

**WORKFORCE DEVELOPMENT BOARD
YOUTH COMMITTEE MEETING
AGENDA**

Monday, March 14, 2016

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

**Meeting Room – Wells Fargo Bank – Clemson
Park on the far right parking lot facing the building**

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|---|----------------------------|
| I. Welcome and Introductions | Kristi King-Brock |
| II. Review of Minutes (03/14/2016)* | Kristi King-Brock |
| III. Palmetto Youth Connections (Report March-April 2016) | Karen Craven |
| IV. <u>New Business:</u> | |
| WorkLink Youth Program Transition-Approved/Finalized | Trent Acker |
| PY 16 Youth Allocation | Trent Acker |
| Youth Contract One year Extension-PY 16-Approved | Kristi King-Brock |
| PY 16 Youth Budget Negotiation Committee* | Kristi King-Brock |
| PY 15 Grant Expenditures (2/22/16-03/20/16) | K. Craven |
| WIOA Fact Sheet-Highlights/Changes for Youth Program | Kristi/Sharon Crite |
| Youth Strategic Plan Gap Analysis Final Results-(ACOG) | Kristi/Sharon Crite |
| Regional Education Center Upstate Gap Analysis | Rick Murphy |
| V. <u>Other Business:</u> | |
| PY 15 Local Youth Monitoring Report | Information |
| VI. <u>Adjourn</u> | K. King-Brock/Jason Duncan |

*Vote Needed

Next Youth Committee Meeting, Monday – August 01, 2016 - 11:00am
Wells Fargo Bank, Meeting Room - 955 Tiger Blvd. Clemson, SC 29631

WORKFORCE INVESTMENT CORPORATION
Youth Committee Meeting Minutes
March 14, 2016 @ 10:45am
Wells Fargo Bank, Meeting Room, Clemson, SC

Members Present

Kristi King-Brock, Chair	Jason Duncan, Vice-Chair	Rick Murphy
Terence Hassan	Janice Ward	Doug Newton
Ray Farley	Mary Gaston	Lisa Gillespie

Members Absent:

Robert Halfacre	Crystal Noble	Melissa Rosier
Gene Williams	Amy Bradshaw	Elaine Bailey
Tim Mays		

Staff Present:

Sharon Crite	Patty Manley	Trent Acker
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Guest Present:

Karen Craven	David Shellhorse
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I. Welcome and Introductions

Chair Kristi King-Brock called the meeting to order at 10:45am welcoming everyone in attendance and announced the meeting being recorded for processing of minutes. Introductions of everyone in attendance were made.

II. Approval of 01-11-16 Meeting Minutes

The minutes from the 01/11/16 meeting were emailed with the meeting notice and included in the meeting packet. Chair King-Brock called for corrections/amendments to the minutes or a motion to approve.

ACTION TAKEN: Doug Newton made a motion to approve the minutes as submitted, seconded by Janice Ward. The motion carried unanimously.

III. Palmetto Youth Connections (Report Jan-Feb)

Karen Craven, Palmetto Youth Connections Program Manager, referred the Committee to the Dashboard available in the committee packet. The Dashboard reflects data thru February 2016.

Ms. Craven reviewed the follow information from the Dashboard:

- 69 new enrollments this program year, for a total of 168 out of a goal of 175. All 69 new enrollments are HS dropouts.
- The county caseload breakdown reflects 108 youth participants in Anderson, 56 in Oconee, and 66 in Pickens for a total of 230 active and follow-up being served.
- Year to date outcomes show the following gains: 20 Literacy/Numeracy; 35 HS Diploma/GED; 53 Occupational Credentials; 71 Positive Placements
- WorkKeys shows 21 participants earned certificates – 5 Gold & 16 Silver

Ms. Craven called attention to the PY15 Monthly Update Report which shows the same information and data as the Dashboard but in a summary format.

IV. New Business

a. **Retain YC Member Elaine Bailey (Retierd)**

Chair King-Brock stated althouth Elaine Bailey has retired from Department of Social Servies, Ms. Bailey has a wealth of knowledge which is valuable to this Committee therefor recommends the Committee retain Ms. Bailey as a member of the Youth Committee.

ACTION TAKEN: Janice Ward made a motion to approve retaining Elaine Bailey as a member of the Youth Committee, seconded by Doug Newton. The motion carried.

b. **2016 AOP BIS Funding (Pending PY'16 Youth Allocation)**

Chair King-Brock brought to the Committee for consideration to recommend allocating \$5,000 for the 2016 AOP BIS pending our Youth allocation from the State.

