2018 |
| ○ Met May 13, 2016 | ○ Met July 14, 2017 | ○ Met August 24, 2018 |
| ○ Met August 12, 2016 | ○ Met August 18, 2017 | ○ Met November 30, 2018 |
| ○ Met September 9, 2016 | ○ Met September 15, 2017 | ○ Met March 29, 2019 |
| ○ Met October 21, 2016 | ○ Met October 20, 2017 | ○ Met June 7, 2019 |
| | | ○ Met August 23, 2019 |

Quarterly Partner Meetings

Topics of discussion typically include referral processes, partner updates, partner education, community resources, and MOUs

- | | | |
|-------------------------|-------------------------|-------------------------|
| ○ Met November 13, 2015 | ○ Met February 24, 2017 | ○ Met May 25, 2018 |
| ○ Met February 19, 2016 | ○ Met May 5, 2017 | ○ Met August 24, 2018 |
| ○ Met May 20, 2016 | ○ Met August 25, 2017 | ○ Met November 30, 2018 |
| ○ Met September 9, 2016 | ○ Met November 17, 2017 | ○ Met March 29, 2019 |
| ○ Met December 2, 2016 | ○ Met February 16, 2018 | ○ Met June 7, 2019 |
| | | ○ Met August 23, 2019 |

- b. Meet with employers and economic development agencies on an “as needed” basis to determine workforce needs and solutions that can be coordinated through the WorkLink office and SC Works Centers.

This is on an ongoing basis. Leanne Vaughn, Brent Oxley, Meredith Durham, and Trent Acker attend based on request.

Objective 3:

- C. Increase the number of individuals who successfully complete GED or high school diploma through the workforce system.

	PY2015	PY2016	PY2017	PY2018	PY2019	Total
Adult	9	17	8	5		39
DW	1	0	0	0		1
Youth	96	54	24	61		235
Total	106	71	32	66		275

Key Action Strategies:

1. Coordinate with the school districts to identify new dropouts
 - a. Work with Youth Committee to strengthen collaboration and partnerships
 - b. Establish a referral process between the schools and the SC Works Centers for those seeking employment

Existing Connections:

- *DEW staff offers soft skills workshops to high school students (specifically seniors and Career and Technology students) – basic information is given regarding SC Works Centers*
- *K-12 System representatives are invited to our Business Service Integration Team meetings to learn more about outreach efforts to employers, but also information about SC Works Centers.*
- *Aging Out of Foster Care Youth programs at DSS have a SC Works referral system in place.*
- *Staff is working with Alliance Pickens to establish a referral process for Pickens County students that do not have employment or education plans upon graduation.*

2. Make SC Works Center customers aware of GED and High School Diploma changes
 - a. Communicate information about how to obtain a GED or High School Diploma
 - *Staff review education history upon entry into the SC Works Centers.*
 - *Referrals are given to Adult Education Centers for each participant that lacks a GED or High School Diploma.*
 - *Adult Ed is co-located in the Clemson SC Works Centers, and staff is co-located in Anderson 3,4,5.*

Objective 4: Increase the number of workshop attendees each year by serving at least 4% of the total Center traffic. The preceding month's Center traffic will determine the goal for the current month. Overall achievement of this goal will be evaluated at the end of each program year.

Workshops													
2017													
SC Works	ACTUAL TOTALS	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Center Traffic	16970		1230	1424	1292	1720	1808	1781	1846	1566	1645	1306	1352
Goal 4%	5%			49	57	52	69	72	71	74	63	66	52
Workshop Traffic	698			141	69	82	83	57	90	20	92	36	28
Difference	4%			92	12	30	14	-15	19	-54	29	-30	-24
Actual Percentage Served				11%	5%	6%	5%	3%	5%	1%	6%	2%	2%
2018													
SC Works	ACTUAL TOTALS	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Center Traffic	19745	2162	1366	1518	1492	1837	1653	2455	1742	1352	1607	1253	1308
Goal 4%	3%	54	86	54.64	60.72	59.68	73.48	66.12	98.2	69.68	54.08	64.28	50.12
Workshop Traffic	649	28	35	39	22	26	67	124	50	78	63	49	68
Difference	3%	-26	-51	-16	-39	-34	-6	58	-48	8	49	68	18
Actual Percentage Served		2%	2%	3%	1%	2%	4%	8%	2%	4%	5%	3%	5%
2019													
SC Works	ACTUAL TOTALS	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Center Traffic	17535	2103	1406	1483	1532	1548	1629	2711	2654	2469	0	0	
Goal 4%	2%	52.32	84.12	56.24	59.32	61.28	61.92	65.16	108.44	106.16	98.76	0	0
Workshop Traffic	342	49	45	28	57	10	33	27	28	65	0	0	
Difference	2%	-3	-39	-28	-2	-51	-29	-38	-80	-41	-99	0	0
Actual Percentage Served		4%	2%	2%	4%	1%	2%	2%	1%	2%	0% #DIV/0!	#DIV/0!	

Key Action Strategies:

1. Gather information from partners and community as to the types of workshops that should be offered.
 - a. Ensure workshop topics and/or curriculum is applicable to skills needed from industry input
 - Job Applications, Resumes, Interviewing, Dress for Success, Expungements, Computer skills
 - b. Plan workshops early and market workshops through multiple venues: websites, social media, print, news outlets, partner's organizations, etc.
 - Workshops are primarily advertised through Facebook, email blasts, and in print
 - c. Plan workshops to be interactive and engaging
 - Several key SC Works Center staff have been formally trained by Anderson Co. Employability trainers to conduct interactive and engaging activities during their workshops

2. Coordinate a minimum of 8 workshops per month

# Workshops Offered	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2016	92	106	90	98	89	76	86	91	96	94	95	97	1110
2017	57	90	73	92	73	65	76	97	70	59	58	39	849
2018	43	44	37	42	40	30	43	41	43	42	32	39	476

3. Coordinate with partners to host workshops
 - a. Ask partners to require attendance to workshops
Partners are given SC Works Center workshop calendars each month. DEW and SC Legal Aid have been conducting employability, expungement, financial, and computer classes for SC Works customers. WIOA requires that participants attend Resume and Interviewing classes. The STARS (TANF) program refers participants to workshops, and will receive participation hours if they attend.

Objective 5: Focus on quality workshop content and offerings. Quality should extend to what is currently offered, what may be offered in the future, and workshop delivery mechanisms. **Ongoing**

Key Action Strategies:

1. Investigate online options and bring recommendations to the OneStop Operations Committee for consideration
Exploring recording workshops offered in the Centers and making them available to the public through YouTube, such as Orientation recorded by local staff. Some participants that are working may view soft skill workshops through approved YouTube videos already.
2. Evaluate best practices and implement strategies that will encourage both workshop quality content and attendance
Key staff have attended Employability skills/Microburst Learning train-the-trainer sessions offered thru Anderson County. This will bring a level of quality and interactivity to the workshops currently offered.
 - a. Tie workshops to other SC Works events
Specialized workshops are offered in conjunction with Job Fair events.
 - b. Offer networking workshops with soft skills topics and job leads
Exploring options.
 - c. Recruit employers to lead workshops about soft skills and company requirements
Exploring options.
3. Monitor workshop content, presentation and feedback
Periodically, workshops are audited for content. Customer Surveys are turned in at the end of the workshops and reported to the OneStop Operator approximately once per week.
4. Annually evaluate what workshops are best suited for participants in the workforce system
Partners and Business Service Team members are surveyed annually for suggestions on workshops topics.

Goal II. **Increase employer engagement in WIB and WIB Activities.**

The One Stop, Youth, and Disabilities Committees will be responsible for the attainment of this goal and will be responsible to complete the objectives and strategies to facilitate its successful attainment.

Key Objective:

- A. Increase WorkKeys Profiles by X% per year throughout the workforce region through increased awareness.

