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WorkLink Local Plan PY2020-2023

ATTACHMENTS: Current Local Policies and Definitions

Reference:

Section V: Operations and Compliance

12. Copies of current local board policies and definitions, including:

- Supportive Services policy
- OJT reimbursement policy;
- IWT policy, when using local funds;
- Youth incentives policy;
- Local training cap policy;
- Youth BSD policy (if applicable);
- Local definition for youth who “require additional assistance”; and
- Adult and dislocated worker self-sufficiency definition(s) for training.

WorkLink

WIOA INSTRUCTION LETTER NO.: PY'18-07 Revised (replaces Instruction Letter 10-02)

SUBJECT: Youth Local Supportive Service Policy and Incentive Payment Guidelines

ISSUANCE

DATE: September 19, 2018

EFFECTIVE

DATE: July 1, 2018

EXPIRATION

Date: Indefinite

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

BACKGROUND: The goal of the Workforce Innovation and Opportunity Act is to provide individuals with the resources they need to gain and retain employment that pays self-sufficiency wages. The Act authorizes supportive services for individuals registered in WIOA programs who are receiving training or follow-up Services. WIOA permits incentive payments to youth participants registered in WIOA programs who are receiving training or follow up services.

WIOA requires that supportive services be provided only to those unable to obtain services through other funding sources. Supportive services are provided as necessary to assist an individual in meeting their employment goals. Funding decisions should be made on a case-by-case basis, and the guidelines below are to assist staff in administering equitable and fair supportive services to participants.

At assessment, youth participants are asked about their resources and support network. Participants who lack services, skills, or resources to get or keep a job are identified by the case manager and are provided community resource information that can be used to meet those needs. Referrals are made as appropriate to partner agencies and other community services.

POLICY: 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.

Incentive payments to youth participants are permitted for recognition and achievement, and are directly tied to goals of the youth participant including training activities, work experience, or follow up services.

Budgetary Plan:

When youth 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

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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 SCWOS case note.

Supportive Service Log:

A log is maintained by the case manager on each supportive service recipient. With this log, the case manager ensures that the maximum amount of services is not exceeded. As applicable, the participant file must also contain the referral to supportive services (see attachment), childcare vendor agreement, invoices, mileage calculation (MapQuest, Google, etc.) attendance sheets, and justification for paying the supportive services.

Supportive Services Needs Determined at Assessment:

Supportive services needs are determined upon enrollment into WIOA during assessment. Supportive services are limited to transportation and childcare expenses, emergency costs, and test fees.

Supportive Service Payment Overview:

All supportive service assistance payments issued on behalf of WIOA enrolled participants within the WorkLink Workforce Development 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 per 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.
- e.

Who May Receive Supportive Services:

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

- a. Those who are actively participating in a WIOA activity 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.
- b. For participants in follow-up, there is no need for an open activity. In these cases, an entry in the case notes and supporting documentation in case file is required.

- 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.
- e. Those who are in need of employment related assistance during their normal 12-month follow-up period.
- f. Those who are not qualified for unemployment insurance compensation as well as those who have exhausted unemployment while registered in a WIOA activity.

Allowable Supportive Services for WIOA Participants in Training Services -Youth Services:

- **Medical Assistance** - Limited funding is available to provide medical services required for an individual to participate in youth activities 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
- **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 agencies. The maximum amount for work clothing is \$150 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.
- **Test fees** - Pays for fees related to obtain certification, such as real estate license, driver's license, GED fees, etc.
- **Driver's Training** – Pays for driver's training. This does not include CDL's.
- **One-time Emergency Costs *** - A one-time minor car repairs should not exceed \$500. A one-time utility cost of electric, water or gas bill, excludes telephone bills. A one-time housing costs, includes rent but excludes mortgage payments.

- **Child Care or Dependent Care** - Participants who have out-of-pocket expense(s) 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 documents that must be kept in the participant's hard file.

\$20 a day for pre-school children

\$8 a day for school-age children 12 years old and younger and for dependent adults

- **Online Classes** - If a participant is taking an approved online class and the case manager determines a need for childcare or dependent care, the payment will be based on login and logout times into the approved online class. The participant will be responsible for the following:
 - Documentation of class attendance – print screens of the login and logout screens, clearly indicating the date, time and proof of the class. *No payment will be made for insufficient documentation.*
 - Provision of documentation for payment – documentation should be given to the assigned case manager in a timely manner.

For transportation reimbursement payments to be made while attending a virtual class, a case manager must document by case note that the participant is traveling to a location other than their residence to participate in the online training.

- **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.

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.

Grantees can arrange for transportation of groups for workshops, youth field trips, etc. If the grantee arranges for group transportation, individual participants will not be required to develop a transportation plan.

- **Transportation Reimbursement** - Participants not receiving direct transportation services may receive transportation assistance to help defray the out-of-pocket expenses associated with activities/training. Payments are made according to the distance driven per week. Grantees should take into account the attendance policy per training/education establishment. Each youth participant must be in class at a minimum of 75% per week to receive transportation reimbursement. Training at our Adult Education Centers would equate nine (9) out of twelve (12) hours during the week.

