

Executive Committee Meeting
April 15, 2020 1:00pm
Via Conference Call
Phone number: 1.312.626.6799
Meeting ID 996 8873 4934

I.	Welcome	Mike Wallace, Chair
II.	Approval of Minutes	Mike Wallace
III.	SC Works Centers Status Update	Trent Acker
IV.	Tri-County Tech Update	Grayson Kelly
V.	Supportive Services Policy*	WorkLink Staff
VI.	Training Provider Application*	Mike Wallace
VII.	Other Business	Mike Wallace
VIII.	Adjourn	Mike Wallace

**Action Required*

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**WorkLink Workforce Development Board
Executive Committee Meeting via Zoom
4/3/2020 Minutes**

Attendees:

Chair Mike Wallace Jeromy Arnett Emily Hodge Grayson Kelly
Stephanie Collins Teri Gilstrap

Staff:

Trent Acker Meredith Durham Jennifer Kelly

Chair Mike Wallace welcomed everyone to the conference call at 11:01 a.m.

The minutes from the March 19, 2020 and March 26, 2020 meetings were emailed to committee members for review. Chair Wallace called for any corrections or amendments to the minutes.

ACTION TAKEN: Jeromy Arnett made a motion to approve the minutes as presented, second by Emily Hodge. The motion carried with a unanimous voice vote.

Mr. Trent Acker stated the circumstances have not improved in the COVID 19 outbreak. Wagner Peyser staff and any other DEW staff are currently taking calls that come in to centers, and 2 staff members are helping with Unemployment Insurance calls. Board staff is largely working remotely but can come in as necessary. Eckerd staff is serving participants virtually and orientations are online.

ACTION TAKEN: Emily Hodge made a motion to keep the SC Works WorkLink centers closed through the end of the month pending additional developments, Stephanie Collins seconded the motion. The motion passed with a unanimous voice vote.

Ms. Teri Gilstrap noted that Wi-Fi connectivity continues to be an issue with rural areas. She asked for anyone who has recommendations or best practices to pass them along to her.

Ms. Jennifer Kelly Eckerd stated that Eckerd is requesting carryover funds in the amount of \$80,000 to provide additional training and supportive services to program participants. That will increase the current budget of \$842,000 to \$922,000 and will include a true up of costs through February 2020. This went before OneStop Operations Committee in March and was approved by them. Ms. Kelly discussed details of the budget modification, which can be seen in the budget summary that was included in the meeting information.

ACTION TAKEN: OneStop Operations Committee made a motion to approve the Adult/Dislocated Worker Modification 2 as presented, Stephanie Collins seconded the motion. The motion passed with a unanimous voice vote.

Mr. Acker stated Eckerd is asking for a letter saying they will not be penalized for not meeting the 90% expenditure goal for circumstances outside of their control due to the coronavirus. Ms. Kelly currently meets with Eckerd staff at least monthly to for budget discussions.

ACTION TAKEN: Emily Hodge made a motion to cancel the April 15, 2020 Board meeting due to unusual and uncertain circumstances surrounding COVID-19 and hold an Executive Committee meeting in its place at 1 p.m. on April 15, 2020 to address action items, Teri Gilstrap seconded the motion. The motion passed with a unanimous voice vote.

The first of two instruction letters with initial guidance in regards to expanded UI benefits were sent to states yesterday from the Department of Labor. From a functional perspective, each state will have to refine their systems for eligibility requirements.

With no further discussion, the meeting was adjourned at 11:32 a.m.

WorkLink

WIOA INSTRUCTION LETTER NO.: PY'19-02 (Replaces Revised PY'16-14)

SUBJECT: Local Supportive Service Policy (Adult and Dislocated Worker Only) REVISION 1

ISSUANCE

DATE: April 15, 2020

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.

COVID-19 Pandemic State of Emergency Exception to Policy

On March 13, 2020, the Governor of South Carolina declared a State of Emergency due to the 2019 Novel Coronavirus. As a result, schools have either moved to online learning or suspended classes in order to meet social distancing requirements. Therefore, some exceptions to the traditional Supportive Service Policy will be allowed for WIOA participants to begin or continue their participation in classes through online means. These exceptions will be allowed for WIOA participants that participate in training (either partially or wholly) during the State of Emergency. This policy will revert to the traditional policy upon expiration of the State of Emergency. **All vouchers issued for exceptions listed in this section on behalf of participants must fall within the State of Emergency declaration dates.**

Exceptions may be made for participants enrolled at Training Providers that are taking a cautious approach to resuming normal in-person class schedules after the State of Emergency has expired. These exceptions must be documented by a Training Provider policy or announcement to students and included with documentation in the participant's hard file.