Key Action Strategies:

1. Investigate WorkKeys profiler resources and establish referral processes
2. Develop a plan to share WorkKeys profiling process with local area SHRM either through staff or partner presentations
3. Identify potential sources of funding opportunities
 - a. Secure additional funding through partnerships and grants to increase WorkKeys profiles

Data supplied by Phillips Staffing:

In 2016, the total number of profiles completed in the three counties was 34.

Anderson-10 Profiles

First Quality, Mergon, McLaughlin, Chomorat

Oconee-18 Profiles

Itron, BASF, Borg Warner, Koyo

Pickens-6 Profiles

Pickens County Schools, St. Jude

Tabled until further WorkKeys data becomes available.

Key Objective:

- B. Continue to build a better understanding of the employee skill level needs in the area through better coordination with work force development partners.

Key Action Strategies:

1. Determine in-demand jobs in the market area, and skills required to fill those jobs
 - a. Administrative and Support and Waste Management and Remediation Services
 - b. Health Care and Social Assistance
 - c. Manufacturing
 - d. Professional, Scientific, and Technical Services
 - e. Construction

One occupational exception: CDL Truck Driver

2. Review the current skill level of our participants; determine gaps
3. Develop outreach materials specific to career paths (include educational resources) that need to be pursued in order to be employed in those jobs
 - a. In-progress
4. Review career pathways options (developed on current in-demand occupations), including job opportunities, educational resources, and expected wages, with job seekers and customers

In development.

Key Objective

- C. Work with businesses and employers to develop a better understanding of WorkKeys profiles needed by industry sector.

Key Action Strategies:

1. Discuss with Economic Development offices and partners in workforce training to determine utilization rate of WorkKeys
2. Survey local SHRM organization members on WorkKeys utilizations, profile descriptions by company, and categorize by industry

Tabled until further WorkKeys data becomes available.

Key Objective

- D. Increase the number of employers using the Work Force Development system and services by 5% per year.

Key Action Strategies:

1. Establish baseline from PY14 employer services data

Number of Employers Served																			
PY14 Total Undup Employers	5%	Goal for PY15	Actual for PY15	Difference	5%	Goal for PY16	Actual for PY16	Difference	5%	Goal for PY17	Actual for PY17	Difference	5%	Goal for PY18	Actual for PY18	Difference	5%	Goal for PY19	
694	35	729	1,100	371	55	1,155	1,075	-80	54	1,129	987	-142	49	1,036	670	-366	34	704	
PY14 Total Services	5%	Goal for PY15	Actual for PY15	Difference	5%	Goal for PY16	Actual for PY16	Difference	5%	Goal for PY17	Actual for PY17	Difference	5%	Goal for PY18	Actual for PY18	Difference	5%	Goal for PY19	
Employers			Employers			Employers	Employers			Employers	Employers			Employers	Employers			Employers	
1,991	100	2,091	2,330	239	117	2,447	2,105	-342	105	2,210	1,992	-218	100	2,092	1,211	-881	61	1,272	
Services			Services			Services	Services			Services	Services			Services	Services			Services	
4,106	205	4,311	3,062	-1,249	153	3,215	6,214	2,999	311	6,525	7,574	1,049	379	7,953	7,014	-939	351	7,365	
Report as of 7.31.19																			

2. Improve the quality of services offered through SC Works Online Services by assisting job seekers with better information in the SCWOS system (i.e. resumes, job expectations, etc.)
 - a. Promote job matching and job listing abilities to the businesses in the community
This is done by hosting SC Works job fairs and hiring events, speaking with local HR reps through cold calls and in person visits, and networking at community outreach events.
 - b. Host informational sessions through the local SHRM groups on how to set up free SCWOS accounts and use job matching services
These are done on a one-on-one basis. Several members of SHRM have reached out and been given an orientation on SCWOS and job matching services. A brief introduction to SCWOS and job matching are also included in the presentations that the Business Consultants have presented in SHRM group meetings.
 - c. Make presentations to all SHRM groups yearly.
SC Works staff has presented at various SHRM groups from 2017-2019.
 - d. Develop a database of business services and partner services and share with local HR representatives
A business services and partner flyer has been developed and is distributed at all events and one-on-one employer meetings. Linkupstate.com was also developed as a Sector Strategy tool for local HR reps to use to find the appropriate resources to fit their specialized needs.

Objective 5: Increase opportunities for existing and displaced workers, veterans, persons with disabilities, and youth through promoting On the Job Training, apprenticeship, and other “work-based learning” programs with businesses in the region.

Key Action Strategies:

1. Target business service outreach materials to promote work-based learning opportunities
Outreach brochures have been created for Business Services and On-the-Job Training.

Employers



Build. GROW. Succeed.

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

SC Works Centers provide an assortment of high-quality services so that workers, job seekers, and businesses can conveniently find the help they need under one roof in easy to reach locations. These Centers are designed to help employers discover talented candidates.

SOLUTIONS FOR YOUR BUSINESS

- Free Job Postings and Job Fairs:** We offer free job postings on our master website, worklink.org, featuring the largest database. Recruitment events are another free tool.
- Workforce Assessments and Job Profiling:** You can use this nationally recognized system for measuring the basic skills of your current and future employees success in the Workplace.
- Applicant Screening:** Our trained staff members will pre-screen applicants to save your business valued time.
- On-the-Job Training:** SC Works can assist your business with costs of hiring and training new employees.
- Tax Incentives and Credits:** When your business creates new jobs, we can help determine your eligibility for tax credits and other incentives.

LOCATIONS

SC Works Anderson
QuickBooks Development Center
Anderson Economic Development
1570 Tiger Blvd, Suite 202
(864) 260-4306
www.andersonscworks.org

SC Works Clemson
East Park Shopping Plaza
1370 Tiger Blvd, Suite 202
(864) 645-0073 (TTY 711)

SC Works Esley
QuickBooks Development Center
East Park Shopping Plaza
1370 Tiger Blvd, Suite 202
(864) 645-0073 (TTY 711)

SC Works Seneca
QuickBooks Development Center
Hamilton Center Center
300 Hamilton Center
(864) 645-0073 (TTY 711)
[Visit us at: \[www.scworks.org\]\(http://www.scworks.org\)](http://www.scworks.org)

Qualifications and services available upon request to individuals with disabilities.

Business Resources
Where to go to build your NEXT workforce.

Adding Employees, Tax Credits:
Anderson Economic Development
(864) 260-4306
www.andersonscworks.org

Upskilling Workers:
Tri-County Technical College
1-800-646-7C7D
www.ttc.edu

Customized Training (New Job, Re-entry):
ReadySC
(864) 645-1442
www.readysc.org

Keeping up-to-date with Business Requirements:
SC Business OneStop
www.scbiz.us

Starting my own business:
Small Business Development Center
(864) 710-4717
www.sbsc.com

Apprenticeships:
Apprenticeship Carolina
(864) 250-5556
www.apprenticeshipcarolina.com

Downsizing, Relocating, Closing:
SC Dept of Employment and Workforce
1-866-721-7867
www.doe.sc.gov

WorkKeys & Education:
Adult Education 142
Adult Education 144 & 5
Tri-County Technical College

Other Workforce Resources:
SC Dept of Social Services
Goodwill Industries
Vocational Rehabilitation



WE CAN HELP YOU WITH YOUR NEXT HIRE!

Business Resources
Where to go to build your NEXT workforce.

Relocating, Adding Employees:
Oconee Economic Alliance
(864) 638-4715
www.oconeescworks.org

Upskilling Workers:
Tri-County Technical College
1-800-646-7C7D
www.ttc.edu

Customized Training (New Job, Re-entry):
ReadySC
(864) 645-1442
www.readysc.org

Keeping up-to-date with Business Requirements:
SC Business OneStop
www.scbiz.us

Starting my own business:
Small Business Development Center
1-866-710-4717
www.sbsc.com

Apprenticeships:
Apprenticeship Carolina
(864) 250-5556
www.apprenticeshipcarolina.com

Downsizing, Closing:
SC Dept of Employment and Workforce
1-866-721-7867
www.doe.sc.gov

WorkKeys & Education:
Oconee Adult Education
Tri-County Technical College

Other Workforce Resources:
Goodwill Industries
Vocational Rehabilitation



WE CAN HELP YOU WITH YOUR NEXT HIRE!