ACTION TAKEN: Mary Gaston made a motion to approve recommendation to allocate \$5,000 for the 2016 AOP BIS pending PY'16 Youth allocations from the State, seconded by Janice Ward. The motion carried.

c. WorkLink Youth Program Transition - Information

Trent Acker acknowledged that Palmetto Youth Connections through Henkels & McCoy has been our Youth Program provider for 9 years. Referring to pages 7-9 Mr. Acker reported in February, Henkels & McCoy made a strategic decision to transition out of the training & workforce development field and has gifted their division to Eckerd, a non-profit company based out of Florida. Henkels and McCoy will transition the entirety of that division as of April 1, 2016. For WorkLink, this means that all three grants with Henkels and McCoy, Operator, Adult/Dislocated Worker program, and the Youth program will be transitioned under the purview of the Board with no changes to the contract terms and scope of work. The Executive Committee will meet to discuss and vote on this on March 23, 2016 in order to meet the April 1, 2016 transition date. Mr. Acker added Eckerd specializes in Youth programs, and will carry out our Adult/Dislocated Worker program and Operator as a pilot region. All program staff will be receiving offer letters from Eckerd.

Going forward under Eckerd, there will be no profit charged against the grant and the indirect rate will go down slightly from 11% to 8.28%, allowing funding to go towards providing services instead of profit and indirect costs.

Chair King-Brock stated Eckerd is funded by the Annie E. Casey Foundation which speaks to their professionalism and more specifically their performance working with at risk youth.

d. PY'15/PY'16 Youth Budget Negotiation Committee

Chair King-Brock stated Jason Duncan and Elaine Bailey have been asked to serve on the Committee with herself and Sharon Crite. This Committee will serve as the 2016 Budget Negotiation Committee as well as the Committee to oversee the PY'15 Budget transition from Henkels & McCoy to Eckerd.

ACTION TAKEN: Janice Ward made a motion to approve PY'15/PY'16 Youth Budget Negotiation Committee of Kristi King-Brock, Jason Duncan, Elaine Bailey, and Sharon Crite, seconded by Doug Newton. The motion carried.

e. Formal Gap Analysis Phase II

David Shellhorse provided a handout based on the the outcome of Phase I of the Formal Gap Anyalsis which shows Future/Ideal State and Current Situation and guided the committee through very detailed discussions regarding steps needed to bridge the Gap.

Mr. Shellhorse will compile comments and provide the summary of the discussion to Ms. Crite to be presented at the next Youth Committee meeting.

f. PY'15 – 2nd Qtr. Youth Performance

Sharon Crite referred to page 12 which shows a snapshot of the Youth 2nd quarter performance measures noting we are meeting and/or exceeding in all goals.

g. PY'15 – Grant Expenditures (12/21/15-02/21/16)

Ms. Crite referred to pages 13-14 and deferred to Ms. Craven to review the expenditure levels for the PYC grant. Ms. Craven stated the Youth budget for PY15 totals: \$702,148. PYC's goal is to spend a least 93% of the grant by June 30, 2016. Thru February 21, 2016, PYC has expended \$437,500.94 which is 62.3% of their grant.

Ms. Craven brought the committee's attention to the Work Experience line item 2.9, stating that 20% of Youth funding must be expended in this activity due to new WIOA laws. As of February 21, the Work Experience line item is at 61.1% expended which equates to 4489 man hours worked.

V. Other Business

a. 2015 Youth Strategic Plan (YSP) Pgs. 31-38

Information only, each Youth Committee member should have an electronic copy of Youth Strategic Plan.

b. 2015 Youth Strategic Plan Sub-Committee

Jason Duncan, Vice Chair referred to pages 15-16 which are the 2015 Youth Strategic Plan Sub-Committees stating all members are asked to serve on one of the sub-committees listed.

c. Tri County Tech Named One of Top 150 Community Colleges

Vice Chair Duncan referred to page 17 which is from the GSA Business Report and is included as information on Tri County Technical College being named one of the Top 150 Community Colleges in the Country.

d. GED Test Passing Score Revision and New Performance Levels

Vice Chair Duncan referred to page 18 and deferred to Mary Gaston for comments.

Dr. Gaston reported the State lowered the GED passing scores from 150 to 145 and has added two new performance levels. Dr. Gaston also stated now hopefully many other GED testers may be closer to passing the test.

