

WORKFORCE DEVELOPMENT BOARD
OneStop Operations Committee
May 22, 2019 at 3:00pm
SC Works Clemson Comprehensive Center, Large Conference Room

AGENDA

- I. Call to Order/Introductions** Ed Parris, Chair
- II. Approval of Minutes (3/20/19)*** Ed Parris
- III. PY18 Reports**
 - a. Business/Employer Services Reports Meredith Durham, Staff
 - b. SC Works System Eckerd Staff
 - c. WIOA Adult/DW Program
- IV. New Business**
 - a. PY19 Eckerd Budgets*
 - i. Executive Session (if needed) Kal Kunkel, Eckerd
Committee Discussion
 - b. SC Works Certification Standards*
 - i. OneStop Business Plan Edits Jennifer Kelly, Staff
 - ii. Business Engagement Plan Edits
 - iii. SC Works Center Certifications
 - c. ETPL Applications* Windy Graham, Staff
- V. Other Business**
- VI. Adjourn** Ed Parris

Next OneStop Operations Committee Meeting

August 21, 2019 at 3pm
Clemson SC Works Center

WORKFORCE DEVELOPMENT BOARD
OneStop Operations Committee Meeting Minutes
March 20, 2019 @ 3:00pm
SC Works Clemson Comprehensive Center, Large Conference Room

Members Present

Ed Parris, Chair	Danny Brothers	David Bowers	Shonna Williams
Allen Fain			

Members Absent:

Teri Gilstrap	Brooke Garren	Amanda Blanton
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Staff Present:

Meredith Durham	Jennifer Kelly	Windy Graham	Trent Acker
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Guests Present:

Laura Cox	Steve Riddle	Karen Hamrick
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I. Welcome and Introductions

Chair Ed Parris officially called the meeting to order at 3:03 pm welcoming everyone in attendance and announced the meeting being recorded for processing of minutes. Introductions were made of everyone in attendance.

II. Approval of 1-23-19 Meeting Minutes

The minutes from the 1/23/2019 meeting were emailed to committee members and included in the meeting packet. Chair Parris called for corrections/amendments to the minutes or a motion to approve.

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

III. New Business

i. Business Services Reports

Ms. Durham referred to page 6, which showed the PY18 IWT grant summary. There have been 9 companies awarded funds for 18IWT01. The grant runs through April 2020. The OJT summary showed 6 OJT contracts with Advanced Machining (1) , J. Davis Construction (1) , Michelin (3), and Patriot Automation (1). There are also more OJT contracts in the process with Patriot Automation and the School District of Pickens County. Mr. Trent Acker stated that there has been an opportunity for additional IWT funding for WorkLink.

ii. SC Works System

Ms. Karen Hamrick referred to page 10 to highlight year-to-date activities in the SC Works Centers. As of February 2019, 13,226 individuals have visited an SC Works Center, there have been 477 workshops, and 737 referrals to partners. Ms. Hamrick reported that page 11 shows there have been 21 hiring events and 491 jobseekers in attendance at those events.

Page 12 shows a snapshot of demographics of WIOA participants. Mr. Steve Riddle shared that the year-to-date total of individuals in training services are as follows: 43 in GED training, 117 in Occupational training, and 6 in On-the-Job training. Approximately \$97,000 has been used from partner funding in PY18. There have been 151 new enrollments in PY18 through February.

Success stories were highlighted on pages 12-13.

iii. Mod. 2- Adult/DW Program Budget

Mr. Steve Riddle summarized the February 2019 expenditures.

- Regular Adult Training Budget is expended at 55.7%
- Dislocated Worker Training budget is expended at 51%
- Operator Adult budget is expended at 58.9%
- Operator Dislocated Worker budget is expended at 60.9%
- Rapid Response budget is expended at 38.5%
- Rapid Response budget #2 is expended at 13%
- 71% of the Adult Program budget has been obligated
- 26% of the Dislocated Worker budget has been obligated

iv. PY18 Monitoring- EWDS

Eckerd's monitoring report was listed on pages 21-28. Observations were noted in the report. There were no findings.

v. Q1 Performance Report

Ms. Kelly pointed to page 29 for the 1st Quarter Rolling 4 Performance Summary. WorkLink is meeting all goals.

vi. 5th Industry Cluster

Ms. Kelly pointed to page 38, which showed the 4 current in-demand industry clusters and 2 occupation exceptions for the WorkLink area. Pages 33-37 highlighted available industry clusters, bright outlook occupations, current clusters (national data) and industry projections for South Carolina in 2016-2026.

ACTION TAKEN: Danny Brothers made a motion to adopt Construction as a 5th industry cluster in the WorkLink area, seconded by David Bowers. The motion carried unanimously.

vii. ETPL Applications

Ms. Windy Graham reported that five training providers have applied for the Eligible Training Provider List, listed on pages 39-42.

Capstone Career Development Center—Ms. Windy Graham stated that Capstone Career Development Center has applied for Chairside Dental Assisting with Dental Administrative Assisting, Medical Administrative Assisting Course, and Medical Billing and Coding. All three applied for are in-demand occupations.

ACTION TAKEN: Danny Brothers made a motion to approve Capstone Career Development Center to be on the Eligible Training Provider List, seconded by David Bowers. The motion carried unanimously.

Carolina Computer Training— Carolina Computer Training has applied for Professional Certification in Digital Marketing. This is not an in-demand occupation.

ACTION TAKEN: Carolina Computer Training was tabled until further information is received.

Clemson University: Center for Corporate Learning—Ms. Windy Graham stated that Clemson University Center for Corporate Learning applied for Clinical Medical Assistant Certificate Program, PMP Certification Prep 1, PMP Certification Prep 2, and QuickBooks 2019 Series. Training costs are comparable to other schools who offer the same courses. The Clinical Medical Assistant Certificate Program results in a certification, however the others are courses only.

ACTION TAKEN: Danny Brothers made a motion to approve the Clinical Medical Assistant Certificate Program and deny all other programs Clemson University: Center for Corporate Learning applied for, seconded by David Bowers. The motion carried unanimously.

MedCerts—Ms. Windy Graham stated that MedCerts was denied from the ETPL on 6/4/2018. MedCerts has re-applied for HI-5200 Professional Biller, MF-1000 Foundational Skills for Manufacturing, and VA-3000 Veterinary Assistant.

ACTION TAKEN: David Bowers made a motion to deny MedCerts to be on the Eligible Training Provider List due to only offering online courses, seconded by Danny Brothers. The motion carried unanimously.

Tri County Technical College— Tri County Technical College is currently on the Eligible Training Provider List. They have applied for a new Electrical Lineman program that they will be offering.

The program is a comprehensive training that will prepare candidates for entry-level line work positions.

ACTION TAKEN: Shonna Williams made a motion to approve Tri County Technical College's Electrical Lineman program to be on the Eligible Training Provider List, seconded by David Bowers. The motion carried unanimously.

NOTE: Mr. Danny Brothers abstained from the vote.

viii. Strategic Plan Revision/Updates

Ms. Kelly referred to pages 43-48 and asked the committee to provide suggestions on revisions to the Strategic Plan.

The Committee members suggested developing a WorkKeys/WIN Survey for employers to ask which assessments they are implementing as a short term goal. Other regions could be encouraged to participate. The survey would include identifying resources for applicants on skills as it relates to assessments and challenges with ESOL.

Ms. Karen Hamrick provided an analysis of workshop strategies in the WorkLink region. Workshop calendars are posted on social media, the SC Works website, delivered to partners via email, and posted in the resource room weekly. WIOA requires participants to attend the Resume and Interview workshops. Workshops are offered every day each month (M-F). Attendance has been low recently, due to low unemployment rates.

Additional information on the Strategic Plan will be provided at the next OneStop Operations Committee meeting.

V. Adjourn

With no further business, the meeting was adjourned by Chair Parris at 3:58 p.m.

Respectfully submitted by: Meredith Durham

18IWT01

Grant #	Company	Awarded	Expended	Balance
18IWT01-01	United Tool and Mold	\$8,622.00	\$ 8,622.00	\$0.00
18IWT01-02	Michelin North America	\$69,208.76		\$69,208.76
18IWT01-03	Ulbrich Precision Flat Wire	\$16,762.50		\$16,762.50
18IWT01-04	PMi2	\$22,737.24		\$22,737.24
18IWT01-05	Paragon Hotel Company	\$325.54		\$325.54
18IWT01-06	era-contact	\$14,400.72		\$14,400.72
18IWT01-07	McLaughlin Body Co.	\$29,215.06		\$29,215.06
18IWT01-08	Shaw Industries	\$1,925.00		\$1,925.00
18IWT01-09	Reliable Automatic Sprinkler	\$14,970.65	\$ 7,500.00	\$7,470.65
Total:		\$178,167.47	\$ 16,122.00	\$162,045.47

Total Not Obligated: \$ 19,331.25

Rapid Response IWT Grants					
Grant #	Company	Awarded	Spent	Balance	Status
17RRIWT14	Patriot Automation	\$ 53,840.00	\$ 44,984.44	\$ 8,855.56	FINAL
18RRIWT06	Lakeside Steel and Machine	\$ 44,550.00	\$ -	\$ 44,550.00	ONGOING

PY18 OJT Summary

Adult 2810

Contract Number	Name	Assigned CM	Enrollment Code	State ID	Employer	County	Start Date	End Date	Completion	Total Training Hours	Hourly Wage Rate	Reimbursement Rate	Maximum Reimbursement	Deobligated	Ending Amount	PAID
07162018-8273			Adult	3371655	Advanced Machining & Fab.	Anderson	7/16/2018	10/29/2018	Unsuccessful	379.74	\$15.00	75%	\$5,400.00	(\$1,127.92)	\$4,272.08	Paid
08062018-2788			Adult	2525043	J. Davis Construction	Oconee	8/6/2018	10/29/2018	Unsuccessful	347.5	\$12.00	75%	\$4,320.00	(\$1,192.50)	\$3,127.50	Paid
08202018-7042			Adult	3387048	Michelin North America	Anderson	8/20/2018	12/3/2018	Successful	464	\$11.00	50%	\$2,552.00		\$2,552.00	Paid
08202018-7644			Adult	2747097	Michelin North America	Anderson	8/20/2018	12/3/2018	Successful	464	\$11.00	50%	\$2,552.00		\$2,552.00	Paid
08202018-3897			Adult	3362655	Michelin North America	Anderson	8/20/2018	12/3/2018	Successful	464	\$11.00	50%	\$2,552.00		\$2,552.00	Paid
04012019-4353			Adult	2315815	Patriot Automation	Anderson	4/2/2019	6/25/2019		480	\$18.00	75%	\$6,480.00			
04012019-2367			Adult	315356	School Dis. Of Pickens Co.	Pickens	4/1/2019	6/24/2019		480	\$11.61	50%	\$2,786.40			

Budget	Remaining
\$32,000.00	\$16,944.42

Anderson	\$13,056.00	75%
Pickens	\$0.00	0%
Oconee	\$4,320.00	25%

Hours Trained	Average Wage
3079.24	\$12.80

Total Obligated	Total Deobligated	Net Amount	Paid	Balance
\$26,642.40	(\$2,320.42)	\$15,055.58	\$15,055.58	\$0.00
Net Obligated	\$24,321.98			

DW 2820


Contract Number	Name	Assigned CM	Enrollment Code	State ID	Employer	County	Start Date	End Date	Total Training Hours	Hourly Wage Rate	Reimbursement Rate	Maximum Reimbursement	Deobligated	Ending Amount	PAID	Balance
02272019-0643			DW	3009070	Patriot Automation	Anderson	2/27/2019	5/22/2019	480	\$18.00	75%	\$6,480.00		\$6,480.00		
														\$0.00		\$0.00


Budget	Remaining
\$6,480.00	\$0.00

Anderson	\$6,480.00	1
Pickens	\$0.00	0%
Oconee	\$0.00	0%

Hours Trained	Average Wage
480	\$18.00

Total Obligated	Total Deobligated	Net Amount	Paid	Balance
\$6,480.00	\$0.00	\$6,480.00	\$0.00	\$0.00
Net Obligated	\$6,480.00			

	ECKERD YOUTH ALTERNATIVES, INC.					
	100 N. Starcrest Drive, Clearwater, FL 33765					
	INVOICE					
Worklink Investment Board	Contract Number:	18A995H4	Adult Operator			
1376 Tiger Blvd.	Invoice Number:	1092-10				
Clemson, SC 29631	Invoice Month:	4/30/2019				
Attn: Jennifer Kelly	Period Covered:	July 1, 2018 - June 30, 2019				
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 6,702				
Eckerd Goal:			APRIL			
			83.3%			100.0%
Line Item		Budget Mod 1	1092-10	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total		\$ 50,342	4,090.17	39,095.47	\$ 11,246.20	77.7%
Fringe Benefit Total	51xx	\$ 12,499	1,250.34	10,521.85	\$ 1,977.62	84.2%
TOTAL STAFF COSTS		\$ 62,841	5,340.51	49,617.32	\$ 13,223.82	79.0%
Operating Costs:						
1.1 Facility, Utilities	6185			-	\$ -	0.0%
1.2 Staff Expendable Supplies & Materials	6000	\$ 2,000	180.72	566.44	\$ 1,433.56	28.3%
1.3 Program Outreach Expenses (Brochures,	6735	\$ -	-	-	\$ -	0.0%
1.4 Copy & Print Expenses	6730	\$ 1,500	291.77	776.83	\$ 723.17	51.8%
1.5 Communications (Phone, Fax, Internet, e	6270	\$ 840	56.58	577.71	\$ 262.29	68.8%
1.6 Staff Travel	61xx	\$ 2,258	74.87	686.72	\$ 1,571.28	30.4%
1.7 Staff Training/Technical Services Costs	5105	\$ 800	-	933.98	\$ (133.98)	116.7%
1.8 Non-Expendable Equipment Purchases	6095	\$ -	-	-	\$ -	0.0%
1.9 Postage (Stamps, FedEx, etc)	6005	\$ -	-	-	\$ -	0.0%
TOTAL OPERATING COSTS		\$ 7,398	603.94	3,541.68	\$ 3,856.32	47.9%
Training Costs:						
2.3 WI Customer Credential Exam Fees (CAI	6525	\$ -	-	-	\$ -	0.0%
2.6 Individual Training Account/Voucher Cost	6530	\$ -	-	-	\$ -	0.0%
TOTAL TRAINING COSTS		\$ -	-	-	\$ -	0.0%
Supportive Services Costs :						
3.11 WI Customer Transportation Costs	6485	\$ -	-	-	\$ -	0.0%
3.12 WI Customer Childcare Costs	6660	\$ -	-	-	\$ -	0.0%
3.13 WI Customer Emergency Assistance	6596	\$ -	-	-	\$ -	0.0%
3.14 Training Support Materials	6545	\$ -	-	-	\$ -	0.0%
TOTAL SUPPORTIVE SERVICES COSTS		\$ -	-	-	\$ -	0.0%
Training/Professional Fees/Profit:						
4.2 General Liability Insurance	6305	\$ 475	39.49	351.42	\$ 123.78	74.0%
TOTAL FEES / PROFIT COSTS		\$ 475	39.49	351.42	\$ 123.78	74.0%
4.1 INDIRECT COST:	0.12	\$ 8,486	718.07	6,421.25	\$ 2,064.41	75.7%
Contract Total		\$ 79,200	6,702.01	59,931.67	\$ 19,268.33	75.7%