Business Resources
Where to go to build your NEXT workforce.

Relocating, Adding Employees:
Alliance Pickens
(864) 698-0088
www.alliancepickens.com

Upskilling Workers:
Tri-County Technical College
1-800-646-7C7D
www.ttc.edu

Customized Training (New Job, Re-entry):
ReadySC
(864) 645-1442
www.readysc.org

Keeping up-to-date with Business Requirements:
SC Business OneStop
www.scbiz.us

Starting my own business:
Small Business Development Center
(864) 710-4717
www.sbsc.com

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Vocational Rehabilitation



WE CAN HELP YOU WITH YOUR NEXT HIRE!

On-the-Job Training



Build. GROW. Succeed.

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

Hire the right talent and save
Get reimbursed for 50-75% of the costs to train new employees.
Growing your business is simple at 1, 2, 3:

- Tell Us Your Hiring Needs**
We'll ask you to provide some basic information about your business, the position(s) you need to fill, and any employee training you currently conduct.
- Develop the Right Training Plan**
We'll provide you with a standard training plan for the position you need to fill. You can either use the training plan "as is" or work with us to customize it for your specific position. You'll use this as a guide to train your new employee(s).
- Begin Training Within 1-2 Weeks**
Select the candidate of your choice, and you could begin training in as little as 1-2 weeks. Training may last up to 12 weeks. Candidates must be WIOA eligible prior to hire.

Interested? Email mdurham@worklinkweb.com

LOCATION
Serving Anderson, Oconee, and Pickens Counties

SC Works Clemson
East Park Shopping Plaza
1370 Tiger Blvd, Suite 202
(864) 645-0073 (TTY 711)
[Visit us at: \[www.scworks.org\]\(http://www.scworks.org\)](http://www.scworks.org)

Employers eligible for OJT reimbursement must:
Agree to hire eligible WIOA OJT participant as a direct hire during the OJT agreement period.
Offer permanent position—temporary employees and staffing agencies are not eligible.
Some additional restrictions may apply.
Wage reimbursement is based on company size.

Qualifications and services available upon request to individuals with disabilities.

Are you READY to HIRE your next TALENT?



WORKLINK'S OJT PROGRAM CHECKLIST
In order to participate in an OJT Program, an employer must have the following:

- ☐ Current W-9
- ☐ Proof of Workers Compensation and General Liability Insurance
- ☐ SC Unemployment Insurance account number (or proof of exemption)
- ☐ Detailed Job Description
- ☐ Documentation for attendance & hours worked
- ☐ Professional documentation (i.e., letterhead with mailing address to submit payment)
- ☐ Self-Sustaining Wages of \$11/hr or higher
- ☐ Allow site access to OJT staff for follow-up and evaluation (2-3 visits)
- ☐ Agree to hire WIOA eligible OJT participant as a direct hire during OJT agreement period
- ☐ Job candidate will not be a temporary employee or staffing agency

Contact us today about On-the-Job Training.
(864) 646-7C7D (TTY 711)
www.scworks.org
mdurham@worklinkweb.com

Some additional restrictions may apply.
Wage Reimbursement is based on company size.

2. Strengthen partnerships with businesses, other business service representatives

- Communicate the need for work based learning (OJT specifically) at SHRM, Plant manager meetings, and ED offices

This is done through one-on-one employer meetings, networking at community events, through SHRM presentations, collaboration with Economic Development offices in identifying employers who have hiring needs, and at workforce collaborative meetings.

- Investigate Apprenticeships through DOL and the State
- Support Apprenticeship Carolina in outreach efforts

d. Collaborate with Apprenticeship Carolina in appropriate work-based learning endeavors

e. Investigate grant opportunities that include work based learning opportunities
We have locally received Rapid Response and specially funded grants for Incumbent Worker Training over the last three years.

f. Train Business Service team members on work based learning opportunities in the community, and promote appropriate opportunities to employers as needs arise
Each quarter the BSIT/ Partner meeting is held, and all partners are given an opportunity to announce new opportunities. BSIT members are encourage to share any new opportunities with employers as meetings are held.

g. Facilitate appropriate partner connections with the businesses

This is done through a collaborative BSIT team and county workforce collaborative teams as well. Both of these groups meet on a quarterly basis and often team up to meet employer needs.

Goal III. Build upon existing partnerships and collaborations between workforce system service providers to better integrate the workforce development system.

Key Objective:

A. Map out existing agency partnerships and collaborations to identify gaps in services and opportunities for additional partnerships and collaboration.

Key Action Strategies:

1. Identify services relevant to customers served by the SC Works Centers
2. Research and formalize referral processes to share among staff
3. Develop map of services with input of operator
4. Share map to post in SC Works Centers, Adult Education Centers, and other training facilities
5. Assign the “gap in services” results to appropriate committee for plan development

Steps taken to insure relevant information is shared on a regular basis include:

- Outreach brochures that include partners developed.
- Quarterly partner meetings held to discuss referrals and processes.
- Resource and referral manual in the process of being developed. Regularly shared and updated with partners and staff.
- Links to partners provided through the WorkLink website.
- 2-1-1 promoted. SC Works information reviewed and updated as needed.



Key Objective

- B. Maintain and support the One Stop Operator that is responsible for convening service providers and partner agencies.

Key Action Strategies:

1. Leverage existing relationships to grow meaningful partnerships with private/public partners

All Memorandum of Understandings are co-developed with partners, WorkLink, and the Center Manager. TANF has co-located in the SC Works Centers in 2018.

2. Develop information resources (flyers, graphics, etc.) to facilitate better understanding of partner resources and interactions

Outreach brochures for partners and SC Works have been developed.



Key Objective

- C. Maintain and support the One-Stop Operator's efforts to collect data and regularly report to the WIB as part of their efforts to certify/re-certify the One Stop Centers.

Key Action Strategies:

1. Utilize surveys to help collect data that is not readily available via traditional sources
2. Research and stay abreast of any updates regarding new One-stop certification standards as issued by the State.
3. Evaluate new information from the state and provide relevant information to the board regarding any required changes to achieve/maintain certification

The Clemson SCWorks Center was certified in 2017. A revised SC Works Certification State instruction letter was issued in 2018 requiring a renewal of the Clemson SC Works Center certification, and initial certification of the satellite Centers. All Centers were certified as of June 2019 and documentation was submitted to SC Department of Employment and Workforce. Renewal certifications are due in three years.

Eligible Training Provider List

Current Reasons for Denial:

1. Our local area is prioritizing classroom based training for the WorkLink area.
2. Training is not within the five in-demand career clusters for the WorkLink area:
 - a. Administrative and Support Services;
 - b. Construction;
 - c. Health Care and Social Assistance;
 - d. Manufacturing;
 - e. Professional, Scientific, and Technical Services;Nor is it an occupational career exception: CDL training.
3. WorkLink Workforce Development Board currently has a moratorium on barbering, cosmetology, nail technician, and horseshoeing for the WorkLink area.
4. Training programs do not lead to a recognized post-secondary occupational credential.
5. Training costs exceed the maximum amount for the WorkLink area.
(Currently, set at \$5,000 per program year and \$10,000 in a lifetime by the WorkLink Board; \$14,000 in a lifetime by the State.)
6. Training provider does not offer programs of study within 150 miles of Clemson, SC.