The following are allowable exceptions to the policy while South Carolina remains under a State of Emergency as declared by the Governor:

1. Under Section 4, Training Related Assistance, subsection “Classroom Training”

a. **Personal computers or laptops (with printer optional)** may be purchased for WIOA participants meeting the following requirements:

- Either is currently participating in training or has a start date for training in a course of study that is offered online or traditionally offered in-person, but has been adapted for online learning;
- Is considered low-income;
- Does not have access to a working computer or laptop in their residence; and
- Does not have access to a working computer or laptop in an alternate location that complies with executive orders and maintains social distancing requirements as mandated by the Governor of South Carolina.

Purchasing Requirements - Personal computers or laptops should meet minimum requirements of the Training Provider, and if available, purchased through the Training Provider. A minimum of three informal quotes (printouts from websites) should be considered prior to purchase. The Service Provider is required to maintain those quotes in the participant’s file and clearly label which computer was purchased.

The total cost of the computer or laptop (to include printer if needed) should not be more than \$500.

Documentation Requirements - The Case Managers must clearly justify and explain the purchase of the laptop, and document in case notes other avenues explored in meeting the computer requirements (i.e. borrowing from a family member/friend, arrangements with a community organization, lease through the Training Provider, etc.). It will be at the case manager’s discretion to determine when these means have been exhausted. The final laptop bill(s) must be placed in the hard file with the quotes.

2. Under Emergency Assistance, Section D

a. **Internet Bills** may be reimbursed to WIOA participants that meet the following requirements:

- Either is currently participating in training or has a start date for training in a course of study that is offered online or traditionally offered in-person, but has been adapted for online learning;
- Is considered low-income;
- Does not have access to the internet in their home; and

- Does not have access to secure, stable, reliable internet at an alternate location that complies with executive orders and maintains social distancing rules as mandated by the Governor of South Carolina.

Reimbursement Requirements – The case manager may reimburse the **total** cost of the internet bill as long as signed attendance sheets indicate that the WIOA participant attended online classes during the timeframe covered by the internet bill. The case manager must validate that the WIOA participant resides at the address listed on the internet bill (may be through state issued id, self-attestation, family member included in family size, etc.). Only standard internet costs will be reimbursed, anything above standard internet costs, such as cable and phone packages or higher download/upload speed packages will be the WIOA participant's responsibility. Any bills received for timeframes where the participant did not attend classroom training (either class had not yet begun, class ended, or they failed to attend) will not be reimbursed. Timely set-up and cancellation of internet service is the WIOA participant's responsibility.

Documentation – The Case Managers must clearly justify and explain the need for reimbursement of internet bills, and document in case notes other avenues explored in meeting internet requirements (i.e. free or trial options for internet access, etc.). It will be at the case manager's discretion to determine when these means have been exhausted. The internet bill must be placed in the hard file with attendance sheets.

Any exceptions or unusual circumstances may be submitted as an exception to WorkLink for approval.

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

During the summer:

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

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

- Dependent Care

- \$10 per 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 Jennifer Kelly, WorkLink Workforce Development Board, 1376 Tiger Blvd., Suite 102, Clemson, SC 29631, telephone 864.646.5898, 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

Provider:	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
Kinetic Potential	https://kpconnect.com/	3018838256	Jim Smith	27 Ridgeway Dr., Greenville, SC 29605	Yes	Project Management I: Introduction	The Project Management I: Introduction course is one of the initial steps to a career in project management or program governance. It provides an overview of the key concepts and an opportunity to apply newly acquired knowledge in project-based settings. The course is designed to prepare participants for the Project Management Institute's (PMI) Certified Associate Project Manager (CAPM) exam. The cost for the exam is included with course registration. This course is designed to be completed within 12 weeks but can be completed in as little as 4 weeks for students that aggressively progress through each learning module. Much of the work is online and asynchronous allowing participants to engage with course content at times most convenient for your schedule. This program structure is deliberately designed to assist participants maintain their work-life balance while adding the time requirement of this course commitment to their plate. A computer and internet access are provided for those that require technology support and meet eligibility criteria at no cost to participant.	Instructor Taught and Online	Certified Associate Project Manager (CAPM) or Project Management Professional (PMP)	\$4000.00	Yes	Yes
						Cybersecurity I: Intro to IT and Cybersecurity	The Cybersecurity I: Intro to IT and Cybersecurity course is designed to provide the foundational building blocks professionals need to enter the field of information security or cybersecurity. Participants will become familiar with basic information technology concepts and also understand potential vulnerabilities, threats, and mitigation tactics to protect data and systems. The focus on Confidentiality, Integrity, and Availability (CIA) Triad along with access control are covered in detail. All participants will be provided with career and workforce development support to help facilitate placement in the field.	Instructor Taught and Online	CompTia A+ certification	\$4,000.00	Yes	Yes

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.