	ECKERD YOUTH ALTERNATIVES, INC.					
	100 N. Starcrest Drive, Clearwater, FL 33765					
	INVOICE					
Worklink Investment Board	Contract Number:	18D995H4	DW Operator			
1376 Tiger Blvd.	Invoice Number:	1223-10				
Clemson, SC 29631	Invoice Month:	4/30/2019				
Attn: Jennifer Kelly	Period Covered:	July 1, 2018 - June 30, 2019				
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 931				
Eckerd Goal:			APRIL			
			83.3%			100.0%
Line Item	Budget Mod 1	1223-10	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD	
Staff Salary Total		\$ 6,664	578.31	5,575.22	\$ 1,088.87	83.7%
Fringe Benefit Total	51xx	\$ 1,666	166.19	1,477.51	\$ 188.38	88.7%
TOTAL STAFF COSTS		\$ 8,330	744.50	7,052.73	\$ 1,277.25	84.7%
Operating Costs:						
1.1 Facility, Utilities	6185			-	\$ -	0.0%
1.2 Staff Expendable Supplies & Materials	6000	\$ 647	24.65	77.25	\$ 569.75	11.9%
1.3 Program Outreach Expenses (Brochures,	6735	\$ -	-	-	\$ -	0.0%
1.4 Copy & Print Expenses	6730	\$ 200	39.78	105.92	\$ 94.08	53.0%
1.5 Communications (Phone, Fax, Internet, e	6270	\$ 101	6.73	66.92	\$ 33.88	66.4%
1.6 Staff Travel	61xx	\$ 282	10.22	98.48	\$ 183.52	34.9%
1.7 Staff Training/Technical Services Costs	5105	\$ -	-	112.63	\$ (112.63)	0.0%
1.8 Non-Expendable Equipment Purchases	6095	\$ -	-	-	\$ -	0.0%
1.9 Postage (Stamps, FedEx, etc)	6005	\$ 18	-	-	\$ 18.00	0.0%
TOTAL OPERATING COSTS		\$ 1,248	81.38	461.20	\$ 786.60	37.0%
Training Costs:						
2.3 WI Customer Credential Exam Fees (CA	6525	\$ -	-	-	\$ -	0.0%
2.6 Individual Training Account/Voucher Cost	6530	\$ -	-	-	\$ -	0.0%
TOTAL TRAINING COSTS		\$ -	-	-	\$ -	0.0%
Supportive Services Costs :						
3.11 WI Customer Transportation Costs	6485	\$ -	-	-	\$ -	0.0%
3.12 WI Customer Childcare Costs	6660	\$ -	-	-	\$ -	0.0%
3.13 WI Customer Emergency Assistance	6596	\$ -	-	-	\$ -	0.0%
3.14 Training Support Materials	6545	\$ -	-	-	\$ -	0.0%
TOTAL SUPPORTIVE SERVICES COSTS		\$ -	-	-	\$ -	0.0%
Training/Professional Fees/Profit:						
4.2 General Liability Insurance	6305	\$ 65	5.80	53.18	\$ 11.62	82.1%
TOTAL FEES / PROFIT COSTS		\$ 65	5.80	53.18	\$ 11.62	82.1%
4.1 INDIRECT COST:	0.12	\$ 1,157	99.80	908.05	\$ 249.37	78.5%
CONTRACT TOTAL:		\$ 10,800	931.48	8,475.16	\$ 2,324.84	78.5%

Data through: April 2019
Last Revision Date: 5/8/19

SC WORKS | BRINGING EMPLOYERS
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PY18 - July 1, 2018 to June 30, 2019

	Q1 2018	Q1 2018	Q1 2018	Q2 2018	Q2 2018	Q2 2018	Q3 2018	Q3 2018	Q3 2018	Q4 2018	Q4 2018	Q4 2018	
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Jobseekers Services													
SYSTEM WIDE SERVICES													
Unduplicated Customer Count	3204	2853	2377	2629	2204	2385	2933	2422	2371	2513			13542
Individuals that Registered	406	354	305	342	276	263	393	247	304	399			3289
Anderson	216	181	137	191	151	113	190	119	166	195			1659
Clemson	46	44	56	38	26	31	42	25	39	42			389
Easley	82	55	56	54	47	57	83	58	60	103			655
Seneca	62	74	56	59	52	62	78	45	39	59			586
Job Search Services	79120	73265	53227	55118	56359	54856	63001	52576	38495	42530			568547
Anderson	38436	39550	28958	29681	30509	26809	30195	24283	17899	20561			286881
Clemson	15276	11592	9116	9942	9141	9480	10577	9049	875	7206			92254
Easley	12405	11237	7622	7675	8146	8440	9722	8405	6927	7025			87604
Inactive Honea Path	0	0	0	0	0	0	0	0	0	0			0
Inactive Liberty Center	14	21	16	11	0	0	0	208	0	0			270
Seneca	12991	10865	7515	7809	8563	10127	12507	10631	7794	7738			96540
CENTER-WIDE SERVICES													
Center Traffic (Total Customer Count):	2455	1742	1352	1607	1253	1308	2103	1406	1483	1532			16241
Anderson	1151	693	537	620	489	545	1052	579	649	608			6923
Clemson	712	632	431	549	459	507	605	476	521	587			5479
Easley	161	83	81	104	44	46	65	61	50	50			745
Seneca	431	334	303	334	261	210	381	290	263	287			3094
Orientation Attendance	33	80	70	47	83	30	102	53	68	44			610
Workshops Offered	43	44	37	42	40	30	43	41	43	42			405
# Attended Employability	118	39	67	60	46	59	48	40	28	52			557
# Attended Financial Literacy	0	1	0	0	0	3	0	0	0	0			4
# Attended Computer Skills	6	10	11	3	3	6	1	5	0	5			50
Referrals to Partners:	127	78	141	113	64	60	73	81	34	50			821
# of Individuals Received Referral	104	73	112	103	58	54	69	74	34	46			727

Data through: April 2019
Last Revision Date: 5/8/19

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PY18 - July 1, 2018 to June 30, 2019

	Q1 2018	Q1 2018	Q1 2018	Q2 2018	Q2 2018	Q2 2018	Q3 2018	Q3 2018	Q3 2018	Q4 2018	Q4 2018	Q4 2018	
Employer Services	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Internal Job Orders Created	152	345	233	255	253	178	276	217	272	285			2466
Anderson	75	98	83	102	79	74	115	104	133	132			995
Clemson	11	70	86	93	57	44	80	65	80	67			653
Easley	28	114	25	18	70	19	18	6	11	16			325
Inactive Honea Path	1	0	0	0	0	0	0	0	0	0			1
Inactive Liberty Center	5	0	0	0	0	0	0	0	0	0			5
Seneca	32	63	39	42	47	41	63	42	48	70			487
Services Provided Employers	1240	1130	1148	1303	927	864	906	820	1054	1068			10460
Anderson	183	154	139	149	98	134	115	211	366	221			1770
Clemson	954	849	870	1049	797	692	742	550	644	805			7952
Easley	20	18	6	13	8	20	19	20	16	22			162
Seneca	83	109	133	92	24	18	30	39	28	20			576
Hiring Events	21	21	18	155	2	0	4	3	9	7			240
Total Job Seekers	106	92	96	155	7	0	24	11	56	28			575
Anderson	5	1	12	0	1	0	13	0	34	13			79
Oconee	26	63	78	5	0	0	11	8	15	7			213
Pickens	75	28	6	6	1	0	0	3	7	8			134
Regional	0	0	0	1	0	0	660	0	0	0			661
Entered Employments	98	80	106	94	79	93	14	91	68	90			813
Anderson	8	2	7	3	5	0	1	2	5	4			37
Clemson	74	78	38	64	66	92	13	89	59	86			659
Easley	0	0	1	0	0	1	0	0	0	0			2
Seneca	16	0	60	27	8	0	0	0	4	0			115
Rapid Response Events	0	2	0	0	0	0	0	0	2	2			6
Total Affected	0	48	0	0	0	0	0	0	15	118			181
Culp Velvet Wovens	0	41	0	0	0	0	0	0	0	0			41
Sears	0	7	0	0	0	0	0	0	0	0			7
Plastic Omnium	0	0	0	0	0	0	0	0	4	106			110
BiLo	0	0	0	0	0	0	0	0	11	0			11
Anderson Independent	0	0	0	0	0	0	0	0	0	12			12

PY18 - July 1, 2018 to June 30, 2019

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

Job Seeker at WIOA Enrollment							Caseload Breakdown			Applications							
A O P Other Total							Active Follow-up Total										
Veterans							Geer	10	5	15							
							Hunter	53	46	99							
Offenders							Mason	43	52	95							
							Parnell	42	47	89							
TAA Co-enrolled							Snider	65	37	102							
							Total	213	187	400							
Adult/DW Low Income							Active Enrollment										
SNAP Recipient							CO	April	Total								
							Geer	8	2	10							
Basic Skills Deficient							Hunter	45	8	53							
							Mason	36	7	43							
							Parnell	40	2	42							
							Snider	57	8	65							
							Total	186	27	213							
Career Interest							One-on-One Services							WorkKeys or WIN			
In-Demand Career Cluster							April	YTD	CO New YTD Total								
Admin, Support, Waste Mgmt., Remediation Svcs..							5	15	12 0 12								
Health Care and Social Assistance							9	74	22 5 27								
Manufacturing							3	34	112 13 125								
Professional Scientific Technical Services							0	8	26 4 30								
Other							10	83	172 22 194								

Data through: April 2019
Last Revision Date: 5/8/19

SC WORKS

WORKLINK

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BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

WIOA Training and Follow-Up Services = July 1, 2018 - June 30, 2019

Recommended for Training Services

	March	YTD Total
GED	5	55
Occupational	13	140
On-the-Job Training	1	7

OJT Training Synopsis

Company Name	Location of Company	Successful	Unsuccessful	In-Progress
Advanced Machine and Fabrication	Anderson		1	
J Davis Construction	Oconee		1	
Michelin North America, Inc.	Anderson	3		
Patriot Automation, LLC	Pickens			2
School District of Pickens County	Pickens			1
Total Current Contracts		3	2	3
Total Carryover		0	0	0
Total All OJT Contracts		8		

*Carryover equals those contracts started in PY 17 but finished in PY18

Funding Source

	March	YTD Total
Adult	2	7
Dislocated Workers	1	1

Program Outcomes and Follow-Up Services

	MTD Total	YTD Total
Employment Rate 2nd Qtr		48
Employment Rate 4th Qtr		41
Credential Attained (current year)		17
Measurable Skills Gained		15
Follow-Up Services Provided	46	735
Follow-Up Services Individuals	46	334

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

Occupational Training by Provider

Name	Currently In Training	PY' 18 Rec'd Training
Arc Labs	0	2
Carolina Computer Training	0	2
Forrest College	1	1
Greenville Technical College	1	6
NDE Institute	1	1
Norris Mechanical LLC	10	23
Palmetto School of Career Development	0	6
Tri-County Technical College	51	107
York Technical College	0	1

Total **64** **149**

Total Occupational Training by Cluster

Occupation	Total Training	PY'18 Rec'd Credential
GED/Occupational Training (324)	11	7
Admin, Support, Waste Mgmt., Remediation Svcs.	11	4
Manufacturing	14	3
Professional, Scientific, Technical Services	0	0
Health Care and Social Assistance	52	31
CDL	7	0
Heavy Equipment Operator	0	0

Funding Source PY'18 Rec'd (occupational and GED training)

WIOA Funding	YTD Total	Partner Funding	Amt Leverage YTD
Adult	132	TCTC Scholarships \$	116,659
Dislocated Workers	17	GTC Scholarships \$	5,625
NEG	0	Abney Foundation \$	1,268
Trade (co-enrolled)	1	AARP \$	483
		Other \$	-
Total	150		\$ 124,035

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

Meet Pamela T., CNA and GED Graduate -

Anderson County, SC - It was an easy decision for Pamela T. to work in the healthcare industry as a Certified Nursing Assistant. In 2014, she earned a SC Nursing Assistant Certificate. Soon after she received her C.N.A. certification, Pamela applied to a job positing at a local nursing home because she heard a high school diploma was not required. Pamela was hired and started immediately. She enjoyed her job and realized that her compassion and understanding were perfect compliments for her new career. Unfortunately, the nursing home could not provide the career advancement and training that Pamela needed to move forward.



Pamela T. had a simple desire to work at AnMed Health which she believed would provide the opportunities for training and advancement. Pamela interviewed for a position at AnMed who were impressed by her interview and experience but could not hire her to due to her lack of a GED.

Her decision to attend Anderson Adult Ed and enroll in the WIOA program was not a difficult one. Pamela was nervous but determined. Attaining her GED while working fulltime would be no easy feat for this mother of three who dropped out of school when she was fifteen. Pamela told herself anything is possible, if you set your mind to it.

Today, not only is Pamela T. a GED graduate, but most importantly, she has recently started a new job at AnMed Health as a Patient Care Technician. Pamela is excited she's earning over two dollars more/hour and AnMed has her on track for additional training with room for advancement.

Pamela said she is thankful for the teachers at Anderson Adult Ed and her WIOA career coach for encouraging her and for being there for the entire process.

Meet Evan W., Entrepreneur -



Anderson County, SC - Evan W. had just graduated high school and was working in lawn care when he came to WIOA to see about financial assistance so he could earn his welding certification. Evan was able to complete his welding 101 and 102 classes in record time. Evan is currently employed at Taylor Pallet and Recycling as a maintenance technician. His current rate of pay is over the self-sufficiency rate. Evan has also started his own business called Wilson Grading. Evan stated he could not do any of this without the help of WIOA.

Meet , Emergency Dispatcher-



Oconee County, SC - In August of 2018 when I first started taking steps to enroll in WIOA, I was aggravated with my job and needed a fresh start. However, being a mother of three small children I didn't want to go to school for a long amount of time. I had no other idea what to do.


Becoming an EMT has always been my dream but being a mom on a tight budget, I knew I couldn't afford the class and extra time. However, I made it happen and without my amazing career coach I wouldn't have made it! Even when I felt like giving up on myself, I had amazing people in my corner who refused to let me give up! Now that I have finished my training successfully I am looking to pursue an amazing career as an Emergency Dispatcher! Without WIOA this would've never been possible!