Provider name:	Provider website:	Primary phone:	Signature authority:	Physical address:	Within 150 miles of Clemson	Program name:	Program description:	Class format:	Certificate Type:	Total Cost:	In demand	In WorkLink Industry	Industry
RB Sigma, LCC	http://www.rbsigma.com	440.290.0577	Justin Blayd	8500 Station St Suite 300-Q Mentor, OH 44060	No	E- Learning LEAN Six Sigma Black Belt	Lean Six Sigma Black Belt leads problem-solving projects full-time, trains and coaches project team members and can act as an internal consultant for process improvement and data analysis. Participants learn how to drive to root cause problem-solving using process mapping, brainstorming tools, advanced data analysis, measurement systems analysis, process capability, and solution generation and implementation. Participants will also gain fundamental knowledge of lean principles. Prerequisite: Recommended three years of work experience in one or more areas of the Six Sigma Body of Knowledge. Six Sigma Green Belt is recommended.	Online	LEAN Six Sigma Black Belt	\$3580.00	Yes	Yes	Manufacturing
						Green Belt -Lean Six Sigma E-Learning	A Lean Six Sigma Green Belt will achieve the confidence to lead problem-solving projects on a part-time basis and train and coach project team members as needed. And most importantly, get results! The Certified Lean Six Sigma Green Belt understands Lean Six Sigma philosophies and principles, including supporting systems and tools. A Green Belt should demonstrate team leadership skill, maneuver team dynamics and assign team member roles and responsibilities as needed for success. Green belts have a working understanding of the fundamental elements of the Define, Measure, Analyze, Improve and Control (DMAIC) methodology in accordance with Six Sigma principles. This includes process mapping and basic statistical & graphical analysis methods using powerful Minitab™ statistical software. They also gain basic knowledge of Lean concepts, can identify non-value-added activities and are able to use specific tools to eliminate waste, reduce variation and improve quality.	Online	LEAN Six Sigma Black Belt	\$1980.00	Yes	Yes	Manufacturing
						Yellow Belt – Lean Six Sigma e-Learning	e- Learning Lean Six Sigma Yellow Belt training is ideal for any person in an organization who wishes to understand the basic working elements Lean Six Sigma problem-solving projects and become a contributing team member. Yellow Belts are familiar with the Lean Six Sigma methodology and fundamental tools that are necessary to identify opportunities for eliminating waste, reducing costs and improving processes. Yellow Belts are adequately prepared to represent individual departments or functions as an active member on Lean Six Sigma project teams. Yellow belts gain a working understanding of the Define, Measure, Analyze, Improve and Control (DMAIC) methodology. They understand the structure and conduct of problem-solving projects and know what to expect as they engage with confidence as a team member supportive to a Green or Black Belt leader.	Online	LEAN Six Sigma Black Belt	\$983.00	Yes	Yes	Manufacturing

WorkLink

WIOA INSTRUCTION LETTER NO.: PY'16-014 (Replaces Revised PY'16-02)

SUBJECT: Local Supportive Service Policy (Adult and Dislocated Worker Only)

ISSUANCE

DATE: June 7, 2017

EFFECTIVE

DATE: Immediately

EXPIRATION

DATE: Indefinite

PURPOSE: The purpose of this instruction is to establish guidelines for providing supportive services for WIOA participants in the local WorkLink Workforce Innovation and Opportunity Area.

BACKGROUND: The goal of the Workforce Innovation and Opportunity Act is to ensure access for all individuals, of every skill level, the opportunity to pursue the skills, training, and education they need to obtain employment that will lead to financial stability and economic security for themselves and their families. The Act authorizes supportive services for individuals registered in WIOA programs who are receiving WIOA services.

POLICY: The term "Supportive Services" refers to those financial-based or physical accommodations that are reasonable and necessary, and required, in order for a client to participate in activities authorized under Title I of the Workforce Innovation and Opportunity Act (WIOA). In addition, any adult or dislocated worker who is enrolled and receiving WIOA services may be eligible for supportive services if they are unable to obtain assistance from other programs providing such services. Youth participating in WIOA services should follow the Youth Supportive Service policy. In general, supportive services may include needs-related payments, childcare, transportation, housing assistance, and a variety of other related expenses.

Maximum Allowable Limits

- Supportive Services for adults and dislocated workers are available up to a maximum total of \$3,000 per program year.

The availability of and referral to non-WIOA sources is one of the services that must be made available to adults and dislocated workers through the One-Stop delivery system.

The need for supportive services must be considered when developing the Individual Employment Plan (IEP). **Recipients of supportive services must be considered low-income.** The need for supportive services must be documented in an assessment and in case notes. The case note must document the specific need, the amount to be paid out by the WIOA program, and details regarding a plan for the participant to be self-sufficient if similar situations occur in the future.

A proud partner of the AmericanJobCenter network

An Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

1376 Tiger Blvd Suite 102 Clemson SC 29631 P. 864.646.1515 F. 864.646.2814 Relay Service Dial 711 (TTY)

WIOA is a payer of last resort and so only if a participant cannot obtain services by other means should WIOA provide supportive services. Case Managers must document in case notes efforts to access non-WIOA sources to justify providing supportive services through WIOA. It will be left to the discretion of the Case Manager that all non-WIOA sources of funding have been exhausted. Also, WIOA participants must check with local agencies regarding emergency relief funds to address any one-time emergency costs.

I. Budgetary Plan

When participants request supportive services, the Case Manager must assist the participant with a budgetary plan to ensure that the participant has the means to pay for the services in the future. The budgetary plan also justifies the need to provide supportive services. This plan and the justification are kept in the participant's hard file and documented in a SC WOS case note.

Example case note:

John Doe called and stated that he did not have money for gas to attend class on Friday. According to his WIOA application, he is considered low-income. The case manager issued a gas card in the amount of \$25 to the participant in order for the participant to attend class. John Doe and the Case Manager discussed his plan to have gas money for next week's class. The Case Manager provided some suggestions on ways to generate income during his classes. John Doe stated that he will host a yard sale on Saturday and will use the money he earned for gas to attend class next week. John also stated that he has an interview for a part-time position at MacDonald's on Monday. He will contact the Case Manager on Tuesday with the results of the interview.

II. Supportive Service Tracking

A Supportive Services Report for each supportive service recipient will be maintained by the SC Works Operator and made available upon request. The SC Works Operator will verify that the maximum amount of funded supportive services is not exceeded. All referrals to partners will be issued through the SCWOS system and a hard copy will be provided to participants.

III. Supportive Service Payment Overview

All supportive service assistance payments issued on behalf of WIOA enrolled participants within the Worklink Workforce Innovation and Opportunity Area will be issued on the basis of an established and documented need, identified as follows:

- a. Supportive Service assistance payments are limited to the amount necessary to satisfy the emergency and permit the WIOA enrolled participants to continue or complete the applicable WIOA activity. Payments cannot exceed \$3,000 during a program year without written approval of the Administrative Entity.
- b. A supportive service need that was identified during Assessment.
- c. A need that is identified due to an emergency occurring after the individual became a WIOA enrolled participant. Payments can only be made toward relief of situations continuing after the individual becomes a WIOA enrolled participant and cannot be made retroactive.

- d. With the exception of transportation reimbursement, all supportive service assistance payments will be issued directly to the vendor providing the needed assistance or service to the WIOA enrolled participants (i.e. childcare provider, automotive repair shop, gas or electric utility company, etc.) Under no circumstances will supportive services assistance payments be made directly to the WIOA enrolled participants.

IV. Who May Receive

Those who may receive supportive service assistance payments include those who meet the following criteria:

- a. Those who are determined low-income, as described in Table 1 of the current WIOA 70 percent LLSIL, as outlined in the current Instruction Letter: Update for WIOA Family Income and Self-Sufficiency Guidelines. **Note:** Initial determination for Supportive Services will be based on low-income status as notated on the Eligibility Determination application for WIOA assistance. If a participant is not low-income at the time of application, a participant may re-apply for supportive services after six months. (WIOA staff should use the same procedures as that of Eligibility Determination to determine low-income.)
- b. Those who are actively participating in a WIOA activity, that requires travel for more than one day in length, for which he or she may not otherwise be able to continue or complete without supportive services assistance. There must be at least one open activity in SCWOS.
- c. Those who have established a supported or documented allowable need for assistance.
- d. Those who have presented documentation or evidence that all other reasonable means for getting non-WIOA assistance/support have been exhausted.
 - i. For childcare assistance – applicant must have proof of ABC Voucher eligibility determination
 - ii. For transportation – applicant must have proof of valid driver's license
 - iii. For car repairs – applicant must provide two quotes from licensed repair facilities and proof of ownership (i.e., name listed as a driver on insurance, registration, car title, etc.)