Rates:

Less than 75 miles	\$20
76 -150 miles	\$40
151 – 224 miles	\$60
225 miles or greater	\$80

- **Legal Aid Services** - (State Instruction Letter Number 16-05) provides for Payment of Expungement Fees. The Youth participant is required to meet WIOA youth program benchmarks (1) GED or credential attainment; (2) completion of Workforce Development (Career Smart) classes; and approval by WorkLink Executive Director on an as needed basis. The Expungement fee cap is to serve five (5) youth per WIOA program year at an average cost of \$350.00 per individual = \$1,550.00 total expungement fee expense per program year.
Note: Any Expungement fees beyond the cap stated above must have approval by WorkLink Executive Director on an as needed basis.

Supportive Services NOT Allowable for WIOA Participants:

- a. 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 or tags.
- d. Personal debt or obligation that occurred before WIOA registration.

Incentive Budgetary Plan:

The incentive based structure called Skill Invoice will be discussed up front with each youth participant and is designed around benchmarks of their Individual Service Strategy (ISS). As funding allows, the youth participant will have an opportunity to EARN an incentive by the attainment of goals they have established with their career coach when designing their ISS.

Tracking/Distribution/Log of Earned Incentives:

1. The youth provider will track incentives in a voucher system and pay participant incentive(s) earned in the form of a check.
2. The career coach has a signature log which participants sign upon receipt of their incentive(s) earned (in the form of a check).

3. The career coach enters the incentive activity code (which coincides with appropriate youth activity completed) into SCWOS to reflect date incentive is received by the participant which should match/align with the signature log in the case file.

Incentive Payments Guidelines:

- a. Must ensure incentive payments are typed to the goals of the youth program;
- b. Must be outlined in writing before commencement of the youth program;
- c. Align with the local youth program organizational policies; and
- d. In accord with the requirements contained in 2 CFR part 200;
- e. **Incentive payments are paid and/or distributed to youth participants during training activities, work experience, or follow up services of the WIOA Youth Program.**
- f. The Youth Service Provider Skill Invoice Criteria Incentive Policy is an attachment in the current year Youth Grant (Statement of Work).

WIOA Reference(s): WIOA Final REGS – Section 681.570 Supportive Services for Youth Participants and Section 681.640 - Incentive Payments to Youth Participants.

Please copy and distribute this information appropriately within your agency.

INQUIRIES: Direct all inquiries on this Instruction to the WorkLink Workforce Development Board Staff. Youth inquiries should be directed to Sharon Crite, Youth Services Manager/Education Outreach, telephone 864.646.1828 or email scrite@worklinkweb.com.



Mr. Trent Acker, Executive Director
WorkLink Workforce Development Board

DISTRIBUTION: All WIOA staff

ATTACHMENTS: Supportive Services Reference Sheet

Supportive Service Reference Sheet

Maximum amount allowable in one year	\$3,000.00
Childcare/dependent care each day	
Pre-School Children	\$20
School-age Children up to 12 years old	\$8
Dependent Adults	\$8
One Time Emergency Costs	
Minor Car Repair (maximum)	\$500
Transportation Reimbursement	
Less than 75 miles	\$20
76-150 miles	\$40
151-244 miles	\$60
225 miles or greater	\$80
Supportive Services available after enrollment and before other activities	
Transportation	
Childcare/Dependent Care	
Emergency Costs	
Test Fees	

Notes: WIOA is always the payer of last resort. Efforts to obtain supportive services through other agencies must be documented.

WorkLink

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

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

ISSUANCE

DATE: November 7, 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.

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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 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

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WL Supportive Service Policy 19-02 - Supplement		CAP	\$ 3,000	
		Per Diem	Max	Low Income
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: 			

WorkLink

EMPLOYMENT AND TRAINING INSTRUCTION LETTER NO.: 15-007

SUBJECT: Work Based Learning Policy for Adults and Dislocated Workers

ISSUANCE

DATE: November 11, 2015

EFFECTIVE

DATE: November 11, 2015

EXPIRATION

DATE: Indefinite

PURPOSE: This is a WorkLink local instruction letter approved by the WorkLink Workforce Development Board.

BACKGROUND: The WIOA Adult and Dislocated Worker programs, in coordination with Wagner-Peyser (WP) Employment Service (ES), are pivotal pieces of the SC Works delivery system, which is the foundation of the workforce system. The system provides universal access to career services to meet the diverse needs of adults and dislocated workers. WIOA made some significant reforms to how services are delivered in the SC Works system. Among the reforms made, WIOA enhances access and flexibility for work-based training options, such as Registered Apprenticeships, on-the-job training, customized training and incumbent worker training.

POLICY: Under WIOA there are additional work-based training options and flexibilities for adults and dislocated workers:

Registered Apprenticeship (RA)

WIOA emphasizes the importance and value of Registered Apprenticeships as a component of potential training and employment services that the workforce system can provide to its customers. A two-fold benefit, Registered Apprenticeships may be used as a career pathway for job seekers and as a job-driven strategy for employers and industries.

Section 122(a)(3) of WIOA provides a new opportunity for Registered Apprenticeship programs to be more directly connected to the public workforce system. Registered Apprenticeships automatically qualify to be placed on WorkLink's Eligible Training Provider List (ETPL), allowing ITAs to support participants in Registered Apprenticeship programs, and more directly connect those programs to SC Works centers. Staff is strongly encouraged to promote registered apprenticeships in our area and work with Apprenticeship Carolina in order to register apprenticeship programs with Department of Labor.