VI. **Adjourn**

Respectfully submitted: Patty Manley

Grant Number: 15Y495H1 Invoice: 1603-I1008							
Period Covered: 2/22/16-3/20/16							
		MARCH					
H&M Goal		75.0%			100.0%		
Line Item	Mod #1	1603-I1008	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD	Obligations	Accrued
Staff Salary Total	\$ 309,622.68	22,781.68	\$215,499.41	\$94,123.27	69.6%		
Fringe Benefit Total	\$ 100,316.85	7,821.76	\$73,776.22	\$26,540.63	73.5%		
Staff Cost Total	\$ 409,939.53	30,603.44	\$289,275.63	\$120,663.90	70.6%		
Operating							
1.1 Facility, Utilities	\$ 17,000.00	4,249.50	\$12,749.50	\$4,250.50	75.0%		
1.2 Staff Consumable Supplies	\$ 2,400.00	73.80	\$1,575.81	\$824.19	65.7%		
1.3 Advertising, Outreach	\$ 600.00	0.00	\$0.00	\$600.00	0.0%		
1.4 Copy, Print	\$ 2,400.00	0.00	\$1,499.37	\$900.63	62.5%		
1.5 Communications	\$ 9,083.70	468.30	\$4,141.82	\$4,941.88	45.6%		
1.6 Staff Travel	\$ 9,613.75	760.24	\$8,972.54	\$641.21	93.3%		
1.7 Staff Conferences, Training	\$ 2,400.00	420.76	\$1,870.76	\$529.24	77.9%		
1.8 Staff Computer Leases	\$ 9,935.04	1,827.17	\$6,119.21	\$3,815.83	61.6%		
1.9 Postage	\$ 1,445.00	131.06	\$1,599.02	-\$154.02	110.7%		
Operating Total (01)	\$ 54,877.49	7,930.83	\$38,528.03	\$16,349.46	70.2%		
Direct Training							
2.1 Participant Supplies Tuition - includes WK assessment	\$ 1,050.00	0.00	\$94.00	\$956.00	9.0%	262	
2.2 Instructional Related Costs (Books)	\$ 2,500.00	0.00	\$0.00	\$2,500.00	0.0%		
2.3 Credential Exam Fees (CAN/GED/WK)	\$ 11,700.00	742.84	\$6,395.93	\$5,304.07	54.7%	2166.91	
2.4 TABE Test Materials							
2.5 Adult Education Tuition	\$ -		\$0.00	\$0.00	#DIV/0!		
2.6 Tuition (College/Occupational Training)	\$ 30,109.13	4,311.00	\$27,427.00	\$2,682.13	91.1%	2456	
2.9 Work Experience	\$ 54,286.00	3,970.57	\$37,137.14	\$17,148.86	68.4%	2578.82	
2.10 Awards/Events							
2.11 Software Licenses (ETO)	\$ 3,840.00	0.00	\$2,200.00	\$1,640.00	57.3%		
2.12 Work Keys							
Direct Training Total (02)	\$ 103,485.13	9,024.41	\$73,254.07	\$30,231.06	71%	7463.73	
Support Services							
3.1 Participant Incentives (Skill Invoices)	\$ 17,437.50	1,700.00	\$14,275.00	\$3,162.50	81.9%	1200	
3.2 Transportation	\$ 15,000.00	1,180.00	\$10,030.00	\$4,970.00	66.9%	380	
3.3 Childcare	\$ 542.95	0.00	\$0.00	\$542.95	0.0%		
3.4 Training Support Materials	\$ 2,000.00	64.75	\$2,231.67	-\$231.67	111.6%	46	
3.5 Emergency Assistance	\$ 1,500.00	0.00	\$0.00	\$1,500.00	0.0%		
3.6 Laptop Incentive							
Support Service Total (03)	\$ 36,480.45	2,944.75	\$26,536.67	\$9,943.78	72.7%	1626	
Sub-total	\$ 604,782.60	50,503.43	\$138,318.77	\$466,463.83	23%		
General Overhead (Indirect) 11.32%	\$ 68,461.39	5,716.99	\$48,403.69	\$20,057.70	70.7%		
Audit Cost 0.70%	\$ 4,712.71	894.89	\$3,534.53	\$1,178.18	75.0%		
Profit/Fee Held for Performance 4%	\$ 24,191.30	2,020.14	\$17,103.78	\$7,087.52	70.7%		
Contract Total	\$ 702,148.00	59,135.45	\$496,636.39	\$205,511.61	70.7%	9089.73	
WORK EXPERIENCE							
		MAR	Cumulative	YTD % Spent			
Staff		6,120.20	\$54,738.11	9.05%			
Fringe		1,247.16	\$9,481.39	1.57%			
Incentive		3,970.57	\$37,137.14	6.14%			
Total		11,337.93	\$101,356.64	16.76%			*** SHOULD REACH 20-25%
Monthly %		2%					

Fact Sheet: Youth Program

The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, is the first legislative reform of the public workforce system in 15 years. The law supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work.

WIOA retains the nationwide system of one-stop centers, which directly provide an array of employment services and connect customers to work-related training and education. WIOA furthers a high quality one-stop center system by continuing to align investments in workforce, education, and economic development. The new law places greater emphasis on one-stops achieving results for jobseekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for one stops to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

HIGHLIGHTS OF THE WIOA REFORMS FOR THE YOUTH PROGRAM

WIOA outlines a broader youth vision that supports an integrated service delivery system and gives a framework through which states and local areas can leverage other Federal, State, Local, and philanthropic resources to support in-school and out-of-school youth. WIOA affirms the Department's commitment to providing high quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education. WIOA authorizes the following changes:

Key Provisions

- WIOA requires a minimum of 75 percent of State and Local youth funding to be used for out-of-school youth.
- Youth Councils no longer required; however, Local Boards are

WIOA PROGRAMS

WIOA authorizes the one-stop career center (also known as American Job Center) service delivery system and six core programs. The core programs are:

- WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by Department of Labor (DOL);
- Adult Education and Literacy Act programs administered by the Department of Education (DoED);
- Wagner-Peyser Act employment services administered by DOL; and
- Rehabilitation Act Title I programs administered by DoED.