V. Allowable Supportive Services for WIOA Participants in Career or Training Services

For both adult and dislocated worker services

Medical Assistance – Limited funding is available to provide medical services required for an individual to participate in intensive services and/or training also to obtain or retain unsubsidized employment. Payments for medical assistance should be made to the provider not the participant. The maximum amount that can be paid per participant is \$500 during participation in the program.

Allowable Medical Assistance

- Pre-employment/training physicals required by an employer or training program
- Immunizations
- Pre-employment drug tests
- Dental extractions and dentures
- Eyeglasses but not contact lenses or any type of eye surgery

- Hearing devices

Work Clothing or Uniforms – Supportive Service funding can be provided for work clothing or uniforms required but not paid by an employer or training program. Clothing and uniforms include steel-toed shoes, hard hats, smocks, etc. Individuals needing general-purpose clothing should be referred to a community clothes bank or other agency. The maximum amount for work clothing is \$250 during participation in the program.

Training-Related Equipment - Pays for training related equipment not already covered, such as books and supplies.

Background Checks – Pays for background checks, such as, motor vehicle records check, criminal records (SLED), etc. when required by the occupation or employer.

Expungements - Assistance for an expungement may be offered in situations where a single offense is prohibiting a participant from obtaining employment and the participant is unable to pay for expungement his or herself. In determining whether or not to provide expungement assistance, the case manager should consider whether or not the participant will be employable upon the conclusion of the expungement process and any career and training services they may be participating in. The following conditions must exist:

1. The participant must first complete the expungement application and submit the expungement application to the solicitor's office. Participant must then provide to the case manager confirmation from the solicitor's office that the offense is eligible for expungement.
2. Assistance is limited to a one-time payment made to the solicitor's office.
3. Assistance is capped at \$500. If total costs of the expungement is more than \$500, participant would need to pay any difference to the solicitor's office and provide confirmation of this payment.

Test fees - Pays for fees related to obtain certification, such as real estate license, driver's license, GED fees, etc. This is only for participants not enrolled in a training activity.

Driver's Training - Pays for driver's training. This does not include CDLs.

One-time Emergency Costs* -

Minor Car Repair - Minor Car Repair should not exceed \$500.00.

Utilities - Pays for electric, water or gas bill. Excludes telephone bills.

Housing - Pays for housing cost, such as rent. Mortgage payments may not be paid with WIOA funding.

*One-time emergency costs exceeding \$1,000.00 must be approved by the Administrative Entity.

Childcare or Dependent Care – Participants who have out-of-pocket expenses associated with attending training/activities may receive childcare assistance. Reimbursements are linked to attendance - if a participant is absent from training, a reimbursement may not be made for that day. For childcare supportive service assistance, vendor agreements and invoices are required documentation that must be kept in the participant's hard file.

\$25 a day for pre-school children

\$10 a day for school-age children 12 years old and younger and for dependent adults

In addition to those that are determined low-income, those that are unemployed, but not low income and when the supportive service is requested, are eligible for transportation assistance, as described under Direct Transportation and Transportation Reimbursement of this policy, so long as there is a documented need in the case notes of the participant's file.

Direct Transportation – If a participant is unable to attend an activity or training because he or she lacks a driver's license and/or access to a car, the case manager may provide or procure transportation. Transportation will be provided temporarily while participants make a transition plan to provide their own transportation. Bus and other fare fees are allowable costs.

Case managers should consider cost when procuring transportation. Public transportation should be utilized when available. Arrangements may be made with other agencies that transport participants and for-profit businesses may be utilized. The grantee should have an agreement with the transportation provider specifying the cost and billing arrangements. Grantees may choose to pay private individuals selected by participants to provide transportation. Prior to using a private individual to provide transportation, the grantee must verify the individual has a valid driver's license and insurance.

Transportation Reimbursement – Participants not receiving direct transportation services may receive transportation assistance to help defray the out-of-pocket expenses associated with activities/training. For those (1) attending approved training full-time, (2) not receiving other transportation funds from partner programs, and (3) traveling more than 10 miles one way to a training provider, reimbursement will be \$10 per day for up to 40 miles, \$15 per day for up to 80 miles, and \$20 per day for up to 120 miles of training attended. An authorized training instructor must sign the attendance sheet prior to reimbursement.

VI. Allowable Needs-Related Payments (NRP) for WIOA Participants in Career or Training Services

For both adult and dislocated worker services – can be received in conjunction with other supportive service payments and is subject to the \$3,000 supportive service cap per year

NRP may be provided to unemployed adults and dislocated workers if the eligible client has been enrolled in an allowable training activity.

NRP are available for adults and dislocated workers who meet the following criteria:

A. Specific eligibility requirements for adults

1. Must be unemployed;
2. Does not qualify for, or has ceased to qualify for, Temporary Assistance for Needy Families (TANF) or unemployment compensation; and
3. Must be enrolled in a program of training services under WIOA/TAA.

Adult and Dislocated Worker Program Needs-Related Payments – Eligible adults and dislocated workers may be certified to receive a needs-related payment in the amount of \$2.50 per hour for active participation in training services (not to exceed a weekly maximum of \$100). Time and attendance sheets are to be used to ensure adequate participation in training services and are to be submitted along with each needs-related payment request. Please note this applies to adults and dislocated workers who do not qualify for the receipt of weekly unemployment insurance (UI) payments or Trade Readjustment Assistance (TRA) at the point of registration in the WIOA program. Adults and dislocated workers who were receiving UI payments or TRA at the point of registration in WIOA but exhaust such assistance may be certified eligible to receive a *Continuance Needs-Related Payment*.

The amounts to be paid are based on a set rate only for the actual number of hours the client is enrolled and/or participating in a training activity. All documentation and eligibility determination is the sole responsibility of the Intensive Services Provider.

B. Specific eligibility requirements for dislocated workers

1. Must be unemployed; and
2. Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA or NAFTA-TAA, and
3. Must be enrolled in a program of training services under WIOA/TAA.

Continuance Needs-Related Payment – Eligible adults and dislocated workers who exhaust UI payments or TRA after registration in the WIOA program may receive a weekly payment up to the amount received under UI or TRA for active participation in training services, not to exceed \$100 per week. This may enable the participant to continue receiving the same level of income maintenance as when they first entered the program. The participant must provide proof of the status of their UI or TRA weekly payment amount during the needs-related payment certification appointment. Time and attendance sheets are to be used to ensure adequate participation in training services and are to be submitted along with the needs-related payment request. **NOTE: In order to qualify for this type of needs-related payment, the WIOA customer is required to attend 100% of approved training each week.**

Needs-related payments are not wages but training payments used to assist participants with related costs for participating in training services. Needs-related payments are not subject to tax withholdings.

The case manager and participant must complete the Needs Related Payment Approval to document the need. In the event a waiver is required, this completed form is to be submitted with the waiver request.


VIII. Supportive Services NOT Allowable for WIOA Participants

- a. Legal or punitive services costs, which includes child support or driver's license reinstatement fees.
- b. Payments for food or food items.
- c. Payments for automobile payments, insurance, taxes, and tags.
- d. Personal debt or obligation that occurred before WIOA registration.

ACTION: WorkLink Workforce Innovation and Opportunity Area Grantees must abide by the policy as stated. All staff must be familiar with the policy. All other forms of supportive service requests not listed must be made in writing to the Administrative Entity.

Please copy and distribute this information appropriately within your agency.

INQUIRIES: Direct all inquiries on this Instruction Letter to the WorkLink Workforce Development Board, 1376 Tiger Blvd., Suite 102, Clemson, SC 29631, telephone 864.646.1515, fax 864.646.2814, or e-mail jkelly@worklinkweb.com.