In order for WIOA funds to be invested in Registered Apprenticeships, the employer or intermediaries providing the Apprenticeship training has:

- (1) An Apprenticeship registered with Department of Labor (DOL);
- (2) Has applied, been approved, and placed on the Eligible Training Provider List; and

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(3) And has met all qualifications consistent with the Work Place Safety checklist.

The following are examples of registered apprenticeships that may be placed on the Eligible Training Provider List:

- Employers who provide related instruction: A number of employers with RA programs provide formal in-house instruction as well as on-the-job training (OJT) at the work site.
- Employers who use an outside educational provider: Under this model RA program sponsors do not provide the related instruction or educational portion of the apprenticeship, but rely upon an outside educational entity to deliver instruction.
- Employers can use two- or four-year post-secondary institutions, technical training schools or on-line courses for related instruction. The employer is the ETP and must identify their instructional provider.
- Joint Apprenticeship Training Programs: These programs are made up of employers and unions. They have an apprenticeship training school where the instructional portion of the apprenticeship program is delivered. The training schools are usually administered by the union, in which case the union would be the ETP.
- Intermediaries: Intermediaries can serve as program sponsors when they take responsibility for the administration of the apprenticeship program. They also can provide expertise such as curriculum development, classroom instruction and supportive services, as appropriate. The intermediary is the ETP and must identify the instructional provider if an outside organization is providing the educational portion of the apprenticeship. Intermediaries include:
 - Educational institutions including two- and four-year post-secondary institutions or technical schools. In this model the educational institution administers the program, works with employers to hire apprentices and provides classroom or online instruction for the apprenticeship program;
 - Industry associations that administer the program and work with employer/members and educational entities to implement the apprenticeship program; and
 - Community-based organizations that administer the program and work with employers, educational entities and the community to implement the apprenticeship program.

WIOA training services may be used in conjunction with Registered Apprenticeship programs in the following ways:

- An ITA may be developed for a participant to receive RA training;
- An OJT contract may be developed with a RA program for training participants. OJT contracts are made with the employer, and RA generally involves both classroom and on-the-job instruction. The OJT contract may be made to support some or all of the OJT portion of the RA program;
- A combination of an ITA to cover the classroom instruction along with an OJT contract to cover on-the-job portions of the RA is allowed; and
- Incumbent worker training may be used for upskilling apprentices who already have an established working/training relationship with the RA program.

The Business Service Liaison and/or Career Coach may determine the appropriate funding by Registered Apprenticeship opportunity. The cap for an apprenticeship will not exceed \$5,000 in a program year or \$10,000 in a lifetime. The apprenticeship cap will include the total of the OJT and the occupational training amounts.

Supportive services may be used in coordination with career and/or training services, to participants in a RA program. These supportive services must be consistent with WIOA section 134(d)(2), Section 12, state policies, and the WorkLink Workforce Development Board Supportive Service policy.

The Staff member responsible for the case will enter a Registered Apprenticeship activity code for these participants. See the Adult Activity Code Definitions located in the Staff Online Resources page of SCWorks Online Services:

- 334, Registered Apprenticeship- Classroom Training
- 358, Registered Apprenticeship- OJT

On-the-Job Training

OJT continues to be a key method of delivering training services to adults and dislocated workers. WIOA allows for up to 50 percent of the wage rate of the participant to be reimbursed to employers for the costs of training while the participant is in the program. However, WIOA also allows local areas to increase the reimbursement level to up to 75 percent when taking into account the following factors:

- The characteristics of the participants (e.g. length of unemployment, current skill level, and barriers to employment);
- The size of the employer (e.g. small and medium-sized business often have more barriers to participation at lower reimbursement rates);
- The quality of employer-provided training and advancement opportunities; and
- Other factors the State or local boards may determine appropriate (e.g. the number of employees participating in the training, wage and benefit levels of the employees (both pre and post participation earnings)), and relation of the training to the competitiveness of the participant).

WorkLink will reimburse according to the following:

Employers providing an OJT can receive reimbursement for a portion of the hourly pay rate – typically up to 50%--which is considered payment for extraordinary costs to the employer associated with training a new employee.

WorkLink will increase the employer reimbursement for on-the-job training (OJT). This waiver permits the following reimbursement amounts: 1) up to 75% for employers with 1-250 employees. For employers with more than 250 employees, the statutory requirement of up to 50% applies.

WorkLink will also use a sliding scale for employer reimbursement based on the length of the participant's unemployment. Reimbursement amounts are as follows: 1) up to 75% employer reimbursement where OJT is provided to individuals unemployed for 16 weeks or more, and 2) where OJT is provided to individuals unemployed less than 16 weeks, the current statutory requirements of 50 percent will apply.

Staff will evaluate each business based on employee counts first, and then based on the number of weeks the jobseeker being placed on the OJT contract is unemployed. The OJT contract may be written for whichever provides the highest reimbursement rate. A staff member may evaluate each employer and reimburse at a lower percentage amount if warranted. Justification should be documented in the case file.

Incumbent Worker Training

Incumbent Worker training provides both workers and employers with the opportunity to build and maintain a quality workforce. Incumbent Worker training can be used to help avert potential layoffs of employees, or to increase the skill levels of employees so they can be promoted within the company and create backfill opportunities for the employers. Under section 134(d)(4) of WIOA, local boards can use up to 20 percent of their adult and dislocated worker funds to provide for the federal share of the cost of providing Incumbent Worker training. Incumbent Worker training needs to take into account the following factors:

- The characteristics of the participants in the program;
- The relationship of the training to the competitiveness of a participant and the employer; and
- Other factors the State or local boards may determine appropriate (e.g., the number of employees participating in the training, wage and benefit levels of those employees (both pre- and post-participation earnings)), and the existence of other training and advancement opportunities provided by the employer).