WIOA also authorizes the Job Corps program, the YouthBuild program, Native American programs, and Migrant and Seasonal Farmworker programs, as well as evaluation and multistate projects.

The law supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.



The Workforce Innovation and Opportunity Act

encouraged to designate a standing Youth Committee, including an existing Youth Council, to contribute a critical youth voice and perspective.

Changes to Youth Eligibility

- Out-of-school youth must be aged 16-24, not attending any school, and meet one or more additional conditions, which could include:
 - School dropout; within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter; holds a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner; subject to the juvenile or adult justice system; homeless, runaway, in foster care or aged out of the foster care system, eligible for assistance under Section 477, Social Security Act, or in out-of-home placement; pregnant or parenting; an individual with a disability; low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment
- In-school youth must be aged 14-21, attending school, low income, and meet one or more additional conditions, which could include:
 - Basic skills deficient; English language learner; an offender; homeless, runaway, in foster care or aged out of the foster care system; pregnant or parenting; an individual with a disability; person who requires additional assistance to enter or complete an educational program or to secure and hold employment
- Five new Youth Program elements
 - (1) Financial Literacy; (2) Entrepreneurial skills training; (3) Services that provide labor market and employment information in the local area; (4) Activities that help youth transition to postsecondary education and training; (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster

Emphasis on Work-Experience

- At least 20 percent of local Youth formula funds must be used for work experiences, such as summer and year-round employment, pre-apprenticeship, on-the-job training, or internships and job shadowing

EFFECTIVE DATES FOR IMPLEMENTATION AND TECHNICAL ASSISTANCE

In general, WIOA takes effect on July 1, 2015; however, the planning requirements common indicators of performance take effect on July 1, 2016 and other exceptions specifically noted in the law.

DOL is working in coordination with the Department of Education and the Department of Health and Human Services to support the public workforce system to implement WIOA. The DOL WIOA Resource Page (www.doleta.gov/WIOA) will include updated guidance and resources, as well as communicate opportunities to provide input. The WIOA Collection Page (wioa.workforce3one.org) provides links to technical assistance tools and information to support implementation. Questions regarding WIOA can be emailed to DOL.WIOA@dol.gov.



WIOA Highlights/Changes for Youth

- 16-24 for OSY 14-21 for ISY
- No income eligibility for OSY **except** when participant has a high school diploma or equivalent. These participants who do need to meet economic eligibility requirements must also be basic skills deficient OR and English language learner OR require additional assistance.
- OSY-(II) A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.
- ISY-(2) special rules-the term “low-income”, used with respect to an individual, also includes a youth living in a **high-poverty area**.
- ISY-(limitation) in each local area, not more than 5% of the in-school youth assisted under this section may be eligible due to “requiring additional assistance” as a barrier.
- 75% of funding must be allocated to OSY programming
- 20% of the formula funding must be spent on work experience activities such as summer jobs, pre-apprenticeship, on-the-job training and internships.
- 5 new program elements to the youth formula program.
- Additional allowable activities include financial literacy education and entrepreneurial skills training.
- **Performance changes-** (there are 6 performance measurements)
 - **Placement** Measured 2nd quarter
 - **Retention** measured 4th quarter
 - **Earning** measured at 2nd quarter
 - **Percentage** of participant who obtain a recognized credential or secondary diploma during participation or within one year of program exit.
 - **In-program skills gain** measure-Percentage of participants in education leading to credential or employment during program year, achieving measurable gains.
 - **Indicators of effectiveness** in serving employers. ??? Could be two measures.
 - No literacy and numeracy gains measure
- Service Strategies must include career pathways that include educational and employment goals.
- Programs must have strong linkages between academic instruction and occupational education.
- Programs must have effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional markets.
- Emphasis on the need for youth with disabilities to have more opportunities to practice and improve their workplace skills, to consider their career interests, and to get real world work experience.
- **WIOA requires that states collect information on the employment and earnings outcomes of all students from training providers for the providers to maintain eligibility for federal WIOA funding.**

Theme	Future State (<i>The Ideal</i>)	Current Situation (<i>Reality</i>)	The Gap (<i>What's Missing?</i>)
Getting everyone to sing from the same sheet of music. <i>Related Strategic Plan Table: #1</i>	Youth, employers and WF service providers have a clear understanding of what programs and services are available throughout the entire resource network.	A lack of <u>fluency and awareness of resources</u> exists at each stakeholder level of the youth workforce ecosystem, leaving unrealized opportunities and outcomes. This ecosystem includes youth, schools, workforce development/training programs, and employers.	Funding for and development of a real-time database/true case management system for the school system, agencies and students in order to raise awareness about opportunities and manage individual cases. Such a comprehensive system currently does not exist.
	Youth and employers know how to tap in to available programs and services.		
	Service providers understand the needs of employers.		A successful "SC Future Makers" or comparable social media platform for students to create profiles which feed college placement and workforce recruitment efforts.
	Employers understand the benefits of participating in the system.		Legislation which does not create this type of perverse incentive.
Providers working better together. <i>Related Strategic Plan Table: #1</i>	Service providers are effective and efficient at working together to maximize youth workforce outcomes.	Different agencies are "competing for the same dollar", creating little incentive to communicate and avoid duplication.	<u>Personal</u> stakeholder relationships in order to ensure that groups work together.