Trent Acker, Executive Director
WorkLink Workforce Development Board

DISTRIBUTION: All WIOA/TAA staff

WorkLink

WIOA INSTRUCTION LETTER NO.: PY'19-02 (Replaces Revised PY'16-04)

SUBJECT: Local Supportive Service Policy (Adult and Dislocated Worker Only)

ISSUANCE

DATE: September 18, 2019

EFFECTIVE

DATE: Immediately

EXPIRATION

DATE: Indefinite

PURPOSE: The purpose of this instruction is to establish guidelines for providing supportive services for WIOA participants in the local WorkLink Workforce Innovation and Opportunity Area.

BACKGROUND: The goal of the Workforce Innovation and Opportunity Act is to ensure access for all individuals, of every skill level, the opportunity to pursue the skills, training, and education they need to obtain employment that will lead to financial stability and economic security for themselves and their families. The Act authorizes supportive services for individuals registered in WIOA programs who are receiving WIOA services.

POLICY: The term "Supportive Services" refers to those financial-based or physical accommodations that are reasonable and necessary, and required, in order for a participant to participate in activities authorized under Title I of the Workforce Innovation and Opportunity Act (WIOA). In addition, any adult or dislocated worker who is enrolled and receiving WIOA services may be eligible for supportive services if they are unable to obtain assistance from other programs providing such services. Participants enrolled in youth funded WIOA services should follow the Youth Supportive Service policy. In general, supportive services may include needs-related payments, childcare, transportation, housing assistance, and a variety of other related expenses.

SECTION 1 - MAXIMUM ALLOWABLE LIMITS

Supportive Services for adults and dislocated workers are available up to a maximum total of \$3,000 per program year. Please review each individual type of supportive service for additional caps.

SECTION 2 - ADMINISTERING SUPPORTIVE SERVICES

Payor of Last Resort

WIOA is a payer of last resort and so only if a participant cannot find financial relief by other means should WIOA provide supportive services.

The availability of and referral to non-WIOA sources is one of the services that must be made available to adults and dislocated workers through the One-Stop delivery system. Case Managers are expected to make appropriate referrals for supportive services on behalf of participants to partner agencies. It will be left to the discretion of the Case Manager that all appropriate non-WIOA sources of funding have been explored or exhausted.

Documentation Requirements: Case Managers must document in case notes efforts to access non-WIOA sources to justify providing supportive services through WIOA. All referrals to partners should be issued through the SCWOS system and a hard copy provided to participants. In the event that the referral cannot be made through SCWOS, the case manager may provide a paper referral form to the participant and place a copy in the participant's hard file.

Supportive Service Payments

With the exception of transportation reimbursement and Needs-Related Payments, all supportive service assistance payments should be issued directly to the vendor on behalf of the participant (i.e. childcare provider, automotive repair shop, gas or electric utility company, etc.). As an alternative, the service provider may instead pay the cost on behalf of the participant and be reimbursed through the monthly billing process. All appropriate documentation should be available as part of reconciliation and appropriate documentation included in the participant's hard file.

In emergency situations - the participant may receive reimbursement based on an itemized receipt or current bill (a copy should be maintained in the participant's hard file). The service provider must verify that the receipt or bill is for the supportive service and from the vendor agreed upon by the participant and the case manager, and that the receipt or bill is dated within the appropriate timeframe of the supportive service code. A case note must justify the emergency situation.

Supportive Service Tracking

A Supportive Services Report for each supportive service recipient will be maintained by the WIOA service provider and made available upon request. The WIOA Program Manager will verify that the maximum amount of funded supportive services is not exceeded.

SECTION 3 - DETERMINING SUPPORTIVE SERVICES FOR PARTICIPANTS

Eligibility for Supportive Services - Who May Receive

Those who may receive supportive service assistance payments include those who meet the following criteria:

- The service provider's grant has supportive service funding available to accommodate the request.
- Total supportive service expenditures (including vouchers issued to vendors, but the resulting invoice has not yet been paid) has not exceed \$3,000 during the current program year for the participant.

- A supportive service need was identified for the participant to complete a qualifying WIOA activity. The need for supportive services is documented in the assessment, IEP, and case notes.
- The participant is currently active. Supportive services cannot be paid for activities occurring prior to WIOA enrollment and cannot occur after exit (TEGL 19-16).
- Documentation or evidence shows that all other reasonable means for obtaining or receiving non-WIOA assistance/support have been explored or exhausted.
 - For childcare assistance – applicant must have proof of ABC Voucher eligibility determination
 - For transportation – applicant must have proof of valid driver’s license only in the case of those requesting gas reimbursement
 - For car repairs – applicant must provide two quotes from licensed repair facilities and proof of ownership (i.e., name listed as a driver on insurance, registration, car title, etc.)
- *Childcare/Dependent Care, One-Time Emergency Assistance, and Needs-Related Payment recipients must be Low Income* - Those who are determined low-income, as described in “WIOA Family Income Guidelines For South Carolina,” as outlined in the current Instruction Letter: Updated Family Income Guidelines.

Documentation: Initial determination for Childcare/Dependent Care, One-Time Emergency Assistance, and Needs-Related Payments will be based on low-income status as notated on the Eligibility Determination application for WIOA assistance.

If a participant is not low-income at the time of application, a participant may re-apply for supportive services at any time. WIOA staff should use the same procedures as that of Eligibility Determination to determine low-income. Documentation should be dated and kept in the participant’s hard file.

SECTION 4 - ALLOWABLE SUPPORTIVE SERVICES FOR WIOA PARTICIPANTS

For both adult and dislocated worker services

A. TRANSPORTATION ASSISTANCE

To receive transportation assistance, the participant is not required to be low income.

- Direct Transportation
If a participant is unable to attend a WIOA activity or training because they lack a driver’s license and/or access to a car, the case manager may provide or procure transportation. Transportation will be provided temporarily while participants make a transition plan to provide their own transportation.

Bus, ride share, car service, taxi, and other fare fees are allowable costs.

Case managers should consider cost when procuring transportation. Public transportation should be utilized when available. Arrangements may be made with other agencies that transport participants or with for-profit businesses. The service provider should have an agreement with the transportation provider specifying the cost and billing arrangements.

The service provider may choose to pay private individuals selected by participants to provide transportation. Prior to using a private individual to provide transportation, the service provider must verify the individual providing transportation has a valid driver's license and car insurance. In this instance, the service provider will follow the Transportation Reimbursement procedure outlined in this policy. Mileage should be calculated based on the driver's home address to the participant's address to the location of the activity.

- **Transportation Reimbursement**

Participants not receiving Direct Transportation supportive services may receive transportation assistance to help defray the out-of-pocket expenses associated with WIOA activities or training.

Reimbursement is available to those participants (1) attending full-time training (or other qualifying WIOA activities), (2) not receiving other transportation funds from partner programs, AND (3) traveling from night-time residence to a training provider at the following mileage and rates:

- 10 to 24 miles one way - \$10 per day
- 25 to 50 miles one way - \$15 per day
- 51+ miles one way - \$20 per day

Transportation will only be reimbursed for days that the participant attended training. The WIOA participant must submit time and attendance sheets to their assigned case manager by the required deadlines in order to be reimbursed. Each time and attendance sheet must be signed by an authorized training instructor at their approved training provider.

For trainings that require the participant to stay multiple nights near the training provider, mileage will be calculated from the closest hotel with a reservation available or from the local residence at which they are staying.

B. TRAINING RELATED ASSISTANCE

To receive training-related assistance, the participant is not required to be low income.

- **Driver's Training**

Pays for driver's training. This does not include CDLs.

- Lodging

For participants attending on-site training more than 75 miles away from the participant's night-time residence, the participant may receive up to \$94 per night for a hotel. In order to receive this, the participant must be scheduled to attend training for three or more days per week. The lodging facility must be approved in advance by WorkLink staff. Payments may be made in advance only to the lodging facility.