Employers are required to pay for a significant cost of the training for those participants in incumbent worker training; this can be done through both cash and/or in-kind payments. The wages paid to participants, while in training, may be considered as a source of matching funds.

Rules for matching funds are provided in the Uniform Guidance and DOL exceptions at 2 CFR 200.306 and 2 CFR 2900.8, respectively. Under section 134(d)(4)(D) of WIOA, the minimum amount of employer share in the Incumbent Worker Training depends on the size of the employer:

- At least 10 percent of the cost, for employers with 50 or fewer employees;
- At least 25 percent of the cost, for employers with 51 to 100 employees; and
- At least 50 percent of the cost, for employers with more than 100 employees.

In order for Incumbent Worker to be funded at this level, the Board must first approve up to 20% of local allocations to be designated by the Board in its budget.

An ad hoc committee will determine the process for soliciting and allocating IWT contract awards.

Transitional Jobs

Transitional jobs are a new type of work-based training that is allowed under WIOA.

Transitional jobs are time-limited work experiences that are subsidized and are in the public, private, or nonprofit sectors for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history, and are combined with comprehensive career and supportive services. The goal of transitional jobs is to establish a work history for the individual that demonstrates success in the workplace, and develops the skills that lead to entry into and retention in unsubsidized employment. Unlike OJT, there is no assumption that the individual will be retained in their transitional job after the experience is over, though that would be a successful experience and outcome. Under section 134(d)(5) of WIOA, local boards may use up to 10 percent of their adult and dislocated worker funds to provide transitional jobs to individuals.

If local areas choose to use transitional jobs as part of their service delivery strategy, they should adopt policies and identify employers (public, private or nonprofit) that can provide quality experiences for individuals to eventually obtain unsubsidized employment.

Additionally, these policies should include plans on the amount reimbursements would be for the jobs, what supportive services should be included, and any limits on the duration of the transitional job.

At this time, WorkLink is not funding Transitional Job opportunities.

Grandfather Clause – All OJT employers and WIOA participants served between July 1, 2015 to the effective date of this policy will be grandfathered in for WIOA services.

ACTION: All applicable WorkLink Workforce Development Area service providers, sub-recipients, contractors and other applicable organizational elements will implement and comply with these instructions, as well as any related instructions contained in applicable contractual agreements.

INQUIRIES: Direct all inquiries on this Instruction Letter to WorkLink Workforce Development Board Staff, Jennifer Kelly, WorkLink, 1376 Tiger Blvd, Suite 102, Clemson, SC 29631, telephone 864.646.5898, or email jkelly@worklinkweb.com.



Trent Acker, Executive Director
WorkLink Workforce Development Board

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WIOA INSTRUCTION LETTER NO.: PY' 18-08 (replaces Instruction Letter PY' 09-09 Policy and Procedures for Incumbent Worker Training through the Workforce Investment Act)

SUBJECT: Policy and Procedures for Incumbent Worker Training through the Workforce Innovation and Opportunity Act

ISSUANCE

DATE: November 1, 2018

EFFECTIVE

DATE: November 1, 2018

EXPIRATION

DATE: Indefinite

PURPOSE: To transmit local policy and procedures for application and utilization of State or locally granted Incumbent Worker Training funds.

BACKGROUND: The Incumbent Worker Training (IWT) Program provides funding for training needed in current businesses due to: expansion, new technology, retooling, new services/product lines and new organizational structuring or as part of a layoff aversion strategy. Training entities and city, county, and state governments are not eligible for IWT funding. Businesses receiving services through readySC™ may be eligible for IWT so long as the training funded is not a duplication of services. IWT funds are not available to a business that has relocated, if that relocation resulted in the loss of jobs at the original location, until the company has operated at that location for 120 days. IWT is funded by the Federal Workforce Innovation and Opportunity Act. Applications are open to all South Carolina businesses meeting the guidelines listed below.

ACTION: The notification of Incumbent Worker Training funds will be announced on a yearly and funding availability basis before the beginning of each WIOA program year. Applications for Incumbent Worker Training funds, whether local or State funded, will be reviewed by an ad-hoc committee of the WorkLink Workforce Development Board comprised of the local economic development liaisons. Upon review, each application will be rated and evaluated under the attached Incumbent Worker Training Guidelines and Rating documents.

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



Mr. Trent Acker, Executive Director
WorkLink Workforce Development Board

ATTACHMENTS: WorkLink Workforce Development Board IWT Guidelines
WorkLink Workforce Development Board IWT Rating Form

WIOA Incumbent Worker Training Program Guidelines

PROGRAM DESCRIPTION

The Incumbent Worker Training (IWT) Program provides funding to help cover the costs of training needed to retain a competitive workforce. Such training is meant to assist with expansion, new technology, retooling, new services/product lines, and/or new organizational structuring, or to be used as part of a layoff aversion strategy. As a result, IWT is not intended to fund the periodic safety and refresher courses necessary for a business to continue to operate (i.e. First Aid, CPR, and Occupational Safety and Health Administration certifications) or the occupational training a new hire would need.

IWT is funded by the Federal Workforce Innovation and Opportunity Act (WIOA).