Meet Steven W., Truck Driver -

Pickens County, SC - Steven W. is a US Airforce veteran with an Associate's Degree from Tri-county Tech in General Engineering. He has seventeen years' experience working as an Equipment and Electronics Technician where his duties included troubleshooting and repairing equipment, performing preventive maintenance, and operating various types of equipment. Steven also has six years' experience as a self-employed handy man. His duties included landscaping and lawn care, and pressure washing. He has seven years' experience working in Quality Control in a manufacturing facility too.



Late in 2017, Steven started coming to the Anderson SC Works to search for jobs. He had decided to try and find employment with a company again. He was having difficulty getting employment and was frustrated. Along with guidance and encouragement from the staff at the Anderson SC Works, Steven was referred to the WIOA program for possible training funding. After being enrolled into the WIOA, Steven decided to pursue truck driving as a career. He worked closely with his WIOA Career Coach and was able to secure WIOA funding to pay for the Class A CDL program at Tri-County Technical College. Steven completed the training in May 2018 and began a new job in June 2018 as a Truck Driver at Decker Truck Line, making a great wage. Steven has stated his appreciation repeatedly to his WIOA Career Coach for everything that SC Works has done for him.

	ECKERD YOUTH ALTERNATIVES, INC.					
	100 N. Starcrest Drive, Clearwater, FL 33765					
	INVOICE					
Worklink Investment Board	Contract Number:	18A295H4 Adult Program				
1376 Tiger Blvd.	Invoice Number:	1055-10				
Clemson, SC 29631	Invoice Month:	4/30/2019				
Attn: Jennifer Kelly	Period Covered:	July 1, 2018 - June 30, 2019				
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 56,129				
Eckerd Goal:			APRIL			
			83.3%			100.0%
Line Item		Budget Mod 2	1055-10	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total		\$ 219,692	18,777.81	177,349.84	\$ 42,342.52	80.7%
Fringe Benefit Total	51xx	\$ 61,269	6,478.84	52,893.92	\$ 8,374.72	86.3%
TOTAL STAFF COSTS		\$ 280,961	25,256.65	230,243.76	\$ 50,717.24	81.9%
Operating Costs:						
1.1 Facility, Utilities	6185	\$ -	-	-	\$ -	0.0%
1.2 Staff Expendable Supplies & Materials	6000	\$ 3,600	926.77	3,024.32	\$ 575.68	84.0%
1.3 Program Outreach Expenses (Brochures	6735	\$ 480	-	-	\$ 480.00	0.0%
1.4 Copy & Print Expenses	6730	\$ 2,700	542.24	1,627.74	\$ 1,072.26	60.3%
1.5 Communications (Phone, Fax, Internet, e	6270	\$ 6,900	501.00	4,739.41	\$ 2,160.59	68.7%
1.6 Staff Travel	61xx	\$ 7,640	266.94	3,429.37	\$ 4,210.63	44.9%
1.7 Staff Training/Technical Services Costs	5105	\$ 5,200	-	2,354.84	\$ 2,845.16	45.3%
1.8 Non-Expendable Equipment Purchases	6095	\$ 1,650	-	1,410.00	\$ 240.00	85.5%
1.9 Postage (Stamps, FedEx, etc)	6005	\$ 750	20.70	324.99	\$ 425.01	43.3%
TOTAL OPERATING COSTS		\$ 28,920	2,257.65	16,910.67	\$ 12,009.33	58.5%
Training Costs:						
2.3 WI Customer Credential Exam Fees (CA	6525	\$ 10,700	2,681.87	6,840.55	\$ 3,859.45	63.9%
2.6 Individual Training Account/Voucher Cos	6530	\$ 398,042	22,058.80	259,979.67	\$ 138,062.55	65.3%
TOTAL TRAINING COSTS		\$ 408,742	24,740.67	266,820.22	\$ 141,922.00	65.3%
Supportive Services Costs :						
3.11 WI Customer Transportation Costs	6485	\$ 5,000	130.00	3,656.00	\$ 1,344.00	73.1%
3.12 WI Customer Childcare Costs	6660	\$ 900	-	-	\$ 900.00	0.0%
3.14 Training Support Materials	6545/6516	\$ 4,992	-	2,806.17	\$ 2,185.83	56.2%
3.13 WI Customer Emergency Assistance	6596	\$ 1,000	-	-	\$ 1,000.00	0.0%
TOTAL SUPPORTIVE SERVICES COSTS		\$ 11,892	130.00	6,462.17	\$ 5,429.83	54.3%
Training/Professional Fees/Profit:						
4.2 General Liability Insurance	6305	\$ 4,752	395.10	3,329.46	\$ 1,422.54	70.1%
TOTAL FEES / PROFIT COSTS		\$ 4,752	395.10	3,329.46	\$ 1,422.54	70.1%
4.1 INDIRECT COST:		0.12	\$ 40,232	3,349.13	30,394.81	\$ 9,837.48 75.5%
CONTRACT TOTAL :		\$ 775,500	56,129.20	554,161.09	221,338.42	71.5%
			0.00			



ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

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

Contract Number: 18D295H4
Invoice Number: 1056-10
Invoice Month: 4/30/2019
Period Covered: July 1, 2018 - June 30, 2019
Total Amount Due: \$ **2,842**

DW Program

Eckerd Goal:

APRIL
83.3%

100.0%

Line Item	Budget Mod 2	1056-10	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total	\$ 25,206	2,049.46	16,415.86	\$ 8,790.26	65.1%
Fringe Benefit Total 51xx	\$ 6,456	508.96	4,047.26	\$ 2,408.31	62.7%
TOTAL STAFF COSTS	\$ 31,662	2,558.42	20,463.12	\$ 11,198.57	64.6%
Operating Costs:					
1.1 Facility, Utilities 6185	\$ -	-	-	\$ -	0.0%
1.2 Staff Expendable Supplies & Materials 6000	\$ 600	80.58	324.81	\$ 275.19	54.1%
1.3 Program Outreach Expenses (Brochures) 6735	\$ 180	-	-	\$ 180.00	0.0%
1.4 Copy & Print Expenses 6730	\$ 350	47.16	195.17	\$ 154.83	55.8%
1.5 Communications (Phone, Fax, Internet, e) 6270	\$ 840	67.54	659.59	\$ 180.41	78.5%
1.6 Staff Travel 61xx	\$ 860	23.18	396.53	\$ 463.47	46.1%
1.7 Staff Training/Technical Services Costs 5105	\$ 600	-	274.84	\$ 325.16	45.8%
1.8 Non-Expendable Equipment Purchases 6095	\$ 550	-	190.00	\$ 360.00	34.5%
1.9 Postage (Stamps, FedEx, etc) 6005	\$ 180	-	47.62	\$ 132.38	26.5%
TOTAL OPERATING COSTS	\$ 4,160	218.46	2,088.56	\$ 2,071.44	50.2%
Training Costs:					
2.3 WI Customer Credential Exam Fees (CA) 6525	\$ 500	-	-	\$ 500.00	0.0%
2.6 Individual Training Account/Voucher Cos 6530	\$ 25,713	-	13,805.83	\$ 11,907.09	53.7%
TOTAL TRAINING COSTS	\$ 26,213	-	13,805.83	\$ 12,407.09	52.7%
Supportive Services Costs :					
3.11 WI Customer Transportation Costs 6485	\$ 538	-	-	\$ 537.50	0.0%
3.12 WI Customer Childcare Costs 6660	\$ -	-	-	\$ -	0.0%
3.14 Training Support Materials 6545/6516	\$ 725	-	200.48	\$ 524.28	27.7%
3.13 WI Customer Emergency Assistance 6596	\$ -	-	-	\$ -	0.0%
TOTAL SUPPORTIVE SERVICES COSTS	\$ 1,262	-	200.48	\$ 1,061.78	15.9%
Training/Professional Fees/Profit:					
4.2 General Liability Insurance 6305	\$ 864	65.06	423.84	\$ 440.16	49.1%
TOTAL FEES / PROFIT COSTS	\$ 864	65.06	423.84	\$ 440.16	49.1%
4.1 INDIRECT COST: 0.12	\$ 2,339	0.00	2,339.22	\$ (0.01)	100.0%
Contract Total	\$ 66,499	2,841.94	39,321.05	\$ 27,179.03	59.1%



ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

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

Contract Number: 17R295E1
Invoice Number: 1230-10
Invoice Month: 4/30/2019
Period Covered: May 4, 2018 - July 4, 2019
Total Amount Due: \$ **6,115**

Rapid Response 1

Eckerd Goal:

APRIL
83.3%

100.0%

Line Item	Budget	1230-10	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total	5000	\$ 43,776	3,168.00	25,641.00	\$ 18,135.00 58.6%
Fringe Benefit Total	51xx	\$ 12,725	1,201.25	8,138.39	\$ 4,586.42 64.0%
TOTAL STAFF COSTS		\$ 56,501	4,369.25	33,779.39	\$ 22,721.42 59.8%
Operating Costs:					
1.1 Facility, Utilities	6185	\$ -	-	\$ -	0.0%
1.2 Staff Expendable Supplies & Materials	6000	\$ 2,000	957.77	1,337.26	\$ 662.74 66.9%
1.3 Program Outreach Expenses (Brochures	6735	\$ -	-	-	\$ - 0.0%
1.4 Copy & Print Expenses	6730	\$ 2,000	-	178.09	\$ 1,821.91 8.9%
1.5 Communications (Phone, Fax, Internet, e	6270	\$ 980	56.30	478.01	\$ 501.99 48.8%
1.6 Staff Travel	61xx	\$ 6,270	43.64	182.72	\$ 6,087.28 2.9%
1.7 Staff Training/Technical Services Costs	5105	\$ 1,300	-	1,410.37	\$ (110.37) 108.5%
1.8 Non-Expendable Equipment Purchases	6095	\$ 1,925	-	275.00	\$ 1,650.00 14.3%
1.9 Postage (Stamps, FedEx, etc)	6005	\$ 140	-	-	\$ 140.00 0.0%
TOTAL OPERATING COSTS		\$ 14,615	1,057.71	3,861.45	\$ 10,753.55 26.4%
Training Costs:					
2.3 WI Customer Credential Exam Fees (CA	6525	\$ -	-	-	\$ - 0.0%
2.6 Individual Training Account/Voucher Cos	6530	\$ -	-	-	\$ - 0.0%
TOTAL TRAINING COSTS		\$ -	-	-	\$ - 0.0%
Supportive Services Costs :					
3.11 WI Customer Transportation Costs	6485	\$ -	-	-	\$ - 0.0%
3.12 WI Customer Childcare Costs	6660	\$ -	-	-	\$ - 0.0%
3.14 Training Support Materials	6545	\$ -	-	-	\$ - 0.0%
3.13 WI Customer Emergency Assistance	6596	\$ -	-	-	\$ - 0.0%
TOTAL SUPPORTIVE SERVICES COSTS		\$ -	-	-	\$ - 0.0%
Training/Professional Fees/Profit:					
4.2 General Liability Insurance	6305	\$ 480	32.71	217.70	\$ 262.30 45.4%
TOTAL FEES / PROFIT COSTS		\$ 480	32.71	217.70	\$ 262.30 45.4%
4.1 INDIRECT COST:	0.12	\$ 8,591	655.16	4,543.02	\$ 4,048.47 52.9%
Contract Total		\$ 80,187	6,114.83	42,401.56	\$ 37,785.74 52.9%



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

ECKERD YOUTH ALTERNATIVES, INC.
 100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

Contract Number: **18RR295E2** Rapid Response 2
 Invoice Number: **1240-05**
 Invoice Month: **4/30/2019**
 Period Covered: **November 1, 2018 - June 30, 2019**
 Total Amount Due: **\$ 5,352**

Eckerd Goal:

APRIL

0.14%

100.0%

Line Item	Budget	1240-5	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total	\$ 13,922	1,564.22	9,081.48	\$ 4,840.58	65.2%
Fringe Benefit Total 51xx	\$ 5,314	581.69	3,385.52	\$ 1,928.38	63.7%
TOTAL STAFF COSTS	\$ 19,236	2,145.91	12,467.00	\$ 6,768.96	64.8%
Training Costs:					
2.3 WI Customer Credential Exam Fees (CAN, GED, TABE, ' 6525	\$ 2,785	1,788.75	1,991.50	\$ 793.50	71.5%
2.6 Individual Training Account/Voucher Cost 6530	\$ 68,276	1,186.00	6,485.25	\$ 61,790.75	9.5%
TOTAL TRAINING COSTS	\$ 71,061	2,974.75	8,476.75	\$ 62,584.25	11.9%
Supportive Services Costs :					
3.11 WI Customer Transportation Costs 6485	\$ 1,125	-	-	\$ 1,125.00	0.0%
3.12 WI Customer Childcare Costs 6660	\$ 270	-	-	\$ 270.00	0.0%
				\$ -	0.0%
TOTAL SUPPORTIVE SERVICES COSTS	\$ 1,395	-	-	\$ 1,395.00	0.0%
Training/Professional Fees/Profit:					
4.2 General Liability Insurance 6305	\$ -	(23.49)	-	\$ -	0.0%
TOTAL FEES / PROFIT COSTS	\$ -	(23.49)	-	\$ -	\$ -
4.1 INDIRECT COST: 0.12	\$ 2,308	254.69	1,496.04	\$ 811.96	64.8%
CONTRACT TOTAL :	\$ 94,000	\$ 5,352	\$ 22,440	\$ 71,560	23.9%

0.00

0.00

Eckerd WDS - ITA Obligation Report 5.2.19

Overview

Program	Worklink SC Works	Amount
WIOA Adult	PY18 Total Budget	\$437,134.00
	PY18 Vouchers Total	\$302,162.76
	PY18 Vouchers Deobligations	\$7,745.62
	PY18 Vouchers Net Approved	\$294,417.14
	PY18 Vouchers Paid	\$246,176.56
	PY18 Vouchers Not Paid	\$48,240.58
	PY18 Funds Unobligated	\$142,716.86
	PY18 ITA's Approved	\$368,721.35
	PY18 ITA's Deobligations	\$17,581.57
	PY18 ITA's Net Approved	\$351,139.78
	PY18 ITA's vs Budget	\$85,994.22
WIOA Dislocated Worker	PY18 Total Budget	\$99,874.00
	PY18 Vouchers Total	\$28,516.94
	PY18 Vouchers Deobligations	\$1,151.00
	PY18 Vouchers Net Approved	\$27,365.94
	PY18 Vouchers Paid	\$19,372.83
	PY18 Vouchers Not Paid	\$7,993.11
	PY18 Funds Unobligated	\$72,508.06
	PY18 ITA's Approved	\$29,609.73
	PY18 ITA's Deobligations	\$607.01
	PY18 ITA's Net Approved	\$29,002.72
	PY18 ITA's vs Budget	\$70,871.28

WorkLink

EMPLOYMENT AND TRAINING INSTRUCTION LETTER NO.: 18-11 (replaces 16-13)

SUBJECT: SC Works Certification Standards

ISSUANCE

DATE: February 22, 2019

EFFECTIVE

DATE: Immediately

EXPIRATION

DATE: Indefinite

PURPOSE: To issue State and local guidance regarding the certification of SC Works Centers and the SC Works delivery system. This is a WorkLink local instruction letter approved by the WorkLink Workforce Development Board.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board establish objective criteria and procedures for use by Local Workforce Development Boards (WDBs) in assessing one-stop centers at least once every 3 years. The criteria must be used to evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. In addition, the criteria must be reviewed and updated every 2 years as part of the review and modification of the State Plan. The attached standards and criteria were created by workgroups from across the state comprised of all levels of the system to include frontline staff, workforce and business partners, and State Board members.