At-Risk Youth Getting Lost in the System. <i>Related Strategic Plan Table: #2</i>	At-risk youth do not “get lost” between high school and the workforce (whether they drop out or not).	School counselors/the advisement period are not being properly utilized as they have become overly administrative and bureaucratic. Counselors are assigned far more students than they can serve meaningfully.	Funding to get the counselors the resources they need to do their primary job of counseling.
		Earlier intervention is needed, else "the mare is already out of the barn."	A full-day 4K program (not just half-day) to accommodate families of lesser means.
		Sociological problems, ranging from childcare and transportation barriers to parents not teaching basic work ethic.	Summer programs and work to provide enrichment during a time when youth often fall behind.
			More local campaigns to finish high school, including an NFL Draft type initiatives where ceremonies are held to celebrate a youth being successfully placed with an employer. Funding.
Connect Youth and Mfg. <i>Related Strategic Plan Tables: #3 and #4.</i>	Modern manufacturing is a popular career path considered by youth and their parents	There is a stigma from the "textile generation" that discourages youth from manufacturing.	More "testimonial marketing" and more effective outreach to youth, parents, teachers and guidance counselors.
		Youth and parents do not fully understand the comparative financial and quality-of-life benefits of a modern manufacturing career.	
	Work-based learning opportunities are accessible for youth, including non-technical, basic-skilled youth.	Manufacturers are increasingly selective about who they allow near their highly expensive equipment.	
	Manufacturers know how and where to find technically skilled workers.	There is a shortage of technically skilled workers in the region.	
		See above topic/gap, "Getting everyone to sing from the same sheet of music." See Strategic Plan Table 3: The Need for More Workers to have Industry Recognized Credentials".	

March 31, 2016

Henkels & McCoy, Inc.
Attn: Rick Sutiliff
450 Davis Drive
Plymouth Meeting, PA 19462

Dear Mr. Sutiliff:

The attached monitoring report represents the results of desk top review, work experience work site visits, and monitoring visits of Palmetto Youth Connections youth service provider sites conducted on February 16-19, 2016. Programmatic Monitoring was conducted by Sharon Crite, Youth Services Manager/Education Outreach and Windy Graham, WIOA Performance and Reporting Specialist. Work Experience Monitoring (February 25-26, 2016) and Financial Monitoring (February 22-24, 2016) was conducted by Sharon Crite. There are no findings for these monitoring reports.

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

A written response is required within 30 days. Please respond to the WorkLink office by April 30, 2016.

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

Sincerely,



Trent Acker
Executive Director

Attachments: Youth - Program and Finance Monitoring Report, with list of participants' hard files monitored.

cc: Amanda Wagner, Henkels & McCoy Region Manager
Karen Craven, Palmetto Youth Connections Program Manager
Robert Halfacre, Worklink Workforce Development Board Chair
Kristi King-Brock, Youth Committee Chair

WorkLink

Workforce Innovation and Opportunity Act Monitoring Report

Youth Services Contractor
Henkels & McCoy, Inc. - Palmetto Youth Connections
Grant #: 15Y495H1
Period Covered: July 01, 2015 through June 30, 2016

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

This report covers the Youth Services provider of Henkels & McCoy grantee Palmetto Youth Connections (PYC).

WorkLink Workforce Development Board staff members: Sharon E. Crite, Youth Services Manager/Education Outreach and Windy Graham, WIOA Performance and Reporting Specialist conducted the Programmatic Monitoring. The WorkLink Staff met with the youth service provider (Palmetto Youth Connections-PYC) designee and key program staff. Prior to the review an entrance conference was held to discuss the purpose, procedures, and anticipated length of the monitoring visit conducted February 16-19, 2016. Additional information regarding Financial and Work Experience Monitoring dates was shared. The WorkLink Staff monitored on site the areas of Workforce Innovation and Opportunity Act (WIOA) of 2014 contract performance and compliance, equal opportunity, grievance procedures, and review of supportive documentation to support financial expenditures and program compliance. Financial Monitoring was conducted by Ms. Crite via a desktop monitoring performed February 22-24, 2016 to review invoice records for the period October 1, 2015- January 31, 2016 for accuracy and to ensure compliance with WIOA regulations and contractual agreements. Work Experience Monitoring was conducted by Ms. Crite via work site visits and interviews with participants and supervisors performed February 25-26, 2016. **All monitoring notes and consultation concluded on March 2, 2016 and results are enclosed in this final report.**

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

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

Service Provider Performance and Compliance

Type of Contract: Cost Reimbursement

Obligations: \$702,148

Number of Participants to be served: 175 Palmetto Youth Connections

Activity Designation: Out-of-School Youth Services, with the Option to Serve In-School Youth.