BUSINESS ELIGIBILITY

Applications are open to all South Carolina employers. Employers applying for IWT funding must have at least one (1) full-time employee other than the owner of the business and be current on all state tax obligations.

Training entities and city, county and state governments are not eligible for IWT funding. Businesses receiving services through ReadySC™ may be eligible for IWT so long as the training funded is not a duplication of services. IWT funds are not available to a business that has relocated, if that relocation resulted in the loss of jobs at the original location, until the company has operated at that new location for 120 days.

A group of employers may form a training consortium for the purposes of receiving IWT. Common examples of training consortia include, but are not limited to: business associations, industry councils, chambers of commerce, or downtown/community development corporations. The training consortium or a third party may apply for IWT on behalf of the group of employers but cannot serve as the training provider and is not eligible to receive any funding as payment for their services.

Please note that IWT funding may not be used for members of a training consortium who would otherwise be ineligible for IWT, including training entities and city, county and state governments.

INCUMBENT WORKER DEFINED

To qualify as an incumbent worker, the incumbent worker needs to be:

- Employed;
- Meet the Fair Labor Standards Act requirements for an employer-employee relationship; and
- Have an established employment history with the employer for six months or more, unless the training is being provided to a group/cohort of employees and the majority of employees have been employed with the business for six months or more.

It is the responsibility of the LWDA to develop a process for ensuring that employees participating in training have been employed with the business for six months or more.

Temporary employees that do not have an employer-employee relationship with the business are not considered incumbent workers (for example, where an employee is employed through a staffing firm). However, periods of temporary employment may count towards an employee's time with the company for the purposes of meeting the six month minimum requirement above.

An incumbent worker does not have to meet WIOA eligibility requirements unless they are enrolled as a participant in the WIOA Adult or Dislocated Worker program.

TRAINING SERVICES

- Can be provided through South Carolina's technical colleges, school districts, area vocational-technical centers, state colleges and universities, licensed and certified private entities/institutions, industry specific consulting/training organizations, professional associations/credentialing entities, the business itself (through in-house training providers) or Registered Apprenticeship programs;
 - When training is provided in-house by an employee of the business, the business must submit documentation of that employee's time spent providing training and corresponding wages paid as a result;
- Can be conducted at the business's own facility, at the training provider's facility, online or remotely, or at a combination of sites; and
- Can be taught by either full- or part-time educators or professional trainers from the business.
- The following types of training are not eligible for IWT funding: all forms of periodic safety and refresher courses, including, but not limited to, all forms of Occupational Safety and Health Administration (OSHA) trainings, First Aid and CPR certifications, and hazardous material handling training.
- International Organization of Standardization (ISO) training may be eligible for the purposes of developing a quality management system in order to earn ISO certification.

REIMBURSABLE TRAINING EXPENSES

- Tuition
- Instructor/Trainer salaries
- Textbooks/Manuals
- Consumable materials and supplies

NON-REIMBURSABLE COSTS

- Administrative costs incurred by the business/training consortium
- Trainee wages or travel
- Trainer travel
- Training equipment
- Capital improvements
- Curriculum development
- Purchase of any item or service that may be used outside of the training project (including computer equipment and non-training related software)
- Costs incurred prior to the approval date of the application

APPLICATION, EVALUATION AND AWARD:

IWT funding is awarded on a competitive basis. LWDA's must have an established policy that is consistently applied when evaluating applications and awarding IWT funding. At a minimum, LWDA's must consider the following criteria during their evaluation:

- The characteristics of the employees to be trained;
- The relationship of the training to the competitiveness of both the employer and employee; and
- Other factors the LWDA determines to be appropriate, including:
 - the number of employees participating in the training;
 - wage and benefit levels of those employees (both pre- and post-training earnings);
 - the existence of other training and advancement opportunities provided by the employer;
 - credentials and skills gained as a result of the training;
 - utilization as part of a larger sector and/or career pathway strategy; or
 - employer size.

BUSINESS/ TRAINING CONSORTIUM MATCH

Businesses/training consortia participating in IWT are required to pay the non-Federal share of the cost of providing training to their employees. The non-Federal share shall not be less than:

- 10 percent of the costs for a business location with no more than 50 employees
- 25 percent of the costs for a business location with more than 50 employees, but no more than 100 employees
- 50 percent of the costs for a business location with more than 100 employees

A training consortium shares in the cost of training incumbent workers based on the total number of employees from all businesses in the training consortium. The training consortium would then determine how the cost would be split between the businesses in the consortium. This may be done in multiple ways, but it is recommended that the division of costs be determined based on how many employees are in each business.

Example: a group of employers has formed a training consortium comprised of three businesses with a combined total of 100 employees. The total cost of training is \$100,000. Based on the combined number of employees, the training consortium is required to pay 25 percent of the cost of training or \$25,000. Each business in the training consortium will pay a proportionate share based on each business's number of employees:

Business #1 - 10 employees = \$2,500

Business #2 - 40 employees = \$10,000

Business #3 - 50 employees = \$12,500

Total Training Consortium Share = \$25,000

The IWT agreement with the business should then be written for \$75,000. See also Attachment A for sample agreement packet.

A business's/training consortium's share of the cost may be paid in cash or in kind, fairly evaluated. Wages paid to incumbent workers while attending training may be considered that business's share of the cost. Please see Attachment B for a sample agreement packet that includes employee wages paid during training.