Local WDBs are responsible for the assessment of their comprehensive SC Works centers and SC Works delivery systems against the attached standards. In order to be certified, centers and delivery systems must meet or exceed the baseline measures for each standard. The attached documents include evaluation methods to be used for each standard. Local WDBs are required to develop objective policies and procedures for the assessment process that include the criteria outlined in the attached Management, Job Seeker, and Business Services Standards. Each local WDB must submit documentation of the assessment process and certification determination to the Department of Employment and Workforce at various intervals.

Required elements to be submitted include:

1. A current Business Engagement Plan
2. A current SC Works Operational Plan
3. Documentation of the assessment process, to include criteria used
4. Documentation of a full certification determination

SC Works centers must be certified in order to be eligible to use infrastructure funds in the State funding mechanism.

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

POLICY: In pursuit of having certified centers in our region, WorkLink Workforce Development Board staff will use the SC Works Certification Standards issued by the State Workforce Development Board to evaluate each of the SC Works Centers in the WorkLink region. In order to be certified, the centers must meet 100% of the Standards by the deadlines established either by the State or by the local Workforce Development, whichever date comes first.

The following outlines the process that will be used in certifying the centers in the WorkLink region:

1. Notification to the Operator(s) and Service Provider(s)

WorkLink Workforce Development Board staff issues a monitoring schedule at the beginning of each program year to notify the Operator(s) and service provider(s) of planned visits. SCWorks Certification Standards deadlines and monitoring visits associated with the Standards will be included in this policy beginning in PY14. The monitoring guide and/or schedule will detail deadlines for submission of documentation associated with SC Works Certification Standards as well as confirm dates of on-site visits to conduct a final review, to include observation and in-person staff interviews.

In addition to this, WorkLink staff will issue an email notification to the Operator(s) 30 days prior to the on-site visit. Further details will be included in the email regarding planning for the visit and how to submit documentation for evaluation.

2. Submission of Documentation

WorkLink has chosen to allow the Operator to provide appropriate proof of achieving the Certification Standards using the suggested “Proposed Evaluation” methods outlined in the associated “Proposed Evaluation” column of each standard. In addition to this, the Operator may provide current photo or video evidence of items such as posters, outreach materials, signage, Orientations, computer links, etc. There must be a date stamp included on the photo or video that falls within 90 days of the scheduled on-site visit of WorkLink staff. The Operator(s) will gather appropriate documentation as outlined in the Standards. All documentation should be submitted to WorkLink staff in its entirety 10 days prior to the on-site evaluation visit. Technical assistance needs, cost prohibitive items for purchase, and noted deficiencies must be sent via email to WorkLink staff upon immediate identification.

WorkLink will begin reviewing the documentation upon receipt, and will communicate with the Operator(s) for corrections or clarifications to be given at the time of the on-site evaluation visit.

3. During the Visit

WorkLink staff will hold an entrance conference to explain the purpose of the on-site evaluation, collect updated information and documentation from the 10 day review, issue a final schedule of observations/interviews to be conducted in each location, and answer any questions or concerns the Operator(s) may have at that time. During the visit, the WorkLink staff will verify the documentation that was received is accurate and activities in the Center are compliant with the standards.

A wrap-up exit conference will be scheduled at the end of the on-site evaluation period to discuss questions and any further clarifications that may be needed.

4. After the Visit

WorkLink will issue a written report to the Operator(s) within 30 days of the evaluation period regarding the status of the evaluation of the Centers certification. The report will include whether or not a Standard was met and recommended corrective actions. The Operator(s) will provide a written response accompanied by appropriate documentation showing proof of the correction or a timeline for the expected correction.

5. Committee and Board Consideration

Upon receipt of all final documentation a formal report will be presented to the SCWorks Committee. The Committee will review the report and make a recommendation to the full Board for Certification of the Centers.

Upon approval of the Board, the Operator(s) will be awarded on behalf of the Center a "Certification" in the form of a certificate declaring that the Center has been certified and meets the SC Works Certification Standards. The Certificate will include the period of time that the Centers will be certified for. Each Center will display their Certification for the public to view.

ACTION: All applicable WorkLink Workforce Development Area Operators, service providers, sub-recipients, contractors, and other applicable organizations 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

DISTRIBUTION: All WIOA Staff

ATTACHMENTS:

State Instruction Letter 18-11, "SC Works Certification Standards"

P.O. Box 995
1550 Gadsden Street
Columbia, SC 29202
dew.sc.gov



Henry McMaster
Governor

Jamie D. Suber
Acting Executive Director

STATE INSTRUCTION NUMBER 18-11

To: Local Workforce Area Signatory Officials
Local Workforce Development Board Chairs
Local Workforce Area Administrators

Subject: SC Works Certification Standards

Issuance Date: February 22, 2019

Effective Date: Immediately

Purpose: To issue State guidance regarding the certification of SC Works Centers and the SC Works delivery system.

Background: The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board establish objective criteria and procedures for use by Local Boards in assessing one-stop centers at least once every three (3) years. The criteria must be used to evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. In addition, the criteria must be reviewed and updated every two (2) years as part of the review and modification of the State Plan. The attached revised standards and criteria were created by workgroups from across the state comprised of all levels of the system to include frontline staff, workforce and business partners, and State Board members.

Policy: Local Boards are responsible for the assessment of their comprehensive and satellite/affiliate SC Works Centers, and SC Works delivery system against the attached standards. In order to be certified, centers and delivery systems must meet or exceed the baseline measures for each standard. The attached documents include proposed evaluation methods to be used for each standard. Local Boards are required to develop objective policies and procedures for the assessment process that include the criteria outlined in the attached Management, Job Seeker, and Business Services Standards.

Each Local Board must submit the following to the Workforce Support Unit at workforcesupport@dew.sc.gov no later than June 30, 2019:

- a current Business Engagement Plan;
- a current SC Works Operational Plan;
- documentation of the assessment process, to include criteria used; and
- documentation of a full certification determination.

Additionally, all SC Works staff is expected to successfully complete the SC Works Next Step training program within the allotted timeframe. Should staff from a partner entity refuse to complete the training program, the Operator must notify the State by emailing workforcesupport@dew.sc.gov.

All SC Works Centers must be certified in order to be eligible to use infrastructure funds in the State funding mechanism.

Action: Ensure that appropriate staff, partners, and service providers receive and understand this policy.

Inquiries: Questions may be directed to Policies and Procedures at polnpro@dew.sc.gov.



Susan M. Boone, Chief Legal Officer
SC Department of Employment and Workforce

SC Works Certification Attachments: Management Standards
Job Seeker Standards
Business Services Standards

SC Works Certification Management Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
1. Partner integration is evident through non-duplication of services and efficient and effective service delivery. The customer sees the Center as a single business unit.	<ul style="list-style-type: none"> • Job seeker customers have access to key services during all hours of operation. Key SC Works services include those related to the three top reasons job seekers visit SC Works Centers: job search, training, and unemployment insurance. • On-site partners are knowledgeable about all services available at the SC Works Center. A process is in place to orientate and keep all staff continuously aware of all center and community services. • Referrals for services outside the center are made with definite contact information and, where possible, confirmed appointment dates and times. • Customers register with the SC Works system, and with an individual agency or program, if needed. When customers need to speak with more than one staff person, subsequent staff will have access to the customer's basic information through the State database. • Signage, greetings (in person and telephone), and identifiers (i.e., lanyards/nametags) promote the unified brand and team. In order to give South Carolinians an integrated and unified approach to the workforce system as well as the programs and services available at SC Works centers statewide, all public facing documents, such as, but not limited to flyers and brochures, should, as possible conform to the SC Works brand standards. 	<p>Questionnaires</p> <p>Staff Interview</p> <p>Referral Forms Customer Survey</p> <p>Document Review Center Operational Plan</p> <p>Observation</p>

SC Works Certification Management Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
2. The management structure is clear, as are the roles and responsibilities of the partners at the SC Works Centers as they relate to the management and governance of the center.	<ul style="list-style-type: none"> There is a current LWDA SC Works Operational Plan. There is a single SC Works Center Manager responsible and accountable for: <ul style="list-style-type: none"> coordinating activities on a daily basis providing functional oversight to all staff, within the confines of each program and agency requirements and goals serving as a point of contact for center information/ data, and assuring accountability for overall goals and objectives of the SC Works Center. <p>The Center Manager recognizes the responsibilities of each partner and respects partner needs to accomplish assigned duties.</p> <ul style="list-style-type: none"> Addressed in the LWDA SC Works Operational Plan, is a Center communication plan that outlines the frequency and how information is shared among partnering agencies, center staff, and leadership. 	<p>Document Review Operational Plan</p> <p>Staff Interviews</p>
3. SC Works Centers have integrated staff development plans.	<ul style="list-style-type: none"> All current DEW and WIOA staff must successfully complete the SC Works Next Step training program within the allotted timeframe. New staff must be enrolled in the training program within one month of hire. All partner staff in the centers are expected to complete the training. Staff development includes LWDA-related training for all center staff. Staff development includes team building across organizations and staff levels that support collaboration and information sharing across all partners. 	<p>Document Review Center Staff Meetings Training and Meeting Agendas and Minutes</p> <p>Staff Interviews</p>

SC Works Certification Management Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
4. The SC Works Center is accountable for results.	<ul style="list-style-type: none"> There is a tracking system to monitor utilization of services, providing for counts of customers using the center in any given period. There are methods for assessing center-wide effectiveness and integrated service provision that includes outcome measurement as well as process measurement. On at least a quarterly basis, in addition to the standard customer satisfaction survey, centers track a sampling of customers through all activities and verbally assess whether their career development and employment needs were optimally met and whether they achieved their desired outcomes. This assessment is for the purpose of identifying potential problem areas for continuous improvement and improved center-wide effectiveness. SC Works Center management examines its cost structure and looks for ways to operate as efficiently as possible. 	<p>Document Review Sign-In Sheets SCWOS Reports Questionnaire Survey Responses Staff Interviews Minutes/notes that document changes made SCWOS Tracking System</p> <p>Use job seeker surveys as a method to assess center-wide effectiveness</p> <p>Each area should have a written procedure of how they will execute this quarterly sampling of job seekers.</p> <p>MOU – RSA/IFA</p>

SC Works Certification Management Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
5. Every SC Works Center (Comprehensive and Satellite) is accessible so that all job seekers and business customers can fully participate in the services offered.	<ul style="list-style-type: none"> The center is compliant with the Americans with Disabilities Act (ADA). Every workforce area will work with Vocational Rehabilitation partners and DEW EO staff, as needed, to ensure ADA compliance. The center provides assistive technology for customers to use when accessing computers and other services. This includes customers with visual impairments, physical disabilities and hearing impairments. Staff is trained to assist people with disabilities at the first point of contact and in case of emergency. There are linkages to services for people with special needs, including veterans and others, related to disability. The center is accessible to the most prominent limited-English proficiency groups in the workforce area. Interpreter services are available and staff is aware of how to provide interpreter services when needed. The center provides free parking adequate for the average customer traffic flow. Centers have flexible scheduling and work hours, as appropriate, to better accommodate job seekers and employers. 	<p>Staff Interviews</p> <p>Observations</p> <p>EO Monitoring documentation</p> <p>Center Operational Plan</p> <p>Bi-lingual staff, signage as warranted by population</p>
6. Every SC Works Center maintains a professional appearance.	<ul style="list-style-type: none"> The center has professional, clear and sufficient signage. Signs are prominent and unambiguous. All staff maintain a professional appearance in accordance with LWDB approved policies. Space is well lit, clean and visually appealing. The center is clean, in good condition and well maintained. Restrooms are clean and well equipped. The exterior is clean and well groomed. 	<p>Observation</p> <p>Document Review</p>

SC Works Certification Management Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
7. Every SC Works Center has access to sufficient space and capacity for key functions.	<ul style="list-style-type: none"> The center has, or has access to, convenient areas for group meetings and services. Areas are equipped with appropriate furniture and can accommodate group meetings that are appropriate to the volume of job seekers at the center. Comprehensive Centers must provide onsite private discussion areas. Satellite Centers must have access to private discussion areas identified as outlined in center policies and procedures. The Resource Room/Area has access to telephones, high-speed Internet access, printers, faxes, copiers. 	Observation
8. Every SC Works Center is safe and secure.	<ul style="list-style-type: none"> Confidential information is stored securely, appropriate to the nature of the information. Building security is appropriate for the center. There are written policies that staff are trained in that address: <ul style="list-style-type: none"> ➤ Personally Identifiable Information (PII) ➤ Storage of confidential information ➤ IT Security ➤ Fire safety ➤ Bomb threats ➤ Medical emergencies ➤ Evacuation ➤ Violence in the workplace ➤ Personal safety ➤ General emergency response All staff who work in the SC Works Center receive safety training upon hire or assignment and at least annually. 	Observation/Inspection Review Policies Center Indicated Responses

SC Works Certification Job Seeker Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
1. SC Works Center measures satisfaction with both processes and outcomes for existing job seeker customers.	<ul style="list-style-type: none"> A job seeker feedback system is defined: survey tools, methods and protocol are outlined in writing. Job seeker satisfaction may be measured through surveys, focus groups or targeted interviews. Measurement should include value (whether the service they received benefitted them) as well as satisfaction with the experience. Job seeker satisfaction plans call for measurement of: <ul style="list-style-type: none"> staff responsiveness timeliness of service greeting/intake process resource room counseling/case management services workshops job matching and job referral processes training/education referral Job seeker value calls for measurement of outcomes such as: <ul style="list-style-type: none"> Entered employment Entered employment with staff assistance Entered training or education Completed WIOA- or Trade Act-funded training The job seeker customer feedback process has been implemented – the system has been put into place. Job seeker customer satisfaction data is disaggregated by SC Works Center. 	<p>Document Review</p> <p>Local Surveys</p> <p>In depth Interviews</p> <p>Results Tracking</p> <p>Observation</p> <p>Questionnaire</p>
2. Feedback from job seekers is used to improve services.	<ul style="list-style-type: none"> The SC Works Center and workforce area have a system in place to improve services based on the feedback received from job seekers. 	<p>Document Review/ Questionnaire</p> <p>Local Surveys</p> <p>In-depth Interviews</p> <p>Results Tracking</p>