Activity Definition:

Henkels & McCoy, Inc. will provide an intensive, comprehensive year round program Anderson, Oconee and Pickens Counties starting July 1, 2015 -June 30, 2016 to enroll and serve WIOA eligible out-of-school youth age 17-24.

The option to serve in-school youth age 18-21 allows for providing services utilizing up to 20% of the youth funds or not more than 5% of youth served may be in-school youth “needing additional assistance” equating a total of eight (8) slots of the minimum total served of 175. The eight (8) available slots for in-school youth are designated for youth classified as seniors, low income, most in need, and meet WIOA definition of a youth barrier (See 6.2 of Youth Statement of Work).

WorkLink Workforce Development Board (WDB) approved five (5) high growth in-demand industries: Administrative and Support and Waste Management and remediation Services, Health Care and Social Assistance, Manufacturing, Professional, Scientific, and Technical Services, and Retail Trade. **Employment and Training Instruction Letter No. 11-010 Revised.** Effort will be placed on service strategies that include labor market information, career interest, career pathways that will include educational and employment goals, strong linkages between academic instruction and occupational education, effective connections to employers in in-demand industry sectors and occupations, emphasis on the youth with disabilities, work readiness preparation, soft skills, and training for jobs requiring competencies to compete in the labor market. Particular emphasis will be placed on training for jobs requiring skill and technology offering sustainable wages, benefits, and self-sufficiency. Partnerships with local businesses, private industries, and non-profit organizations will ensure opportunities for work based training opportunities and meaningful work experience to WIOA youth participants in all three counties.

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

mentoring, to encourage personal development and leadership acceptance, decision making, and good citizenship is provided in the form of workshops and seminars to encourage youth to become visionary, goal oriented, and health conscious persons who plan for the future.

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

Workforce Innovation and Opportunity Act Required Youth Program Elements

According to Section 129(c) (1) of the Act the program design for youth activities and the Federal Register Part 681 Rules and Regulations framework of strategies, must incorporate these categories:

- a. Intake/Orientation
- b. Eligibility
- c. Objective Assessment
- d. Individual Service Strategy
- e. Case Management
- f. Supportive Services (if funding is available)
- g. Follow-Up

The Henkels & McCoy, Inc. program addresses all fourteen required WIOA Program elements. The required youth program elements are as follows:

1. tutoring and study skills training, basic skills
2. alternative secondary school, or drop-out recovery services
3. paid and unpaid work experience,
4. occupational skills training,
5. education offered concurrently with in the same context as workforce preparation activities and training for a specific occupation or occupational cluster,
6. leadership development opportunities,
7. supportive services,
8. adult mentoring,
9. follow-up services,
10. comprehensive guidance/counseling,
11. financial literacy education,
12. entrepreneurial skills training,

13. service that provide labor market and employment information about local in-demand industry sector or occupation, and
14. activities that help youth prepare for and transition to post-secondary education.

Assessments and Services Strategies

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

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

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

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

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

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

Henkels & McCoy, Inc. will develop an Individualized Service Strategies (ISS) with each youth participant that will reflect and utilize the information obtained from the objective assessment, individual interviews, and other sources of information and that are directly linked to one (1) or more of the WIOA performance outcomes/indicators (See 11.2). The ISS must be documented in the SCWOS System in a timely manner and developed with the participant. The ISS shall identify career pathways that include the participant's educational and employment goals (including in appropriate circumstances, nontraditional employment), appropriate services for the participant taking into account the objective assessment described above. The ISS plan should describe/identify activities, and supportive services the participant will receive to achieve those mutually agreed upon goals, objectives, and services. The ISS is a plan that should be used to track services to be delivered and/or coordinated by the program and should be regularly reviewed and updated as changes occur. The individualized service strategies (ISS) will be reviewed every 90 days with the participant to verify that the youth is on target with his/her educational and employment goals. If a revision is necessary, another youth activity code 413 should be entered into the SCWOS System and a new plan signed by the participant and filed in the participant's hard file. Funds allocated to a local area for eligible youth shall be used to carry out, for eligible youth programs that:

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

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

Henkels & McCoy, Inc. will provide comprehensive case management services to youth participants as part of the year round service strategy. Youth program staff will be expected to work closely with the youth participant to provide support and guidance, address needs and barriers, solve problems, serve as role models, and assist in the attainment of the objectives and goals agreed upon in the individualized service strategies (ISS). The ISS benchmarks will be used to measure progress and will be reviewed and

updated by youth program staff to arrange for needed services, identify and address concerns as they arise, and document progress made during participation.