When wages are used as a business's/training consortium's share of the cost, documentation of actual wages paid during training must be provided. At the conclusion of the training, should the amount of actual wages paid during training fall short of the required non-Federal share, then the business must pay the difference in cash.

BUSINESS REPORTING REQUIREMENTS

All businesses/training consortia approved for funding must sign an agreement with their Local Workforce Development Area (LWDA) before implementing the proposed IWT project. The IWT agreement includes the IWT summary sheet, signed agreement with the business/training consortium, program work statement, training budget, training plan, and IWT application as completed by the business/training consortium.

Training projects are performance based with specific measurable outcomes. TEGL 10-16, Change 1 requires States and LWDAs to report certain participant and performance data on all individuals who receive IWT. As a result, all IWT participants must be registered and tracked in the SC Works Online Services system (SCWOS). The required elements for IWT-only participants are limited to demographic information and the elements needed to calculate employment in the 2nd and 4th quarters after exit, median earnings in the 2nd quarter after exit, Measurable Skill Gains, and credential attainment. For the purposes of calculating these metrics, the exit date for an individual who only has received IWT will be the last date of training, as indicated in the training contract.

For employer services performance and reporting purposes, the business/businesses in a training consortium must also be registered in SCWOS. Each business should have an employer service code indicating participation in IWT or rapid response funded Layoff Aversion IWT. This information is used to track the employer penetration rate and repeat business customers as required by the Department of Labor.

Section 116(i)(2) of WIOA requires States to use quarterly wage records to measure progress on satisfying State and local performance accountability indicators. The Department of Labor encourages the collection of incumbent worker SSNs as part of the training contract with the employer so that wage records will be available for these individuals. If no SSN is available, the State or LWDA may utilize supplemental wage information to verify the wages reported.

To eliminate the need for the business/training consortium to provide the employee's full SSN to the LWDA, employees should register in SCWOS using their full SSN once identified as an IWT participant but no later than the first day of training. Subsequent documentation provided by the business to the LWDA should only need to include the last four digits of the employee's SSN to identify the employee in SCWOS.

Prior to the start of training, the business/training consortium must provide the LWDA with a list of employees who will participate. A template for the employee list has been provided that includes sufficient documentation to identify the correct employee in SCWOS for completion of the WIOA application and entering relevant activities.

Throughout the training, the business/training consortium must provide and maintain sufficient documentation of the outcomes of the training, including:

- Title and a description of training
- Type and a description of the credential(s) earned
- Number of employees who completed the training program
- Number of employees who earned a credential
- Dates of training
- Number of employees who earned a wage increase
- Number of employees who earned a promotion
- Number of new jobs created
- Number of existing jobs saved
- Layoff or closure
- Other outcomes

The business/training consortium is required to submit program reports as required by the LWDA, including the Trainee Progress Report and a final program report within 30 days of the training Actual End Date. The information listed above will be required for submission of these reports and SCWOS data entry, and may be needed for any additional reporting required by the LWDA.

The final payment for expenditures incurred as a result of the IWT program must be withheld until the Final Program Report is submitted and all documentation of performance criteria specified in the agreement have been received.

LWDA REPORTING

The LWDA must submit a completed IWT Agreement Packet within 30 days of executing the IWT agreement with the participating business/training consortium. The IWT Agreement Packet includes the following documents:

- IWT Summary Sheet
- signed agreement with business/training consortium
- program work statement
- training budget
- training plan, including provider, projected number of trainees, and start and end dates for each planned training
- IWT Application completed by the participating business or training consortium

The LWDA must submit the Trainee Progress Report no more than 30 days after the end of each quarter. Additionally, the LWDA should submit a Final Program Report using the template provided no more than 30 days after the end of the grant.

All IWT documents submitted to DEW should include the IWT Cover Sheet.

FAILURE TO TIMELY COMPLY WITH REQUIREMENTS:

Failure to timely comply with all requirements as listed in this document or in the state instruction will result in the following progressive sanctions:

- First warning: a notice of noncompliance will be sent to the LWDA's administrator requiring corrective action within ten (10) business days
- Second warning: a notice of noncompliance will be sent to the LWDA's fiscal entity, administrator, and Local Workforce Development Board chair requiring corrective action within seven (7) business days
- Third warning: a notice of recapture of funding will be sent to the LWDA's fiscal entity, administrator, and Local Workforce Development Board chair requiring corrective action within five (5) business days

Should the LWDA fail to complete the corrective action required following the third warning, some or all of the unobligated IWT funding may be recaptured.

In addition to the progressive sanctions outlined above, failure to adhere to the requirements of this document may delay or prevent the processing and payment of the LWDA's IWT Request for Payment and will be taken into consideration when determining next year's funding.

RAPID RESPONSE FUNDED LAYOFF AVERSION IWT

State rapid response funds may only be used for IWT to assist an individual business in averting a layoff or closure. All guidelines outlined above for statewide IWT apply to rapid response funded Layoff Aversion IWT (RRIWT) with the following exceptions.

No business/training consortium match is required for Rapid Response funded Layoff Aversion IWT (RRIWT).

Applications for Rapid Response funded IWT are submitted to the LWDA for review. Complete applications, results of the competitiveness review conducted by SCMEP, or similar review of business completed within the last twelve months, and training curriculum are forwarded to DEW for final review and approval.