SC Works Certification Job Seeker Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
3. SC Works Center will have a system in place to assess projected employer demand and will align job seeker resources with current and projected employer demand.	<p>SC Works management, including all major partners, participates in a formal data-driven analysis of employer needs at least annually.</p> <p>SC Works management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs.</p>	<p>State Database Report</p> <p>Interviews</p> <p>Document Review</p>
4. Job Seekers will have multiple access points to SC Works services beyond the SC Works Center.	<p>Every workforce area will have services offered:</p> <ul style="list-style-type: none"> • In-person at the comprehensive SC Works Center(s) • Through Satellite Centers and/or Access Points • Through up-to-date and useful LWDA websites <p>Centers will encourage job seekers to utilize virtual services, as appropriate, which will include web-based programs that job seekers can access anywhere and anytime they have access to the Internet. Virtual offerings may include assessment and career planning tools, job search and job readiness assistance, application for unemployment benefits, and access to a wide range of job search engines and job boards.</p>	<p>Document Review</p> <p>Questionnaire/ Interviews</p> <p>Visits on-site and on-line</p>
5. SC Works Center offers a consistent menu of job seeker services.	All basic and individual career services and training services and information outlined in WIOA Sections 134 (c) and TEGL 4-15 are available and accessible to each job seeker at the SC Works Center.	<p>Questionnaire/ Interviews</p> <p>Review literature at the Center/on-line</p>
6. SC Works Center staff provides job seekers services they need as efficiently as possible while maintaining a customer service focus.	<p>The center has a process to minimize lines and wait times.</p> <ul style="list-style-type: none"> • The center has a process for effectively handling large-scale events or anticipated heavy customer traffic. • Upon entry to the workforce center or virtual system, the customer is promptly engaged with self-service activities, 	<p>Document Review</p> <p>View triage approach at various times/days</p>

SC Works Certification Job Seeker Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
	<p>staff assistance, or acknowledgement, depending on customer flow.</p> <ul style="list-style-type: none"> ➤ Every customer is pleasantly greeted. ➤ Centers have a triage protocol/standard set of questions for initial assessment that could lead to service prescription or options. 	<p>Staff / Management Interviews</p> <p>View Sites and Lobbies</p>
7. SC Works Center will have well trained staff.	<p>Upon assignment, training will be scheduled to include the following training components:</p> <ul style="list-style-type: none"> • Staff will obtain training in functional work areas, customer service and workforce development. • All greeters will be trained to greet customers as they enter the center or as they wait in line. • WIOA and Wagner-Peyser case managers will obtain Career Development Facilitator certification within 18 months. • Resource room staff will receive training in customer service and can demonstrate knowledge about the full range of center and workforce system resources. • All current DEW and WIOA staff must successfully complete the SC Works Next Step training program within the allotted timeframe. New staff must be enrolled in the training program within one month of hire. All partner staff in the centers are expected to complete the training. 	<p>Document Review</p> <p>Questionnaire</p> <p>List of those trained</p> <p>Verify at Random</p> <p>Certificate Check</p> <p>Secret Shopping</p> <p>Staff Interviews</p>
8. SC Works Center will have a well-equipped resource room with trained staff to provide a broad range of job seeker services.	<ul style="list-style-type: none"> • The resource room has at least one staff member present at all times to provide orientation and guidance on accessing and using resources. • The resource room has sufficient computers to accommodate the needs of customers. • The center has accessible information that is current and relevant to the needs of the customers. 	<p>Observations/ Questionnaire</p>

SC Works Certification Job Seeker Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
	<ul style="list-style-type: none"> Staff will represent the offerings of all partners in the center based on the needs of the customer. The resource room offers a broad range of information on job seeking websites, workshops, partner services, employment opportunities, and will provide access to all of these. 	
9. All customers learn about the full range of services that are available through the SC Works System in a customer-focused, program-neutral way.	<ul style="list-style-type: none"> The workforce area website provides a virtual orientation to the workforce system. The center provides information at the first visit via multiple delivery mechanisms (i.e. welcome folders, DVD, pamphlets, group orientation, signage, help desk etc.). There is always designated staff available to provide answers about orientation and SC Works services. 	<p>Observation</p> <p>Survey</p> <p>Interviews</p>
10. SC Works Center offers effective assessment and career guidance services to all job seekers.	<ul style="list-style-type: none"> Staff is aware of and trained in assisting or directing customers to available career development assessments. The center offers basic skills assessments, through direct provision, partners or contracts. Center offers computer literacy assessments, through direct provision, partners or contracts. 	<p>Observation/ Questionnaire</p> <p>Staff Interviews</p> <p>Documentation</p>
11. SC Works Center provides resources to assist customers with marketing themselves for employment.	<ul style="list-style-type: none"> Comprehensive Centers must provide onsite individual, group and on-line assistance in: resume preparation, interviewing techniques, networking groups, Internet use, and job search. Satellite Centers must have access to individual, group and on-line assistance in: resume preparation, interviewing techniques, networking groups, Internet use, and job search. SC Works Center will maintain and publicize a single, unified 	<p>Observation/Staff Interviews</p> <p>View Schedule</p> <p>Document Review</p>

SC Works Certification Job Seeker Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
	<p>monthly schedule of events and workshops.</p> <ul style="list-style-type: none"> SC Works Centers will offer workshops in computer literacy to all job seekers, through direct provision, partners or contracts. 	
12. Every SC Works Center will have information on as many jobs as possible.	<ul style="list-style-type: none"> Use of SC Works Online Services Jobs offered by staffing services, state and federal agencies, and other sources are accessible through links from the website and at the SC Works Center. 	<p>Observation</p> <p>Desktop Icons/Links</p> <p>Hot Jobs Posting</p>
13. SC Works Centers help job seekers advance their skills, education and occupational skill attainment.	<ul style="list-style-type: none"> Every SC Works Center has a diversified menu of career enhancement options including short term and long term training. (i.e., career pathways) SC Works customers have access to assistance in developing a plan for financing education and training – this may include WIOA, Pell, Job Corps, part-time work, scholarships, TAA or other partner resources. 	<p>Document Review</p> <p>Review training materials</p>

SC Works Certification Business Services Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
1. There is a fully integrated multi-agency business services team comprised of representatives from each of the federally mandated partners.	<ul style="list-style-type: none"> The workforce area has designated business services staff. Federally-mandated partners who provide services to businesses actively participate on the Business Services Team. All Business Services Team members are educated on each other's program goals and services. Active Business Services Team members must successfully complete the SC Works Next Step training program within the allotted timeframe. 	<p>Document Review (i.e., minutes) Document Review/ Questionnaire</p> <p>Document Review/ Questionnaire</p>
2. The Business Services Team is facilitated as a unified activity.	<ul style="list-style-type: none"> A Business Services Team Lead is selected by the Local Workforce Development Board (at a minimum, WDB representatives from the core programs) from among all participating workforce programs' business services staff, based on experience, qualifications, and ability to perform the role. The role may be rotating, have term limits, and/or be more than one person (with distinct duties) as decided by the core partner representatives on the WDB. The BST Lead role must be reviewed and appointed/reappointed annually. Business Services Team members identify themselves to businesses as workforce representatives, presenting the full range of relevant/appropriate services to businesses. A single point of contact/executive account system is utilized for managing business. There are Business Services Team meetings, virtually or otherwise, at least quarterly. There is consistent, real time communication between the members of the Business Services team. 	<p>Document Review (i.e., minutes, emails)</p> <p>State Database Customer Relationship Management (CRM) Module</p> <p>Interview/ Questionnaire</p> <p>Document Review</p>

SC Works Certification Business Services Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
3. Businesses are consulted on their workforce needs.	<ul style="list-style-type: none"> There is evidence that businesses have been consulted through focus groups, written or on-line surveys, and/or targeted interviews. The workforce area has metrics in place to measure the effectiveness of services provided to businesses. 	<p>Document Review</p> <p>Focus groups</p> <p>Surveys</p> <p>Interviews</p> <p>Document Review</p>
The Business Services Team operates from a written LWDB business engagement plan designed in response to business needs and that supports the vision of the SWDB.	<ul style="list-style-type: none"> Business Services Team targets and serves businesses per LWDA Business Engagement Plan. The Business Services Team tracks delivery of services in State Database against SWDB/LWDBs expected performance. 	<p>Document Review</p> <p>Document Review</p>
4. There is a link between the activities of the Business Services Team, economic development and education entities.	<ul style="list-style-type: none"> There is evidence that the Business Services Team maintains partnerships with the appropriate education and economic development agencies. Such evidence includes: <ul style="list-style-type: none"> The relevant economic development and educational entities are engaged in strategic planning sessions and business forums. There is sharing of information on new companies locating to the area, leaving the area, expanding and contracting, and the occupations/industries expected to expand or decline. 	<p>Document Review</p> <p>Interview staff and Economic Developers</p> <p>Board participation</p> <p>Minutes (BST and LWDB)</p>

SC Works Certification Business Services Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures	Proposed Evaluation
5. Satisfaction with both processes and outcomes is measured for existing business customers.	<ul style="list-style-type: none"> • A business satisfaction feedback system (survey tools, methods and protocol) is outlined in the LWDA Business Engagement Plan. Business satisfaction metrics include a measurement of: <ul style="list-style-type: none"> ➢ staff responsiveness ➢ timeliness ➢ taking of job orders ➢ quality of referrals ➢ testing/assessment/screening ➢ incumbent worker training, on-the-job training, WIN testing and customized training ➢ Job Profiling ➢ Rapid Response and outplacement-type services ➢ Integration of marketing and service provision (seamless process) ➢ Timely follow-up with businesses • The workforce area disaggregates the data for analysis and action. 	<p>Document Review</p> <p>Review local area survey</p> <p>Document Review</p>
6. The workforce area offers a consistent menu of demand-driven services. (See attached "Menu: State Database Services to Business").	<ul style="list-style-type: none"> • The workforce area designates which of the menu of services will be available. • An expanded menu of no-cost or fee-based services may be offered. • Services are posted on the website with links to relevant information. • The workforce area indicates what its menu of no-cost and fee-based services will be in its Business Engagement Plan and all business services staff market the benefits of such services regardless of the delivery agent. 	Document Review

SC Works Certification Business Services Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

MENU: SC Works Services to Business

I. Common menu of basic business services to be offered in every workforce area

1. Job Postings – Online, phone call, fax, in-person
2. Applicant screening and referral to business specifications
3. Customized Recruitment
4. Job Fairs
5. Provision of Labor Market Information
6. Interviewing Space, Scheduling
7. Provision of information and referral related to:
 - Tax Credits
 - Community Resources
 - Federal Bonding
 - Americans with Disabilities Act (ADA)
 - Veterans services
8. Incumbent Worker Training (as funds are available)
9. On-the-Job Training
10. Customized Training
11. Information on Unemployment Insurance (UI)
12. Rapid Response services
13. Trade Adjustment Assistance (TAA) information and services
14. Veterans Employment Services

II. Expanded List of Business Services -- examples

1. Customized services for significant company or industry dislocations
2. Access to WIN testing
3. WorkKeys job profiling services
4. Database of Ready to Work Career Readiness Assessment tested applicants
5. Labor Market Information workshops

June 5, 2019

Ms. Stephanie Collins, WorkLink Board Chair
AnMed Health
706 E Greenville St
Anderson, SC 29621

Subject: PY'18 SC Works Certification Standards Assessment Report

Dear Chair Collins and Board Members:

During the period of March 25, 2019 to April 1, 2019, staff members of the WorkLink Workforce Development Board (WDB) conducted a formal assessment of the SC Works Comprehensive and Satellite Centers, located in Anderson, Oconee, and Pickens Counties, to ensure that each Center met the minimum requirements of the SC Works Certification Standards put forth by the State Workforce Development Board.

The purpose of the review was to determine the adequacy of the systems in place to ensure each SC Works Center is in compliance with the SC Works Certification Standards and WIOA statutes and applicable regulations and guidelines. As a result of the assessment visit, staff of the WorkLink Workforce Development Board reported the findings to the OneStop Operations Committee. At this time, there were no corrective actions needed.

It is upon the Committee's recommendation that the Board consider the

Clemson SC Works Comprehensive Center

Anderson SC Works Satellite Center

Easley SC Works Satellite Center

Seneca SC Works Satellite Center

to have met the SC Works Center Certification Standards as set forth by the State Workforce Development Board for the period of:

July 1, 2019 to June 30, 2021.

A yearly review and update will be provided to the OneStop Operations Committee and WorkLink Board. If you have questions, or if we can be of assistance, please contact me at (864) 646-1458, or via email tacker@worklinkweb.com.

Sincerely,

Trent Acker
Executive Director, WorkLink Workforce Development Board

Cc: Ed Parris, One Stop Operations Chair
Jennifer Kelly, WorkLink Assistant Director

**SC Works Certification/Technical Assistance
PY'18 Assessment**

On-Site OS Standards Review: March 25-April 1, 2019

Operator: Eckerd Workforce Development Svcs

Contracts: 18A995H4 & 18D995H4 – WIOA Onestop Operator

I. REVIEWERS

Jennifer Kelly, jkelly@worklinkweb.com, 864-646-5898

Windy Graham, wgraham@worklinweb.com, 864-646-1826

SERVICE PROVIDER CONTACT PERSON

Ms. Karen Hamrick, khamrick@eckerd.org, 864-434-0034

II. SCOPE OF REVIEW

An on-site assessment was conducted during the week of March 25, 2019 to April 1, 2019 to review the SC Works Certification Standards as it relates to the each SC Works Center, located in Anderson, Oconee, and Pickens Counties, for the period July 1, 2019 – June 30, 2021, to determine the adequacy of the systems in place, and to ensure compliance with Workforce Innovation and Opportunity Act of 2014 (WIOA), its regulations, contractual agreements, operations, and the State Workforce Development Board issued SC Works Certification Standards.

III. METHODOLOGY

WDB Staff reviewed the SC Works Center Standards as it relates to Job Seekers, Management, and Business Services. During the visit, a variety of methods were used to determine the certification of the SC Works Centers: Walk-through and observation, survey, workshop audits, and file and database review. Technical Assistance was provided during the review period.

IV. REVIEW PROCESS

The SC Works Center Certification Standards Assessment was performed for the period of July 1, 2019 to June 30, 2021. In addition to staff interviews and Center walk-throughs, policies, plans, and photographic documentation were reviewed from the WorkLink region Clemson SC Works Center.