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

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

Henkels & McCoy, Inc. will provide Supportive Services needs necessary to assist youth participants to be successful in achieving their goals. This may include transportation, childcare, dependent care, housing, work-related tools and required clothing (uniforms) for employment. Henkels & McCoy, Inc. will coordinate payment for training (tuition and books) via vouchers submitted for the enrolled participant. To the extent possible, programs should address supportive services needs through leveraging existing resources and other partnerships before expending WIOA funds (20 CFR 664.440). Supportive services needs are determined during objective assessment summary and supportive service needs should align with the youth participants ISS plan goal(s). The object assessment and development of the individual service strategy (ISS) must be completed in the SC Works Online Services (SCWOS). A printout of the ISS/Plan will be signed by the participant and placed in the hard file. Henkels & McCoy, Inc. must identify the youth barriers in the ISS and case notes. All supportive services will be entered into SCWOS, include method (in-kind, arrangements with other agency, or cash assistance) by which supportive services will be provided. Supporting documentation such as copies of invoices will be in the participant's hard file. (See Revised WIA Instruction Letter PY 10-02 Supportive Services Policy-Youth).

Henkels & McCoy, Inc. will be responsible for all Follow-up services for youth, which WIOA requires a minimum of 12 months. Follow-up services may be different for each individual based on his/her individual needs. Follow-up services are more than a contact attempted or gather information for reporting purposes. Follow-up services must provide the necessary support to ensure the success of youth post-program.

Recruitment, Eligibility and Registration

Henkels & McCoy, Inc. is responsible for outreach and recruiting participants to be served during the grant period and serve out-of-school youth, age 17-24. Henkels & McCoy's expenditures must be 75% of funds on out-of-school youth with the option to serve eligible in-school youth classified as seniors, age 18-21, low income, most in need, and meeting the WIOA in-school definition and barrier(s).

Orientation

Once a decision has been made to register the individual, Henkels & McCoy, Inc. will provide a formal orientation for the Workforce Investment Act and Henkels & McCoy, Inc. This orientation will include the review of the participant's rights and grievance procedures and the completion of the Participant Rights Handout. Orientation to WIA and to the youth program will be documented on the Receipt of Information Form. Each student will be offered and encouraged to attend the One-Stop orientation.

Coordination of Resources

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

Training Requirements

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

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

Compensation Payments

Henkels & McCoy, Inc. program includes a unique Supportive Service System in the form of transportation and an incentive based structure called Skill Invoice. Participants earn an incentive by the attainment of goals and supportive service needs are identified and/or established with their Career Coach when designing their ISS. Any future changes to Supportive Service System and Skill Invoice must be approved by Youth Council.

Incentives under the WIOA youth program are permitted and allowable under WIOA, the incentives must be in compliance with the requirements in 2 CFR part 200. This is not a change; under WIOA, incentives must have followed the Uniform Administrative Requirements at 29 CFR parts 95 and 97 and the cost principles at 2 CFR parts 220, 225, and 230. The Uniform Administrative Requirements were recently consolidated into 2 CFR part 200. For example, under 2 CFR part 200, Federal funds may not be spent on entertainment costs. Therefore, incentives may not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. Additionally, under 2 CFR part 200, there are requirements related to internal controls to safeguard cash which also apply to safeguarding of gift cards, which are essentially cash. (§681.650, Public Law 113-128

Participant Files Reviewed

The concentration of file review conducted during the time of this monitoring was on Case Notes, IEP's, Eligibility Determination, Documentation, Activity Codes, Work Experience, Occupational Training, identified Career Pathways, LMI information, and Follow-Up procedures. This review included: 64 total (File Management) participant files, 36 total (Active) participant files, and 28 total (Follow-Up) participant files. Desk top review revealed no overdue follow-up files.

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***See attachment for list of youth participants.**

Note: (All participant files were reviewed by WorkLink staff, three (3) active participant files highlighted in red were reviewed for work experience monitoring, and eight (8) active participant files highlighted in yellow were reviewed for financial monitoring.

Performance Standards:

There are no findings for these monitoring reports: Programmatic (Work Experience) and Financial. Technical assistance was provided as needed during the program monitoring on-site visits to all staff. Monitoring notes were reviewed with Palmetto Youth Connections (PYC) management and program staff during the exit conference. Monitoring Summary notes consist of best practices, observations, and recommendations (including strongly recommended).

Programmatic Monitoring:

Best Practices

- All files were verified and file management policy was followed.

- Individual Employment/Education Plan (IEP) were well developed and connected to participant's career pathway.
- Good use of comment box.
- Work Experience youth element provided and documented.
- Follow-up has been completed timely.
- Good use of "F" codes.
- No EO issues found.
- No SSN's found or Personally Identifiable information.

Observations

- Close IEP at Exit.

Recommendations

- On the youth activity code 433, state in the comment box whether GED or High School Diploma.
- Be consistent with recording the youth activity codes (four or five) 420 - Career Smart/Pre-Employment classes and youth activity code 424 - Resume.
- Capture partner/community and/or other referrals by using the SCWOS referral section.
- Enter F Code in SCWOS.

Strongly Recommended

- Keep **confidential information** private and not in the participants hard file.
- Due to revision(s) of PYC Incentive Policy throughout the program year, use and apply the current policy in effect at the time of the participant's achievement of goal.