The use of Rapid Response funds for IWT requires criteria to determine a layoff risk, and when and whether IWT is an appropriate response. Consideration must be given as to whether, absent the training, a good job will be lost or degraded, and whether with the training the job will be retained or improved. The following employer and worker group assessment criteria must be used in making such determinations.

Employer Assessment

- The company remains open, but it is phasing out a function which will lead to layoffs unless the workers can be retrained to perform new functions.
- A worker's job has changing skill requirements as a result of external economic or market forces, significant changes in technology or operating processes, rapidly changing industry or occupational job requirements, or emergence of new products.
- The changing skill requirements are outside of normal skill growth and upkeep that would be provided by the employer.
- Training programs reasonably prepare workers to address skill gaps.
- The employer demonstrates a commitment to retain employees or otherwise provide a tangible benefit to employees who receive IWT.

Worker Group Assessment

- Unless provided with training, the potentially laid-off workers do not have marketable, in- demand skills.
- The new skills can be attained in a reasonable period of time.
- The workers have not received formal layoff notices. Such workers can be served with regular WIOA dislocated worker funds.
- There exists a strong possibility of jobs, either with the existing employer or a new employer, if the potentially laid-off workers attain new skills.

STATE INSTRUCTION LETTER – 17-03

Instruction Letter 17-03 – Incumbent Worker Training – provides guidance on the use of WIOA funds for IWT services. LWDAs should carefully read and become familiar with the state instruction letter. Where there are inconsistencies between the guidelines and the state instruction letter, the state instruction letter should be followed.

RATING FORM

The criteria used to evaluate the applications for Incumbent Worker Training are listed below along with their point values. An application must receive an aggregate score of 70 in order to be considered for funding.

Applicant: _____

Contract Previous Year _____ # of Employees _____ # of Trainees _____ Meets Match _____

CRITERIA	POINT VALUE	SCORE
A. Training Plan Description <ol style="list-style-type: none"> Does the IWT application justify the need for the training, the potential impact on the business, employees, community, and/or the economy? Is the training narrative stated clearly and easy to follow and does it present a comprehensive description of the training to be provided? Does the project provide a description of the training provider and ample justification for the selection of the provider? 	15	
B. Eligibility for Funds <ol style="list-style-type: none"> Has the business been in operation in South Carolina for a minimum of one year prior to application date? Does the business have at least one full-time employee? Is the business current on all state tax obligations? Does the training meet one or more of the criteria mentioned in the Program Guidelines? 	15	
C. Priority <ol style="list-style-type: none"> Does the application represent a significant upgrade in employee skills and/or employee wage increases as a result of training? Does the application represent a significant layoff avoidance strategy and provide retention opportunities? If the company has had previous contracts were the outcomes positive and were documents submitted in a timely manner? Does the company's application represent a significant upgrade in employee skills related to the automotive, bioscience, energy, or advanced materials sectors? Does the company's application demonstrate trainee wage increases or progressions at the end of training? If so, by what percentage? 	30	
D. Budget <ol style="list-style-type: none"> Are costs reasonable in terms of the activities to be provided and the performance outcomes to be achieved? Was the budget detailed and sufficiently explained? Is the proposed cost per trainee reasonable? Are costs listed allowable? 	10	
E. Outcomes <ol style="list-style-type: none"> Has the applicant clearly outlined the outcomes of the training? Were clear definitions provided on employer outcomes and how they will be accomplished? Has the applicant proposed outcomes that are acceptable? 	30	
TOTAL SCORE:	100	



WorkLink

WIA INSTRUCTION LETTER NO.: 10-07

SUBJECT: WIA Participant Lifetime Training Account (ITA) Cap

ISSUANCE

DATE: April 20, 2011

EFFECTIVE

DATE: May 1, 2011

EXPIRATION

DATE: Indefinite

PURPOSE: This guidance provides additional detail on implementation of the Workforce Investment Act (WIA) participant lifetime ITA cap imposed by the State Workforce Investment Board (SWIB).

BACKGROUND: In response to the South Carolina Legislative Audit Council review of the WIA program, the SWIB established a lifetime maximum training cap to ensure consistent and effective use of WIA training dollars throughout the state.

POLICY: A lifetime on ITAs for classroom training is set at a maximum of \$14,000 per WIA participant. Each LWIA should continue to enforce its own locally approved ITA cap, if stricter than the state-imposed ITA cap. (Please see your Statement of Work for WorkLink's stricter training cap policy.)

ITAs include tuition, books, tools, uniforms, fees and supplies required for the completion of training. Training costs are paid with ITA vouchers. Supportive services are not included in the training. Any portion of the total training that is paid with other than WIA funds (i.e. PELL, Lottery, TAA, etc.), will not count toward the training cap.

Additional Policy Considerations:

- GED and/or basic skills training is included in the lifetime ITA cap. Therefore, using the most expeditious and cost efficient means of acquiring these prerequisites is imperative.
- Allowing participants to attend training on a part-time basis increases the cost of training and the time it takes to complete training. Therefore, full-time training should be the norm.


ACTION: Any and all exceptions made by the LWIA must be documented on the attached form and submitted to the SC Department of Employment and Workforce (DEW). Internal Audit and Quality Assurance staff before or during the annual financial audit visit. All exceptions will be reviewed by the SWIB One-Stop Management Committee.

The LWIA must utilize a system to document all training costs for each WIA participant. The Virtual OneStop (VOS) Individual Fund Tracking (IFT) module is available and recommended for this purpose. If a local area chooses to use a separate tracking system, the DEW staff must have access to the records.