V. MANAGEMENT STANDARDS

*Back-up documentation is available electronically or in paper format for most items listed below. See attached documentation.

1. *Partner Integration is evident through non-duplication of services and efficient and effective service delivery. The customer sees the Center as a single business unit.*

Staff response: Each WorkLink SC Works Center hosts the SC Works and American Job Center brands as part of an overall identified network of centers across the State and the country. Clemson, Anderson, and Seneca SC Works Center hours are 8:30am-5:00pm, Monday – Friday, and Easley hours are 8:30am-5:00pm, Monday and Tuesday. Hours are visibly posted on the entry way to each facility. Within the Centers, resource rooms hold SC Department of Employment and Workforce (DEW) Workforce Specialist staff that are familiar with and trained to assist job seekers with job openings and filing initial claims for unemployment. The staff is also familiar with training options available and how to identify training facilities, as well as which partners in the community may be able to assist with financing training.

The Operator has an on-boarding process in place for new partner staff joining the SC Works Center team. The Operator ensures that the staff has information relevant to the Centers, including flyers, an Operations Manual, an emergency assistance folder, and an orientation to what the Center offers. In addition to this, a partner resource manual has been developed and is reviewed at each quarterly partner meeting to determine if changes are needed. Each staff in the Center is given an updated copy at the end of the Quarterly Partner meeting. The resource manual describes each partner agency, target customers, eligibility requirements, hours of operation, and how to refer a customer to the services available within the partner agency.

SC Works Center staff have a unified referral process in place. As soon as a customer barrier is identified, the Workforce Specialists begin an informal assessment process to determine immediacy of need as well as the root of the issue. This may result in a referral of the participant to a case manager within DEW for further career exploration or to a partner agency for immediate in-depth assistance. The staff then follows-up with the partner agency through a SC Works Online referral and an email stating the reason for the referral. Each staff member has a list of questions provided by DEW that will assist the staff in identifying barriers and making referrals to partners.

Upon entering one of the SC Works Center, a partner receptionist greets the customer and determines the purpose of their visit. The resource room attendants verify the

participant is registered in SC Works Online Services (SCWOS). All partner staff in the SC Works offices have a minimum of “view-only rights” access to SCWOS, and may view basic customer information. Once verified, the customer enters the resource room and presents the routing slip to a resource room attendant. The attendant then routes them to the resources or staff that are associated with the purpose of their visit.

The Operator insures that the WorkLink region and its partners identify themselves under a common umbrella brand, and have provided clear signage within the building to assist customers. Each SC Works Center displays the SC Works and American Job Center brands on the outside of the buildings. Conference rooms, training room, and restrooms are clearly labeled. Staff have SC Works branded nametags to wear in the Centers. All staff answer the telephone with the same greeting: “Good morning/afternoon, It’s a great day in South Caroline! This is <insert staff name>. How may I help you or direct your call?”

2. *The management structure is clear, as are the roles and responsibilities of the partners at the SC Works Centers as they relate to management and governance of the Center.*

Staff response: The SC Works Centers have an Operational Plan and Manual that was adopted by the WorkLink Workforce Development Board that communicates the expectations of the Board to the partners in the SC Works Centers. This manual is updated on a periodic basis. The Operator’s statement of work clearly outlines the role of the Center Manager in the WorkLink SC Works system. In addition to this, each staff member has received a copy of the DEW Instruction Letter that describes the partnership/leadership roles expected between DEW and WIOA Operators. Beyond this instruction letter, each individual partner is given an option to appoint a staff member to be included in the SC Works management team. All acting managers on the premises are included in Center decisions that affect day-to-day operations. Managers that are off-site are communicated with via email, phone call, in-person meetings, and quarterly partner meetings as decisions affect their staff. Basic communication protocol among the partners has been outlined in our Operational Plan.

3. *SC Works Centers have integrated staff development plans.*

Staff response: All center staff are invited to center-wide sponsored trainings. These trainings, include but are not limited to: customer service, serving those with disabilities, emergency procedures and safety training, appropriate etiquette for those

with disabilities and animal guides, sexual harassment, non-discrimination, EO training, office procedures and expectations, and other similar non-program specific trainings. Each program manager, both on-site and off-site, are given the responsibility by their agency, with agreement and support from the Operator, to train their staff in program specific duties.

Staff participate in team building and collaboration efforts through luncheons and special event gatherings, such as a center-wide, annual Thanksgiving dinner as well as birthday and special event celebrations.

4. *The SC Works Center is accountable for results.*

Staff response: The Operator produces a monthly usage report that details center, employer, and WIOA program specific data. These reports are monitored closely by WorkLink Workforce Development Board (WDB) staff and the Operations Committee of the Board. The Operator also collects customer surveys on an ongoing basis. Surveys are collected and disaggregated by center. The Operator has begun interviewing a couple of job seekers per month to determine satisfaction with the Center and its services.

The WorkLink Workforce Development Board in concert with the Operator monitors the cost structure to look for ways to reduce costs. A Cost Allocation Plan is set each program year, and partners are able to review the associated costs before finalizing the agreement on fair share of costs. The WDB also follows the procurement guidelines associated with the Center costs and includes partners in the review process.

5. *Every SC Works Center is accessible so that all job seekers and business customers can fully participate in the services offered.*

Staff Response: The Clemson SC Works Center meets the minimum requirements as set forth by ADA. The Center offers one ADA compliant restroom for unisex use. Although the front desk does not meet height requirements, the Center offers greeters for one-on-one assistance and clipboards for writing purposes. The Clemson SC Works Center offers assistive technology, including Zoom Tech, JAWS, a large monitor, a Track Ball mouse, Pocket Talker, magnifiers, headphones, Tele-sensory, large keypad, large keyboard, and computers that have accessible software. Each publicly accessible office has braille on the signage. The Satellite Centers also meet the minimum requirements for ADA compliance. The OneStop Operator and WDB staff have ordered replacement equipment for each Center as appropriate.

Clemson has assigned the Operator to be the emergency contact for those with disabilities. The resource room staff are the first point of contact to assist those disabilities seeking services in the Center. The Satellite Centers have designated a Workforce Specialist in each Center to be an emergency contact for those that may need assistance during an emergency.

Two of our on-site partners that specifically serve those with disabilities, include the Disability Veteran's Opportunity Program and Vocational Rehabilitation. There are also telephone and electronic linkages with various partners that serve those with disabilities, such as SC Department of Mental Health; SC Department of Alcohol and Other Drug Abuse Services; SC Department of Probation, Pardon and Parole; SC Commission for the Blind; SC Department of Social Services; Protection and Advocacy for People with Disabilities, Inc.; and AbleSC.

The Operator has established a Limited English Proficiency Plan, which all staff have been made aware of, that includes interpreters for the deaf and translators for customers that speak other languages (specifically Spanish in the WorkLink region). The Centers currently use the SC Interpreter Registry for interpreting services for the Deaf, and Legal Language Services for those that speak other languages.

Each SC Works Center offers free parking adequate for the average customer flow. We offer two accessible parking spaces located at the accessible ramp. Parking is available on a first come, first serve basis for each center.

Offices are open from 8:30am-5:00pm, Monday – Friday, with the exception of Easley (open 8:30am-5:00pm, Monday and Tuesday). The Centers offer hours outside of the designated hours for special events, such as hiring events and rapid responses. Other hours could be designated at the discretion of the Board or the partners to serve special needs that arise from job seekers and employers.

6. *Every SC Works Center maintains a professional appearance.*

Staff Response: Each Center has clearly labeled signage on the front of the building, identifying the SC Works Centers. Upon entering the building, hours are clearly posted as well as expectations of individuals using the Center (Code of Conduct). Customers can easily navigate with clearly identified signage for the resource room, training and conference rooms, and restrooms. Customers are not allowed past the resource room without permission from a staff member or being escorted to the staff appointment. Each Center has appointed janitorial service staff that maintains the

appearance and cleanliness of the building. Staff have a dress code that was approved by the WorkLink WDB and is included in the Operations Manual.

7. *Every SC Works Center has access to sufficient space and capacity for key functions.*

Staff Response: The Clemson SC Works Center has approximately 10,500 sq. ft. of space, including a resource room with moveable furniture and adjustable workstations, a large conference room with closing doors that holds approximately 20 people, a small conference room with closing doors for 6 individuals, and a training room that will hold approximately 40 people.

The Anderson, Easley and Seneca SC Works Centers each have identified space for one-on-one interviews, designated resource rooms, and classroom space to accommodate large groups.

Each resource room offers telephone access, high-speed internet, printers, faxes and copiers for job seeker and employer use.

8. *Every SC Works Center is safe and secure.*

Staff Response: All staff have either access to a locked filing cabinet or lockable storage space that can protect Personally Identifying Information. Office door keys are specially coded to open specific doors for each program staff.

The Clemson SC Works Center has three locking doors, to which staff have a key to secure the building. There are also four security cameras that monitor customer access into the building and in high-traffic areas. The Anderson and Easley campus have on-site security staff available provided by Tri-County Technical College. The Seneca SC Works Center has access to the Oconee County Police department.

Each staff member has received a folder filed with quick reference and emergency procedures, including fire, bomb threats, tornado preparedness, active shooters, among others. All staff are given these procedures upon starting work in the SC Works Centers. Each manager is tasked with going over the emergency procedures with their staff on a regular basis. Email notices go out to all partner staff reminding staff to review the content of their folders and to keep them close at hand. Staff participates in regular drills for earthquakes, tornadoes, fire, and other natural disasters. Staff have also been trained to use a code phrase for emergency situations. WDB and Operator staff offer staff training on safety protocols each year.

VI. CORRECTIVE ACTIONS - MANAGEMENT STANDARDS

No corrective actions needed at this time.

VII. JOBSEEKER STANDARDS

*Back-up documentation is available electronically or in paper format for most items listed below.

1. *SC Works Center measures satisfaction with both processes and outcomes for existing job seeker customers.*

Staff response: Customer satisfaction surveys measure the proscribed elements in the standards checklist. Customers may pick one up at any time from the resource room. A box has been attached to the wall for customer's to anonymously drop in their surveys. The Operator checks the box on a monthly basis. In addition to paper forms, the Operator also talks face-to-face with customers regarding their satisfaction with the services and the Center.

To further gauge successfulness of the current services, the Operator collects data regarding employment, retention, wages, skills gains and credentials, and reports to the OneStop Committee what those measures look like on a bi-monthly basis.

2. *Feedback from job seekers is used to improve services.*

Staff response: Survey results are reviewed on a regular basis. The Operator engages the customer to follow-up on feedback if the results relate to a negative experience, or if positive, to find out if there is success story or best practice that may be shared. Changes are then implemented as needed. The partners also receive feedback on customer satisfaction at quarterly partner meetings.

3. *SC Works Center will have a system in place to assess projected employer demand and will align job seeker resources with current and projected employer demand.*

Staff response: Business Service Integration Team members work together to communicate with the Centers regarding real-time information regarding employer needs. Hiring events, hot jobs, and immediate needs from employers are communicated through email blasts to partners. The resource room attendants post relevant openings and job fair/hiring event announcements in each SC Works Center. SC Works WorkLink also have Facebook, Twitter and Instagram accounts that promote immediate job openings and hiring events.

4. *Job Seekers will have multiple access points to SC Works services beyond the SC Works Centers.*

Staff response: The SC Works Center offers four locations in the WorkLink region. The Comprehensive Center is the Clemson SC Works Center. The satellites are located within the Tri-County Technical College QuickJob Centers in Anderson, Easley, and Seneca. Access Points are available at the following locations: Adult Education (Anderson Adult Education – Districts 1 & 2; Anderson County Districts 3, 4 and 5; Pickens Adult Learning Center, and Oconee Adult Learning Center); the Public Libraries in Anderson County, Oconee County, Pickens County; Anderson Interfaith Ministries; Foothills Pregnancy Care Center in Oconee County; Goodwill Industries of Upstate/Midlands; S.H.A.R.E. of Oconee County; The Dream Center of Pickens County; The Parenting Place – Pickens County; United Way of Anderson; United Way of Oconee; and United Way of Pickens.

WorkLink SC Works services and information can be found at www.worklinkweb.com or through our social media accounts on Facebook, Instagram, and Twitter. Staff promotes the SCWOS mobile app to participants.

A list of popular job search websites are offered in our welcome packets and online at our website.

5. *SC Works Center offers a consistent menu of job seeker services.*

Staff response: Career, training and other services proscribed in WIOA Section 134(c) and TEGL 4-15 are available and accessible in the SC Works Centers.

Labor exchange services provide labor market information to the individuals seeking services, and specifically include:

- Job vacancies in labor market areas
- Information on job skills necessary to obtain the jobs
- Local, in-demand occupations and related earning potential
- Opportunities for advancement in those occupations

The Clemson SC Works Center provides the following career services:

- Outreach, intake and orientation
- Initial assessment
- Labor exchange services
- Eligibility for services
- Referrals to programs
- Performance and cost information

- Information on unemployment insurance
- Financial aid information
- Follow-up services

Additionally, the Clemson SC Works Center and/or partners provide appropriate services for individuals to obtain or retain employment. These services include, but are not limited to:

- Individual Employment Plan (IEP)
- Career planning and counseling
- Comprehensive assessments
- Short-term prevocational services
- Internship and work experience, including transitional jobs and industry partnerships
- Workforce preparation
- Out-of-area job search
- English language acquisition
- Financial literacy

6. *SC Works Center staff provides job seekers services they need as efficiently as possible while maintaining a customer service focus.*

Staff response: Each SC Works Center has a policy in place to handle large crowds at once. We have assessed and identified locations for individuals to wait and to serve groups in various locations. Staff are trained to expedite groups through the process as quickly as possible, but still provide quality services. Staff have been identified to be immediately available for large scale events, and all remaining partners are on-call to assist if needed.

The resource room attendants have a list of appropriate triage questions to help assist customers with their needs. This list of triage questions were issued by DEW. The resource room attendants are trained to identify barriers to employment and make appropriate referrals.

Each SC Works Center is in the process of implementing the online check-in portal in SCWOS. Staff are immediately notified of appointment arrivals. Customers without appointments are immediately engaged with staff in the resource room to determine next steps or allowed to access a computer for their job search. Resource room staff also work with customers to discuss SC Works Center offerings, workshops and initial informal assessments to determine next best steps for each customer.

7. *SC Works Center will have a well trained staff.*

Staff response: Each partner agency has its own robust training program for staff to participate in as part of the on-boarding process. Beyond the program specific training, all partner staff is offered the opportunity to participate in Career Development Facilitator training, SC Works Center orientations for partner staff, and center-wide trainings that may include: customer service, serving those with disabilities, emergency procedures and safety training, appropriate etiquette for those with disabilities and animal guides, sexual harassment, non-discrimination, EO training, office procedures and expectations, and other similar non-program specific trainings. All staff will be scheduled to complete the “Next Step” training program available thru DEW.