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Work Experience (WKE) Monitoring:

Best Practices

- Work Experience notebooks present on designated worksites and accessible.
- An established relationship between worksite supervisor(s), youth participant, and PYC Workforce Specialist.
- Work Experience forms, voucher for stipend, and supportive service verification were found in participant's hard file.

Observation

- Work Experience worksite supervisor(s) and youth participant are very familiar with work experience notebook and prepared for monitoring interview.
- Work Experience worksite supervisor(s) engaged with PYC youth participant, interested in the youth participant's training, and willing to share, mentor, and teach.
- Each youth participant was able to articulate their work experience responsibilities/duties, skills learned, use of NIOSH training (personal protective

equipment (PPE) to insure safety), use of financial literacy skills (budgeting and savings), and/or goals/career pathway goals.

Strongly Recommend

- Ensure each individual work experience worksite notebook is filed consistently in order of Receipt of Information Checklist (which should be the first page).
- Add to the Work Experience Receipt of Information Checklist #12 – Bi-Weekly Monitoring Log.

Financial Monitoring:

Best Practices

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

Observation

- A purchase of t-shirts with PYC logos was observed during financial monitoring of the invoicing/supporting documentation. The t-shirt purchase with WIOA funds are not in compliance with 2 CFR 200.421 (e) (4).

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Recommendation

- A request for credit of the t-shirt purchase was charged back to the Youth WIOA Grant immediately and credit verified in the February 2016 invoicing/financial supporting documentation. Issue resolved.
- Inquire and/or consult with WorkLink in regards to a new or different than usual/normal purchase(s) for this local area prior to proceeding under the Youth WIOA Grant.

Additional Information:

A copy of the TEGL 17-05 can be obtained from the South Carolina Work Online System (SCWOS) Procedures Manual.

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

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

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

TEGL No. 23-14, Workforce Innovation and Opportunity Act (WIOA) Youth Program Transition



500 SOUTH GRAVERS ROAD
PLYMOUTH MEETING,
PENNSYLVANIA 19422
610-832-3611

April 12, 2016

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

RE: Local Monitoring Response; Programmatic, Work Experience and Financial

Dear Mr. Acker:

Henkels & McCoy, Inc.; former operator of Palmetto Youth Connections (PYC) program received the results of the local WIOA Monitoring Report conducted on February 16-19, 2016, by Ms. Windy Graham, and Ms. Sharon E. Crite for the WorkLink region.

Henkels & McCoy, transitioned to Eckerd Workforce Development services as of April 1, 2016 and want to extend our appreciation to the WorkLink administrative staff in their efforts to provide support and assistance to Palmetto Youth Connections with continued training opportunities and technical assistance as needed during and after the transition to Eckerd.

Palmetto Youth Connections continues to value WorkLink Workforce Development as our customer. We welcome your feedback to further improve the quality of our work and to assist you in reaching local community goals. Please find our written response to the local recommendations from the February 16-19, 2016, monitoring; on the following page.

As always, thank you for your continued support and please let me know if you have any questions or if more information is required regarding our monitoring response.

Sincerely,

A handwritten signature in blue ink that reads "Rick Sutliff". The signature is written in a cursive, flowing style.

Rick Sutliff
Director
Henkels & McCoy Training Services
500 South Gravers Road
Plymouth Meeting, PA 19422
(610) 832-3611 Office
(215) 205-3220 Mobile

cc: Kristi King-Brock, Amanda Wagner

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**Response:**

Three of the four career coaches were closing the IEP at program exit and this was isolated to one PYC office, however: management has completed a review of this requirement with all front line staff. Staff has been instructed to close all IEP goals and activities upon a mutual decision by the participant and Career Coach that no further activities will occur. Management will continue to conduct internal desktop reviews to assist staff with completing IEP closures as required.

Monitoring Programmatic Recommendations:

The following recommendations will be provided to front line staff by management for implementation:

- Add comment to youth activity code 433 to indicate High School Diploma or GED
- Be more consistent with recording the 420 youth activity code for career smart classes as five plus the resume, 424, to document all soft skills training
- Capture partner and other referrals by entering data in SCWOS under agency referrals
- Consistently enter F-codes in SCWOS at the time the service was provided
- Consistently keep confidential information out of the participant program file and in a separate locked easily identifiable separate folder
- Consistently provide incentives to participants based on the incentive policy in effect on the date the goal is achieved

Work Experience Monitoring Recommendations:

- Ensure each individual work experience worksite notebook is filed consistently in order of the Receipt of Information Checklist and add the Work Experience Receipt of Information Checklist-biweekly monitoring log to each notebook

Response:

Work Experience notebooks were reviewed with the Workforce Development Specialist and the Work Experience Checklist and Bi-weekly monitoring log were moved from the back of each notebook to the front of each notebook for easier access/review for monitoring purposes.

Financial Monitoring Observation/Recommendation:

A purchase of t-shirts with PYC logos was observed during the monitoring on an invoice and was determined to not be an allowable expense under WIOA. This issue was resolved by crediting this expenditure back to the project. In the future, Palmetto Youth Connections will seek guidance prior to making out of the norm purchases.