This policy is in effect for all WIA participants that begin training on or after May 1, 2011.

Please copy and distribute this information appropriately with your agency.

INQUIRIES: Direct all inquiries on this Instruction Letter to the WorkLink Workforce Investment Board Staff, WorkLink, 511 Westinghouse Road, Pendleton, SC 29670, telephone 864.646.1826, fax 864.646.2814, or e-mail wgraham@worklinkweb.com.



Amy Jessee, Interim Director
WorkLink Workforce Investment Board

DISTRIBUTION: All WIA Staff

ATTACHMENT: State WIA Instruction Number: 10-02 WIA Participant Lifetime Individual Training Account (ITA) Cap

PO Box 995
1550 Gadsden Street
Columbia, SC 29202
www.dew.sc.gov



Nikki R. Haley
Governor

John L. Finan
Executive Director

STATE WIA INSTRUCTION NUMBER: 10-02

TO: All Local Workforce Investment Areas (LWIA)

SUBJECT: WIA Participant Lifetime Individual Training Account (ITA) Cap

ISSUANCE DATE: April 20, 2011

EFFECTIVE DATE: May 1, 2011

PURPOSE: This guidance provides additional detail on implementation of the Workforce Investment Act (WIA) participant lifetime ITA cap imposed by the State Workforce Investment Board (SWIB).

BACKGROUND: In response to the South Carolina Legislative Audit Council review of the WIA program, the SWIB established a lifetime maximum training cap to ensure consistent and effective use of WIA training dollars throughout the state.

POLICY: A lifetime limit on ITAs for classroom training is set at a maximum of \$14,000 per WIA participant. Each LWIA should continue to enforce its own locally approved ITA cap, if stricter than the state-imposed ITA cap.

ITAs include tuition, books, tools, uniforms, fees and supplies required for the completion of training. Training costs are paid with ITA vouchers. Supportive services are not included in the training. Any portion of the total training that is paid with resources other than WIA funds (i.e. PELL, Lottery, TAA, etc.), will not count toward the training cap.

Additional Policy Considerations:

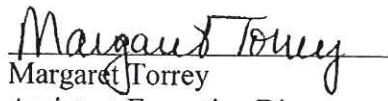
- GED and/or basic skills training is included in the lifetime ITA cap. Therefore, using the most expeditious and cost efficient means of acquiring these prerequisites is imperative.
- Allowing participants to attend training on a part-time basis increases the cost of training and the time it takes to complete training. Therefore, full-time training should be the norm.

ACTION: Any and all exceptions made by the LWIA must be documented on the attached form and submitted to the SC Department of Employment and Workforce (DEW) Internal Audit and Quality Assurance staff before or during the annual financial audit visit. All exceptions will be reviewed by the SWIB One-Stop Management Committee.

The LWIA must utilize a system to document all training costs for each WIA participant. The Virtual OneStop (VOS) Individual Fund Tracking (IFT) module is available and recommended for this purpose. If a local area chooses to use a separate tracking system, the DEW staff must have access to the records.

This policy is in effect for all WIA participants that begin training on or after May 1, 2011.

INQUIRY: Questions may be directed to Mary jo Schmick at (803) 737-2708 or mschmick@dew.sc.gov.


Margaret Torrey
Assistant Executive Director
Employment and Training

Attachment

SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

WIA Participant Lifetime Individual Training Account (ITA) Cap Justification Report

Section 1: LWIA Information

GRANTEE NAME:
LWIA:
CONTACT PERSON:
REPORTING PERIOD END DATE:
LOCAL TRAINING CAP: \$

Section 2: Participant Information

Complete the contact information for participant and training amount.

PARTICIPANT NAME / STATE ID#:	BEGINNING TRAINING DATE:	END TRAINING DATE	TRAINING TITLE	TRAINING PROVIDER	AMOUNT OF TOTAL TRAINING	STUDENT CURRENT STATUS: FULLTIME OR PARTIME	INDICATE REASON FOR EXCEEDING THE LIFETIME ITA CAP: (BE SPECIFIC & IF NEEDED ATTACH ADDITIONAL DOCUMENTATION)
					\$		
					\$		
					\$		

Section 3: Signatures

SIGNATURE:

TYPE/PRINT NAME:

DATE:

Individual Training Account Cap

April 2011



Self-Sufficiency Definition

WorkLink's self-sufficiency guidelines are 150% of Lower Living Standard Income Level for Adults and 85% of dislocated wage for Dislocated Workers. Youth must meet low income definition.

Training Cap

WorkLink's training cap is \$10,000 lifetime and \$5,000 per program year. Our supportive service cap is \$3,000 per program year.

Locally Defined Youth Barriers

WorkLink Youth Local Barrier is defined as:

An individual who requires additional assistance to complete an education as determined by local area: (1) Does the applicant's physical, mental, emotional, or learning disability result in a substantial barrier to employment or to education? (2) Does applicant lack reliable transportation, defined as not having a valid driver's license or access to an automobile? (3) Is the applicant (youth 17-24) in need of work-readiness skills to include soft skills, life skills, occupational skills, and lack of work experience?

Deficient in Basic Literacy Skills is defined as:

1. An individual who is determined to compute or solve problems, read, write, or speak English at or below 9th grade(level 8.9); or
2. An individual who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family or in society.