Receptionists are commonly work experience individuals through our SCSEP program partner. The Operator has developed a training program specifically designed to get them up-to-speed on how to handle the front desk duties and answer telephones.

8. *SC Works Center will have a well-equipped resource room with trained staff to provide a broad range of job seeker services.*

Staff Response: Each SC Works Center currently has at least one Workforce Specialist permanently stationed in the resource room. Workforce Specialist team members are trained to assess the needs of the job seekers as well as how to refer to partners. Partners are offered the opportunity to serve customers in the resource room as well.

The Clemson SC Works Center Resource room offers 12 computers and an ADA accessible computer with accompanying technology to make navigation easier. Each SC Works Satellite Center have computers available that have accommodation features included.

The WorkLink region has formed an outreach team that meets on a regular basis to discuss strategies for communication and engagement with partners, job seekers, employers, and community resources. Out of these outreach meetings, staff has developed presentations, flyers, handouts, and posters that communicate our services, employer needs, partner services, and community resources. The Center also has a bulletin board that hosts career pathway information and success stories. Workshop calendars, community resources, partner schedules, and employment opportunities are all available in the resource room.

All SC Works staff in the Centers have information on community resources and are able to appropriately refer individuals to services that may meet their needs.

9. *All customers learn about the full range of services that are available through the SC Works System in a customer-focused, program neutral way.*

Staff response: The WorkLink website offers an orientation to the SC Works system in the WorkLink region. SC Works Center staff offers a variety of information through the welcome folders, group orientations, flyers, signage, and a help desk. All staff have been trained to talk about what the SC Works Centers offer. Staff determine the needs of customers and then offer options that may meet the needs of the customers. The orientation presentation gives a brief overview of all partners in the SC Works system, and partners are encouraged to be present at each orientation to discuss their program and offerings in detail.

10. *SC Works Center offers effective assessment and career guidance services to all job seekers.*

Staff response: All staff have either completed the Career Development Facilitator training or have been scheduled to take the training classes.

SC Works Clemson offers assessments to individuals primarily through SCWOS Career Explorer. This online, free assessment is 15-20 minutes long and assesses interests and aptitudes. Further exploration of the participant's work history and labor market information associated with career interests allows Workforce Specialists to determine if further assessment and career guidance is needed. Staff is also able to direct customers to free career assessments online. Each partner program has identified their assessment process for program participation.

The Clemson SC Works Center currently offers basic skills through on-site GED and ESL classes twice per week. Each of the SC Works Centers offer job readiness workshops on a weekly basis. Computer literacy is offered through a workshop basis or through one-on-one assistance from a partner agency. Referrals are given to those that require significant assistance.

11. *SC Works Center provides resources to assist customers with marketing themselves for employment.*

Staff response: The Clemson SC Works Center offers assistance to customers that need further help with preparing to market themselves. A monthly workshop schedule

promotes resume writing, job networking, interviewing techniques, internet navigation, job search techniques, and financial literacy. These workshops are open and free to the public, and can be found online at <https://dew.sc.gov/individuals/workshop-calendars>. Tips are also posted on social media accounts.

12. Every SC Works Center will have information on as many jobs as possible.

Staff response: All customers are asked to register in SCWOS. SCWOS is South Carolina's job search database and offers a spidering service to outside websites. In addition to this, other popular websites are listed in SC Works welcome packets for job seekers to utilize. We offer workshops on how to conduct a job search in SCWOS, as well as how-to guides for job seekers to take with them. Included are a list of staffing agencies in the area, state and federal job search databases, as well as other links to social media and the WorkLink webpage.

13. SC Works Centers help job seekers advance their skills, education and occupational skill attainment.

Staff response: Information about Career pathways and recommendations on what to do next to further their career are available through brochures and a success story board in each Center. Case Managers are directed to talk about career pathways with customers requesting assistance with their career and training opportunities.

Each SC Works Center has access to financial aid applications through partnerships with Tri-County Technical College and through their website. A list of eligible training providers is available online and includes both short-term and long-term training options. Customers may also access information on non-eligible training providers as well. For those that need assistance in financial planning for education and training, a case manager from one of our partners will be able to assist them.

VIII. CORRECTIVE ACTIONS – JOB SEEKER STANDARDS

No corrective actions needed at this time.

IX. BUSINESS SERVICES

*Back-up documentation is available electronically or in paper format for most items listed below.

1. There is a fully integrated multi-agency business services team comprised of representatives from each of the federally mandated partners.

Staff response: The Business Service Integration Team formed in the fall of 2012. As time has passed, the team has grown from the CORE partners mandated under WIOA to include community resource partners as well. Meetings are held quarterly and feature guest speakers, partner announcements, and employer needs. Each program has the opportunity to discuss needs in their programs to reach goals.

Team members include: WorkLink, WIOA, DEW, DSS, Vocational Rehabilitation, Wounded Warriors Project, Adult Education, Tri-County Technical College, AIM, EEDA, Veteran's Programs, ReadySC, Ripple of One, Salvation Army, Goodwill, and Economic Development (Anderson, Oconee, and Pickens).

2. *The Business Services Team is facilitated as a unified activity.*

Staff response: The WorkLink Workforce Development Board voted to have the WorkLink Business Service Representative be the team lead for PY17. Each year the Board will review the list of BSIT members and elect a Business Team Lead each year from amongst those members.

All team members have agreed under our Business Engagement Plan to assess employer needs and make appropriate referrals to partners for follow-up. Each quarter a partner program is featured discussing the business and program services that they offer.

The team has agreed to adopt the SCWOS CRM module as the primary database for employer contacts. Each team member has received SCWOS training on the SCWOS CRM module through one of the Business Service Integration Team Meetings. Partners have been given the opportunity to have "view-only rights" in SCWOS that will allow them to view and post case notes on employers and their interactions. Business card sharing and networking are promoted at each Business Service Team Meeting to encourage connections and real-time communication. Each team member is included on email blasts.

Further, email blasts are sent out from DEW business representatives and the Business Lead regarding immediate hiring needs, job fairs, and hiring events.

3. *Businesses are consulted on their workforce needs.*

Staff response: The Clemson SCWorks Center offers two DEW Business Consultants, who work with employers on a daily basis to meet their hiring and workforce needs. Assessments are targeted in such a way that they are able to identify

key needs of the employers and to make the connections with partners that will meet identified needs.

In addition to this, the Clemson SC Works Center hosts, on a quarterly basis, a Business Integration Team that includes all workforce development, economic development, educational, and community-based organizations that would like to participate. The goal of the group is to build a workforce team to support our local employers, and share information about our resources and the needs of employers in a real-time, face-to-face manner.

The Clemson SC Works Center works closely with economic development, specifically with new and existing industry projects. As soon as the Economic Developers are free to invite partners in, DEW Business Consultants along with other partners, participate in roundtables with the employers to discuss and develop a hiring or workforce retention plan specific to the companies.

The Clemson SC Works Center is available as a center for WIN testing to meet the demands of business' workforce needs. Three center staff members are trained WIN administrators and proctors.

Further the WorkLink WDB participates in regional focus groups with employers as part of the Sector Strategies for the region. This information is then shared with our local Business Service team members.

WorkLink WDB developed their five year strategic plan in the Spring of 2015. As part of the Strategic Plan, the WorkLink WDB engaged various employers in the planning process through focus groups. As a result, the Board set the following goals for businesses:

- Continue to build a better understanding of the employee skill level needs in the area through better coordination with work force development partners.
- Increase the number of employers using the Work Force Development system and services by X% per year.
- Increase opportunities for existing and displaced workers, veterans, persons with disabilities, and youth through promoting On the Job Training, apprenticeship, and other “work-based learning” programs with businesses in the region.

The WDB OneStop Committee continues to work on these goals, setting precentages, strategies, and expectations for staff and partners to accomplish to better meet the needs of employers. The OneStop Operations also bi-monthly reviews usage reports for Employer services to evaluate trends.

The Business Services Integration Team team is working diligently on the Strategic plan goals set forth by the WDB, and the business engagement goals set forth by DEW and by Department of Labor under WIOA.

4. *The Business Services Team operates from a written LWDB business engagement plan designed in response to business needs and that supports the vision of the SWDB.*

Staff response: The WorkLink WDB has a written Business Engagement Plan that details what the target industries will be. The Business Services Team receives goals from the SC Department of Employment and Workforce and tracks its progress towards accomplishing those goals.

5. *There is a link between the activities of the Business Services Team, economic development and education entities.*

Staff response: Both educational entities, such as Tri-County Technical College and Adult Education, and economic development offices from the three counties have been included in the team meetings and share information as appropriate with industry needs. ReadySC also participates in the BSIT meetings. Each partner is involved with any strategic planning conducted either by the BSIT or by the Board.

There are also members of the team that work closely with the Economic Development Team on an ad hoc basis to assist with hiring needs of companies expanding or re-locating to the area. In particular, DEW Business Representatives are asked to accompany Anderson County Economic Development with new or expanding industries. WorkLink's Business Services Liaison works hand-in-hand with each of the local Economic Development teams as part of the Incumbent Worker Training and On-the-Job Training grants. In addition, our local Regional Workforce Advisor with the EEDA assists with coordination of education and economic development connections in our area. For example, both Economic Development and the EEDA coordinate with the local SC Works Center to host the AOP Business and Industry Showcase for eighth graders each year. The Showcase allows students to have an introduction and interaction with in-demand industries in the WorkLink region. DEW Business Consultants and the Business Services Liaison from WorkLink have planned and taught employment workshops to local high school students as well. They have also participated in planning high school job fairs for senior students. The Business Engagement Team members have the opportunity to volunteer to assist at these events.

6. *Satisfaction with both processes and outcomes is measured for existing business customers.*

Staff response: The Clemson SC Works Center has adopted a customer satisfaction survey for employers. Each program follows up on their respective programs to find out how effective their specific program was in delivering the services promised.

Customer Service Satisfaction data is reviewed on an ongoing basis and changes are made as appropriate.

7. *The workforce area offers a consistent menu of demand driven services.*

Staff response: The WorkLink Workforce Development Board and its BSIT members have adopted a menu of services that will offered in the WorkLink region.

Offerings include:

- Job Postings
- Applicant screenings
- Customized recruitment
- Job fairs
- Provision of labor market information
- Interviewing space and scheduling
- Provision of information and referrals to tax credits, community resources, federal bonding, Americans with Disabilities Act, Veterans Services
- Incumbent Worker Training
- On-the-Job Training
- Customized training
- Information on Unemployment Insurance
- Rapid Response services
- Trade Adjustment Assistance (TAA)
- Veterans Employment Services

As needed/requested, WorkLink will provide the following:

- Customized services for significant company or industry dislocations
- Access to WIN testing
- Labor Market Information workshops

X. CORRECTIVE ACTIONS – BUSINESS SERVICES STANDARDS

No corrective actions needed at this time.

WorkLink Region SC Works Operations Plan

4/17/2019



Prepared by: **WorkLink Staff, Eckerd Workforce Development (SC Works Operator) & our Partners**

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Executive Summary

In preparation for the One Stop Certification, the South Carolina Department of Employment and Workforce (SCDEW) asked all of the Workforce Boards to submit an operational plan. The plan focuses on the daily operations of the comprehensive center. The Plan has been prepared with the involvement of several partners that worked as part of a committee to provide input into the operational plan for the Clemson Comprehensive Center. SCDEW, Eckerd Workforce Development (the contracted operator for the WorkLink Workforce Board), AARP, WorkLink, and Tri-County Technical College all sent representatives to the meetings to provide their input. These partners were invited due to their involvement with the comprehensive center. Eckerd Workforce Development was assigned to write the report with the help of the committee's recommendations.

The committee met several times to help Eckerd Workforce Development prepare to draft the operational plan for the Center. The committee discussed many ideas, topics, and thoughts to help drive the operations for the Center. This plan includes many of the suggestions and recommendations of that committee.

Objective: The objective is to effectively and efficiently manage the WorkLink SC Works System and Comprehensive Center within the Vision, Mission, and Core Values established by the WorkLink Workforce Development Board and in accordance with all Federal, State, and Local Regulations and Policies. We will accomplish this with a fully coordinated and integrated customer service strategy that is local market driven and offers accessibility, convenience and customer choice.

Management Philosophy: Our management philosophy is (1) our employees and our partner employees are our greatest assets, and (2) quality job performance builds our business and credibility in the community. When we perform at or above our customers' expectations, we are usually rewarded with more opportunity to serve more Businesses and Job Seekers alike.

WorkLink System Customers: Our customers are in three primary groups (1) job-seeking customers, (2) employer customers, and (3) the WorkLink Workforce Development System Partners. We define quality service to these customers as a focused, integrated seamless delivery process and excellent customer service, quality career management, and effective job placement to ensure their long-term success.

Performance Management: The WorkLink SC Works System understands that the term quality assurance requires collective action and accountability. True continuous improvement is a result of systematic planning, execution, coordination and verification. The SC Works System Management Team has a central role in developing processes and mechanisms to stimulate consistent, proactive dialogue with the WorkLink Board staff throughout the relationship. In addition, the Management Team focuses on internal communications, coordination of various partnering organizations, and benchmarking to identify and apply organization wide Best Practices. We motivate staff from different organizations and backgrounds through our efficient delivery design structure and our ability to track and report progress. Through this process, we collectively become as strong as our strongest practice. WorkLink SC Works and our customers reap the benefits.

Staff Development: Training is a vital part of our continuous improvement program. We believe that exceptional supervision and systematic accountability mechanisms are crucial to performance. Continuous staff development through training, job related certifications, and ongoing meetings to communicate customer service expectations are crucial to the long term success of the system. We emphasize to staff that every customer is different and our ability to customize solutions in response to unique requirements is key to each individual's success. In summary, every customer should expect nothing less than best-in-class service from every employee.

Strategic Plan Goals of the WDB:

1. We will understand the skill level of the workforce.
2. We will involve business in the WDB and WDB activities.
3. We will integrate the workforce development system.
4. We will create a common theme for the WDB and the workforce system.

Linking Employers & the Workforce

Business Overview

Governance & Oversight

The SC Works system provides employment services and training opportunities to employers and job seekers consistent with the vision and mission of the governing body: WorkLink Workforce Development Board (the “Board”).

The Vision, Mission, and Core Values of the Board for the WorkLink SC Works System are:

Vision Statement: To have a fully employed, skilled workforce.

Mission Statement: To develop the link between employers and the workforce.