Classroom Training

- Training-Related Costs

Service providers may approve expenses for training related items not already covered under an Individual Training Account, such as books, fees, school supplies, uniforms, and other necessary items.

- Fees, Permits, Certifications or Licenses

Service providers may pay for fees related to obtain certifications, such as real estate license, driver's license, GED fees, etc.

- Miscellaneous

Service providers may pay for training-related applications, tests, and certifications not otherwise described above, but required for participation in training.

Employer Required or Work-Based Learning

- Work Clothing or Uniforms

The maximum amount for work clothing is \$250.

Supportive Service funding can be provided for work clothing or uniforms required, but not paid by an employer or training program. Clothing and uniforms include steel-toed shoes, hard hats, protective eyewear, smocks, etc.

- Work-Related Tools

The maximum amount for work-related tools should not exceed \$500.

Service providers may pay for work-related tools required by an employer. The employer must provide a letter or policy detailing the work-related tools to be provided by the participant. Case managers may purchase the minimum required tools as long as they are necessary for continued participation or a condition of employment. The WIOA manager must insure that procurement procedures are followed.

- Miscellaneous

Service providers may pay for employment and work-based learning related fees, permits, applications, tests, licenses, and certifications not otherwise described above, but required for participation in training.

C. CHILDCARE OR DEPENDENT CARE

To receive childcare or dependent care related assistance, the participant is required to be low income.

Participants who have out-of-pocket expenses associated with childcare or dependent care while attending activities or training may receive assistance to defray the cost.

Due to the limited amount of funds available, it is important that case managers insure that WIOA participants seeking childcare or dependent care assistance exhaust all available community resources available to them. If there is adequate proof that the case manager and the participant have exhausted those community resources, then child care assistance may be provided.

Documentation Required

For childcare or dependent care supportive service assistance, vendor agreements, invoices, and time and attendance sheets are required documentation that must be kept in the participant's hard file.

Childcare or dependent care will only be paid to the child care or dependent care provider. Documentation and/or invoices must be collected by the service provider. The documentation or invoice must be itemized, showing the following information:

- The child or children in daycare;
- The name of the parent(s) or legal guardian(s);
- Times and dates covered; and
- Total charges.

No late fees will be paid with WIOA funding.

Childcare or dependent care assistance will only be reimbursed for days that the participant attended training. The WIOA participant must also submit time and attendance sheets to their assigned case manager by the required deadlines to ensure timely payment to their child or dependent care provider. Each time and attendance sheet must be signed by an authorized training instructor at their approved training provider.

Age Limitations

- Child care assistance for those under age 13 when the care is provided. The program manager may permit child care payments thru age 14 if expressly requested by the participant.

- Dependent care is not limited by age.

Reimbursement Amounts

Reimbursement is available to those participants attending approved activities at the following rates:

- Childcare

During the school year:

- \$25 a day for each pre-school aged child
- \$10 a day for each school-aged child 12 years old and younger

During the summer:

- \$25 a day for each child 12 years old and younger

Case managers will follow the participant's school district calendar.

- Dependent Care

- \$10 a day for each dependent adult

D. EMERGENCY ASSISTANCE

To receive emergency assistance, the participant is required to be low income.

- One-time Emergency Costs

- Minor Car Repair - Minor Car Repair should not exceed \$500.00.
- Utilities - Pays for electric, water or gas bill. Excludes telephone, cell phone, and internet bills.
- Housing - Pays for housing cost, such as rent. Mortgage payments may not be paid with WIOA funding.

One-time emergency costs exceeding \$1,000 must be approved by the Administrative Entity.

E. MEDICAL OR RELATED ASSISTANCE

To receive medical or related assistance, the participant is not required to be low income.

- Reasonable accommodations for those with disabilities – Pays for a reasonable accommodation that a participant needs in order to participate in training. The accommodation should not exceed \$1,000.
- Medical Assistance – Limited funding is available to provide medical services required for an individual to participate in individualized career services and/or training. Payments for medical assistance should be made to the provider, not the participant. The maximum amount that can be paid per participant is \$500 during participation in the program.

Allowable Medical Assistance

- Pre-employment/training physicals required by a training program
- Immunizations
- Pre-employment drug tests
- Dental extractions and dentures
- Eyeglasses but not contact lenses or any type of eye surgery
- Hearing devices

F. OTHER ASSISTANCE

To receive other assistance, the participant is not required to be low income.

- Background Checks – Pays for background checks, such as motor vehicle records check, criminal records (SLED), etc. when required for training.
- Translation Services – Pays for translation services on behalf of an English language learner.

G. LEGAL AID SERVICES ASSISTANCE

To receive legal aid services assistance, the participant is not required to be low income.

- Expungements - Assistance for an expungement may be offered in situations where a single offense is prohibiting a participant from obtaining employment and the participant is unable to pay for expungement themselves. In determining whether or not to provide expungement assistance, the case manager should consider whether or not the participant will be employable upon the conclusion of the expungement process and any career and training services they may be participating in. The following conditions must exist:
 1. The participant must first complete the expungement application and submit the expungement application to the solicitor's office. The participant must then provide to the case manager confirmation from the solicitor's office that the offense is eligible for expungement.
 2. Assistance is limited to a one-time payment made to the solicitor's office.
 3. Assistance is capped at \$500. If total cost of the expungement is more than \$500, participant would need to pay any difference to the solicitor's office and provide confirmation of this payment.
- Driver's License Reinstatement Fees – Pays for fees associated with reinstatement of a driver's license.

SECTION 5 - ALLOWABLE NEEDS-RELATED PAYMENTS (NRP) FOR WIOA PARTICIPANTS

For both adult and dislocated worker services – can be received in conjunction with other supportive service payments and is subject to the \$3,000 supportive service cap per year.

To receive Needs Related Payments, the participant is required to be low income.

Needs-related payments are designed to provide a participant with financial assistance for the purpose of enabling them to participate in training services. Many individuals in need of training services may not have the resources available to participate in the training; therefore, needs-related payments can help individuals meet their non-training expenses and help them to complete training successfully (Reference TEGL 19-16).

Eligibility for Needs Related Payments (NRP)

NRP are available for adults and dislocated workers who meet the following criteria:

- A. Specific eligibility requirements for adults
 - 1. Must be unemployed; and
 - 2. Does not qualify for, or has ceased to qualify for, unemployment compensation; and
 - 3. Must be enrolled in a program of training services under WIOA.
- B. Specific eligibility requirements for dislocated workers
 - 1. Must be unemployed; and
 - 2. Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
 - 3. Be enrolled in a program of training services under WIOA Section 134 (c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed six months.
- C. Specific eligibility requirements for dislocated workers not eligible above.
 - 1. Must be unemployed; and
 - 2. Did not qualify for unemployment compensation or trade readjustment allowance under TAA; and
 - 3. Be enrolled in a program of training services under WIOA Section 134(c)(3).

Administering Needs-Related Payments

The level of a needs-related payment made to an adult or dislocated worker must not exceed the greater of:

- (1) The applicable weekly level of unemployment compensation benefits for participants who were eligible for unemployment compensation benefits; or
- (2) If such worker did not qualify for unemployment compensation, an amount equal to the poverty line for an equivalent period, the amount should be adjusted to reflect changes in total family income. (Reference the most current "Updated Federal Income Guidelines" Instruction Letter issued by WorkLink, attachment titled "Poverty Level Guidelines for South Carolina" used to determine NRP.)

Eligible Participants may be issued Needs Related Payments as follows:

- Adults (Category A) and Dislocated Workers (Category C) - Needs-related payments will be limited to \$5 per hour in training, not to exceed \$150 per week.
- Dislocated Workers (Category B) – Needs related payments will be the same as their most recent exhausted UI or TAA/TRA payment not to exceed \$150 per week.

NRPs are included in the overall Supportive Service cap of \$3,000 per program year.

Documentation Requirements: Case managers should ensure that the participant's most recent UI determination showing lack of eligibility, or the most recent UI or TAA/TRA benefit amount (that is currently exhausted) is included in the participant's file.

Only those enrolled in a program of training services under WIOA Section 134(c)(3) are eligible for Needs Related Payments; therefore, time and attendance sheets are to be used to ensure adequate participation in training services and are to be kept in the participant's hard file. In order to receive this payment, WIOA participants are required to abide by the Training Provider's attendance policy and turn in time and attendance sheets by the case manager's deadlines.

May needs-related payments be paid while a participant is waiting to start training classes?

Yes, NRP may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. Documentation from the Training Provider confirming the participant's start date in the approved training must be included in the participant's hard file.

SECTION 6 - REQUESTS FOR EXCEPTIONS

When requesting an exception to any part of this policy, the service provider's program manager, or designated appointee, should fill out the Request for Exception form (Attachment A) and submit it to the Adult/DW grant point of contact for approval.

SECTION 7 - SUPPORTIVE SERVICES NOT ALLOWABLE FOR WIOA PARTICIPANTS

- Fines and penalties such as traffic violations, late finance charges, and interest payments;
- Entertainment including tips;
- Contributions or donations;
- Vehicle payments;
- Refundable deposits;
- Alcohol or tobacco products;
- Pet products;

- Supplies for plants;
- Membership fees (e.g., fitness or social club memberships, annual fees on personal credit cards);
- Out-of-state job search and relocation expenses that are paid for by the prospective employer or by the employer who has laid-off the individual;
- Child support;
- Legal consultation fees;
- Payments for food or food items; and
- Personal debt or obligation that occurred before WIOA registration.

ACTION: WorkLink Workforce Development Board Service Providers must abide by the policy as stated. All staff must be familiar with the policy. All other forms of supportive service requests not listed must be made in writing to the Administrative Entity using the Request For Exception Form (Attachment A).

Please copy and distribute this information appropriately within your agency.

INQUIRIES: Direct all inquiries on this Instruction Letter to the WorkLink Workforce Development Board, 1376 Tiger Blvd., Suite 102, Clemson, SC 29631, telephone 864.646.1515, fax 864.646.2814, or e-mail jkelly@worklinkweb.com.

Trent Acker, Executive Director
WorkLink Workforce Development Board

DISTRIBUTION: All WIOA staff

SUPPLEMENT: SUPPORTIVE SERVICE POLICY

ATTACHMENT A: REQUEST FOR EXCEPTION FORM

WL Supportive Service Policy 19-02 - Supplement		CAP	\$	3,000
		Per Diem	Maximum	LI
TRANSPORTATION ASSISTANCE				No
Direct Transportation				
Bus tickets, ride share, car service, taxi, other fares	\$ -	\$ -		
Transporation Reimbursement (one way)		\$ -	\$ -	
10 to 24 miles per day	\$ 10.00	\$ -		
25 to 50 miles	\$ 15.00	\$ -		
51+ miles	\$ 20.00	\$ -		
TRAINING RELATED ASSISTANCE				No
Driver's Training		\$ -	\$ -	
Lodging (training provider is more than 75 miles away)	\$ 94.00	\$ -		
Classroom Training (costs not included in ITA)				
Fees, Permits, Certifications, Licenses	\$ -	\$ -		
Miscellaneous	\$ -	\$ -		
Employer Required or Work-Based Learning				
Work Clothing or Uniforms	\$ -	\$ 250		
Work-Related Tools	\$ -	\$ 500		
Fees, Permits, Certifications, Licenses	\$ -	\$ -		
Miscellaneous	\$ -	\$ -		
CHILD AND DEPENDENT CARE ASSISTANCE				Yes
Rates for Summer				
Per each child 12 and under	\$ 25.00	\$ -		
Rates for School Year				
Per each pre-school aged child	\$ 25.00	\$ -		
Per each school aged child 12 and under	\$ 10.00	\$ -		
Dependent Care - per dependent	\$ 10.00	\$ -		

EMERGENCY OR SPECIALIZED ASSISTANCE			Yes
One-time Emergency Costs			\$ 1,000
Minor Car Repair	\$ -	\$ 500	
Utilities (<i>electric, gas, water bills only</i>)	\$ -	\$ -	
Housing (<i>no mortgage payments</i>)	\$ -	\$ -	
MEDICAL OR RELATED ASSISTANCE			No
Medical Assistance			\$ 500
Pre-employment/training physicals	\$ -	\$ -	
Immunizations	\$ -	\$ -	
Pre-employment drug tests	\$ -	\$ -	
Dental extractions and dentures	\$ -	\$ -	
Eyeglasses (<i>no contact lenses, no eye surgery</i>)	\$ -	\$ -	
Hearing devices	\$ -	\$ -	
Reasonable Accommodations	\$ -	\$ 1,000	
OTHER ASSISTANCE			No
Background Checks	\$ -	\$ -	
Interpreter Services	\$ -	\$ -	
LEGAL AID SERVICES ASSISTANCE			No
Expungements	\$ -	\$ 500	
Driver's License Reinstatement Fees	\$ -	\$ -	
NEEDS RELATED PAYMENTS		Per Week	Yes
Adults (Category A) - \$5 per credit hour	\$150.00	\$ -	
Dislocated Worker (Category B) - UI/TRA payment	\$150.00	\$ -	
Dislocated Worker (Category C) - \$5 per credit hour	\$150.00	\$ -	

Attachment A

Supportive Service Policy - Request for Exception Form

WIOA Participant Username: _____ State ID: _____ Date: _____

Supportive Service Needs: Check all that are being requested.

If not included in the Supportive Service Policy, please check other and describe the services needed in the space provided below.

	Supportive Service	Amount Requested		Supportive Service	Amount Requested
<input type="checkbox"/>	Direct Transportation		<input type="checkbox"/>	Childcare or Dependent Care	
<input type="checkbox"/>	Transportation Reimbursement		<input type="checkbox"/>	One-time Emergency Costs	
<input type="checkbox"/>	Lodging		<input type="checkbox"/>	Medical Assistance	
<input type="checkbox"/>	Driver's Training		<input type="checkbox"/>	Reasonable Accommodation	
<input type="checkbox"/>	Classroom Training Related		<input type="checkbox"/>	Other Assistance	
<input type="checkbox"/>	Employer Required or WBL Related		<input type="checkbox"/>	Legal Aid Services	
<input type="checkbox"/>	Work Clothing or Uniforms		<input type="checkbox"/>	Expungements	
<input type="checkbox"/>	Work-Related Tools		<input type="checkbox"/>	Needs Related Payments	
<input type="checkbox"/>	Other		<input type="checkbox"/>	Other	

If Other, describe requested supportive service need:

Attach supporting documentation (quotes, invoices, etc.) or show your calculation here:

Total Amount Requested: _____

Based on the type of Supportive Service requested for the participant:

Yes No Will the request exceed the Supportive Service type's expenditure limit?
(i.e. Expungement limit is \$500, participant needs \$650)

Enter current Program Year supportive service type expenditures = _____

Based on the Board's \$3,000 cap for all supportive services for the participant:

Yes No Will the request exceed the Supportive Service Cap of \$3,000 for the current Program Year?

Enter total current Program Year supportive service expenditures = _____

Other Supportive Service Resources Exhausted

Yes No Have all other sources for the requested types of supportive services been exhausted to the best of the Case Manager and participant's knowledge?
Appropriate referrals or explanations should be entered in SCWOS via the partner referral screens and/or in case notes.

Justification for Supportive Service Need

Yes No Is the participant scheduled to attend a career or training service associated with the supportive service?

Describe the associated activity or activities including dates.

Yes No Is this a request to make an exception to the low-income requirement for applicable supportive services?

Explain how this exception will support the participant in completing IEP goals and activities listed above.

WorkLink Staff	Date:	<input type="checkbox"/>	Approved	<input type="checkbox"/>	Denied
Reason(s) if not approved:					