Core Values:

- Service to the community
- Commitment to the plan
- Knowledgeable /trained Board members
- Responsiveness
- Excellence
- Supreme customer service
- Desire for excellence
- Good stewardship
- Fostering/enhancing existing relationships

The Board’s authority is established in both Federal and State legislation. The South Carolina Appalachian Council of Governments (SCACOG) serves as the Fiscal Agent for the Board. The Board and the SCACOG have a separate agreement that specifies the authority and responsibilities for each. The Board has the responsibility for building a one stop system that coordinates resources across 18 federal funding streams. The Board, through its fiscal agent, is the direct recipient of WIOA Adult, Dislocated Worker, and Youth funds. The Board may receive additional funds from time to time from a variety of sources, but primarily through the funds administered by the SC Department of Employment and Workforce (SCDEW).

Business Model

The Workforce Solutions Model is focused on increasing the skill sets and employment levels of the workforce by assisting individuals in obtaining or improving the level of employment that leads to self-sufficiency through services delivered in a seamless and integrated delivery system while focusing on the needs of business and industry of the region. Additionally, the system should eliminate duplication of services, reduce costs through collaboration, enhance participation, accommodate the demand needs of employers and improve customer satisfaction.

SC Works Centers

The Board has developed an SC Works system that has a comprehensive center near the geographic center of the WorkLink area, and placed satellite centers in each of the three counties within the region. The comprehensive center located at 1376 Tiger Blvd, Clemson SC 29631. The comprehensive center consists of all mandated (by WIOA legislation) partners, co-located or technologically linked. The satellite sites consist of two or more partners’ co-located in the same facility. The satellite locations are:

Linking Employers & the Workforce

SC Works Seneca Tri-County Technical College Oconee Campus QuickJobs Development Center 104 Vocational Drive Seneca, SC 29672 (864) 646-1741	SC Works Easley Tri-County Technical College Easley Campus QuickJobs Development Center 1774 Powdersville Rd. Easley, SC 29642 (864) 220-8990	SC Works Anderson Tri-County Technical College Anderson Campus QuickJobs Development Center 512 Michelin Blvd Anderson, SC 29625 (864) 260- 6780
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Customers

The Clemson SC Works Center (the Center) is in the business of serving and meeting employer needs primarily and job seekers secondarily.

Business Customers (Employers)

Strategic Reason – The Business Customer (Employers) are one of two primary customers of the workforce system as their demand for a skilled workforce drives the training and development of the Job Seeker Customer group. Business and Industry create jobs while the citizens of the surrounding communities fill those jobs. Both are needed to generate tax revenue to support our governmental infrastructure that provides Workforce Development Services to both groups.

Job Seeker Customers

Strategic Reason – Job Seekers are the citizens of our communities that are seeking to obtain employment or improve their current employment situation. This group includes everyone that is at an eligible age to work which typically begins at the age of 16 years old. This group is seeking basic guidance and access to free resources as well as access to more intensive or even training opportunities.

The Center serves many different types of job seekers. These job seekers can have varying barriers to employment. These barriers include:

- Disabled
- Veterans
- Low-Income
- Career Changers
- Re-Entry Ex-Offenders
- Older Workers
- Unemployed
- Chronically Unemployed
- Emerging Workforce
- Others
- Low-Skilled
- Underemployed
- ESL
- Transitioning Workforce

SC Works also serves employers. Characteristics of businesses that are typically served through the SC Works Centers can have similar characteristics some of these characteristics are:

- Hiring (New Start-up)
- Expansion
- Layoff or Layoff Aversion
- Incumbent Worker Training

Products & Services

Description of Products & Services

The center offers many different products and services geared toward employers and job seekers. A list has been provided for both groups. The list contains services that may be provided to both sets of customers from the center.

Section I – Common menu of basic employer services to be offered:

1. Job Postings – Online, phone call, fax, in-person
2. Applicant screening and referral to employer specifications
3. Referral to Professional Testing (Typing, Basic Skills, Microsoft Office)
4. Customized Recruitment (Hiring Events)
5. Job Fairs
6. Provision of Labor Market Information
7. Interviewing Space, Scheduling
8. Provision of information and referral related to:
 - a. Tax Credits
 - b. Community Resources
 - c. Federal Bonding
 - d. Americans with Disabilities Act (ADA)
 - e. Veterans services
9. Incumbent Worker Grants
10. OJT
11. Referral to Customized Training
12. Information on Unemployment Insurance (UI)
13. Rapid Response services
14. Trade Adjustment Assistance (TAA) information and services
15. Veterans Employment Services

Section II – Expanded List of Employer Services:

1. Customized services for significant company or industry dislocations
2. Referral to WorkKeys®/WIN Career Readiness Certificate testing
3. Referral to Database of WorkKeys®/WIN Career Readiness Certificate tested applicants
4. Labor Market Information packets and brochures

Section I – Common menu of basic job seeker services to be offered to all job seekers:

1. Outreach, intake (which may include worker profiling and rapid re-employment services)
2. Initial assessment
3. Eligibility and service information for all partner workforce development and support programs (e.g. education, public assistance, childcare)
4. Job search assistance, career information and career guidance
5. Resume development services
6. Job matching and referral
7. Local, regional, and statewide labor market information
8. Information on financial aid, including unemployment insurance (UI)
9. Instructions on filing an unemployment insurance claims or unemployment insurance issues Information on:
 - a. Certified education and training providers
 - b. Local performance outcomes of training providers
 - c. Job fairs and supportive services
10. Orientation to use of personal computers for utilizing virtual tools available through the One-Stop system, including resume software, and enabling job seekers to perform job search activities, secure an email address and use email, and conduct research on employers.
11. Job search/self-marketing skills training (workshops).

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12. Information about Entrepreneurship development skills.
13. Access to free virtual tools for job search, self-assessment and career development

Section II – Common menu of services for those enrolled in WIOA or partner programs:

1. Comprehensive assessment of knowledge, skills, abilities, and interest by use of various assessment tools
2. Development of individual employment plans
3. Individual career planning
4. Case management
5. Occupational skills training
6. On-the-job training
7. Referrals to programs or programs that combine workplace training with related instruction
8. Referrals to Adult education and literacy activities
9. Referrals to customized training

The Center can also provide special services to accommodate those customers who may have special needs.

For example:

- **Disabled** – Special Accommodations
- **English Language Learner** – LEP (Limited English Plan)
- **Veterans** – Priority of Services
- **Older Workers** – SCSEP Program

The center can also help businesses with special needs or in special circumstances such as:

- **Employers that are Hiring** – Hiring Events & OJT
- **Employers that are Expanding** – Referral to ReadySC™
- **Employers that are experiencing Layoffs** – Referral to Rapid Response

Competitors

In the SC Works Center most of the would-be-competitors are in fact partners. Learning to work together is vital to serving the customer. The competition that the Clemson SC Works Center staff must keep on the radar is the customer's perception. The customer has high expectations for what the staff can do for them, and the SC Works Center must strive to live up to those expectations.

Market Niche

The Center has to realize opportunities in the area to make the customer experience better. Some tools such as the Labor Market Information can help better the customer experience. According to the Labor Market Information provided on the WorkLink Community shows possible market niches for the WorkLink area. The following levels of numbers of employment by industry were presented:

- Manufacturing – 23,000
- Retail Trade – 15,662
- Health Care/Social Assistance – 15,174
- Educational Services – 15,150

The data demonstrates that manufacturing in the area is the biggest employer. The center should know that the biggest employer in the area is manufacturing and be prepared to react accordingly.

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Outreach Plan

Targeting the Message

SC Works will outreach to both employers and job seekers. The center should reach out to employers who are hiring, expanding or in a layoff if it can meet their specific needs. A major part of the outreach to businesses will be the efforts of the Business Services Team with brochures and flyers. Market and outreach to job seekers by keeping it simple, general information on location of centers, services, and finding jobs.

Outreach Methods

Outreach Methodology	
1. Traditional Marketing	
a. Newspaper – Ad in Classifieds about new locations with basic services list	
b. Billboards – with locations throughout the three county region (In place)	
c. Print Material – SC Works Brochures & Flyers announcing location changes, orientation today's & times, and services for disbursement in the community	
d. Identify low cost and free Internet Advertisement opportunities	
2. Presentations	
a. Develop new PowerPoint Presentation Materials	
b. Develop an Elevator Speech for staff to use in Community Presentations and meetings	
c. Engage more Business & Industry involvement in Core Workshops	
d. Develop new Rapid Response Packages	
3. Internet Presence	
a. Review the WorkLink Website to see if we can make any updates	
b. Look at the use of Facebook, Twitter, Blogs, YouTube, etc.	
c. Integrated links on Partner Websites to drive traffic	

Partners Role in Outreach

All mandated partners will be given information on job seeker services. SC Works WIOA staff will do presentations about new locations. All Business Service staff will be trained on all employer & industry workforce development services and will work with employers to identify needs. Each partner will be responsible for sharing labor exchange information. Partners will attend partner meetings to inform other partners about the center and its products and services.

Measuring Results

As a part of the Outreach Plan and strategies each of the areas identified above will be measured through Customer Feedback. Part of our customer satisfaction survey in the next section will ask about how they heard about us and our services. For internet based outreach we are able to quantify the traffic based on the number of visits and actions taken by individual users that visit the sites. In the case that we receive negative feedback as a result of specific outreach strategies we will re-evaluate the measurable data and determine whether or not to continue with that strategy or element within our plan.

Performance Outcomes

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Performance Metrics & Goals

The center needs to measure success. To measure success center statistics need to be looked at over time and in context. The Usage Report measures the following data:

Job Seekers Services

- Center Traffic - Total Customer Count & by Center location
- Individuals that Registered – Total & by Center location
- Unduplicated Customer Count – Total & by Center location
- Job Search Services – Total & by Center location
- Workshop Attendance - Total

Employer Services

- Internal Job Orders/Employer Job Openings – Total & by Center location
- Services Provided Employers – Total & by Center location
- Hiring Events - Total & by Center location
- Entered Employments - Total & by Center location
- Rapid Response Events – Total

The operation plan committee discussed the importance of looking at the data from the new delivery service model to the future. The historical data for the center, and the satellites, will be skewed since it contains higher attendance from Unemployment Insurance (UI).

Partner Performance Metrics & Goals

Partner Performance Metrics and Goals are included in the overall SC Works System Performance Metrics and Goals listed above. Included in these metrics are the WIOA and Wagner Peyser Federal Performance Measures as tracked by our Usage Report and WIOA Dashboard. Additional work is needed in this area to better articulate and link each Partners Individual Metrics and Goals to the overall system. The committee identified this as an area of improvement that will benefit the overall system.

Data Types & Collection Methods

Data is being collected in multiple ways. The primary source of system wide data is from SC WOS the State Workforce Reporting System established by SC DEW. There are other metrics that are not captured in SC WOS and tracked externally and locally within the System and/or Centers.

Measuring Customer Satisfactions

The operation plan committee discussed the underutilization of the current customer service survey and how it could be made more “user” friendly as well as if and how it could be utilized to collect, distribute, review, address in order for results to be reported.

The team decided to narrow the survey to six (6) basic questions and have a job seeker complete when in the Center. Staff would enter the data digitally so it could be tabulated through Eckerd Workforce Development.. The following questions will be included on the survey:

1. What is your primary reason for visiting the Center?
2. During my visit, SC Works Staff were (choices of available, knowledgeable, helpful, etc.)?
3. The following services/resources were helpful to me (choices of computer assisted job search, workshops, individual counseling, coaching and access to available equipment, referrals to other services, agencies & printed materials)?

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4. While at the SC Works, I found the following resources easy to use and understand (same as previous question)?
5. How satisfied were you with the range of services, quality of services, timeliness of services, and understanding of the next steps for your job search?
6. Is there anything you would like to add to help us improve services?

Communication and sharing information is the key component and should be shared during Partner meetings. SC Works is a team and if one part of a whole and that when one part is falling short then others should step in to help.

Performance Accountability

Performance accountability is in place and very structured for Wagner Peyser and WIOA Services within the Center. Performance is tracked through structured follow-up services to customers. The WDB will address system wide performance issues to include all System Partners. The System Operator and Center Management are responsible for the accountability of Partners to established MOU's and Infrastructure Funding Agreements. Each of these are reviewed quarterly and renegotiated annually.

Communication to the WDB

Communication to the WorkLink WDB will flow from the Partner Consortium, through the Operator (Eckerd Workforce Development, Inc.) to the WorkLink Program Director, to the OneStop Operations Committee, to the Executive Committee or Finance Committee or both, and finally to the full Board. Matters of Policy, Operators Contract, Performance issues or any other type situation that requires a vote is taken to the Workforce Development Board for a decision.

Management & Organizational Structure

Management Structure

Overall System

The Workforce Development Board (WDB) has selected the OneStop Operations Committee to oversee the Adult and Dislocated Worker WIOA grant and hired the Operator to manage the SC Works Centers.

SC Works Comprehensive Center

Eckerd Workforce Development was hired by the WDB as the Center's Operator and Center Manager. SCDEW Regional Manager is also part of the Center Management team. Since SCDEW provides many pieces of the job seeker services their management must communicate with the operator, center manager, and WDB.

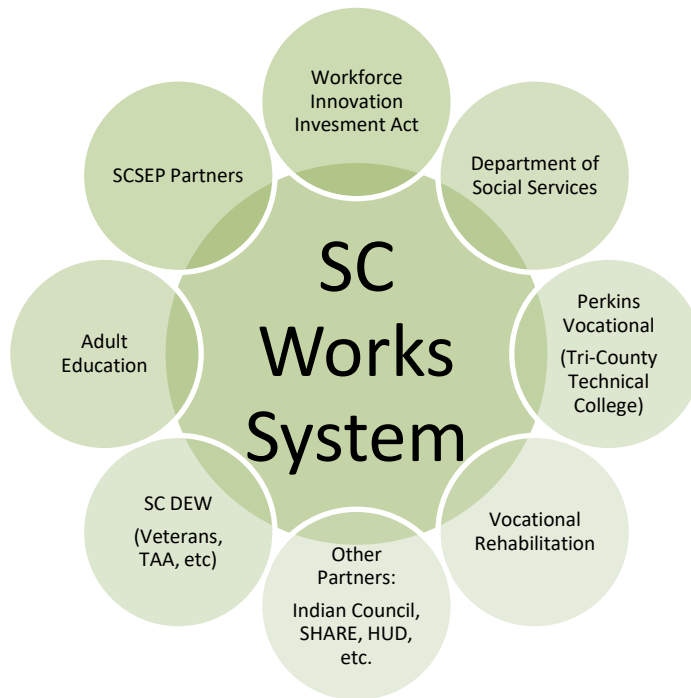
In the current management structure the SC Works Comprehensive Center Operator also plays the role of the Center Manager. The Center Operator is responsible for building the partnerships and maintaining the referral processes within the system. The Center Manager oversees the physical locations of the SC Works Centers.

Organizational Chart

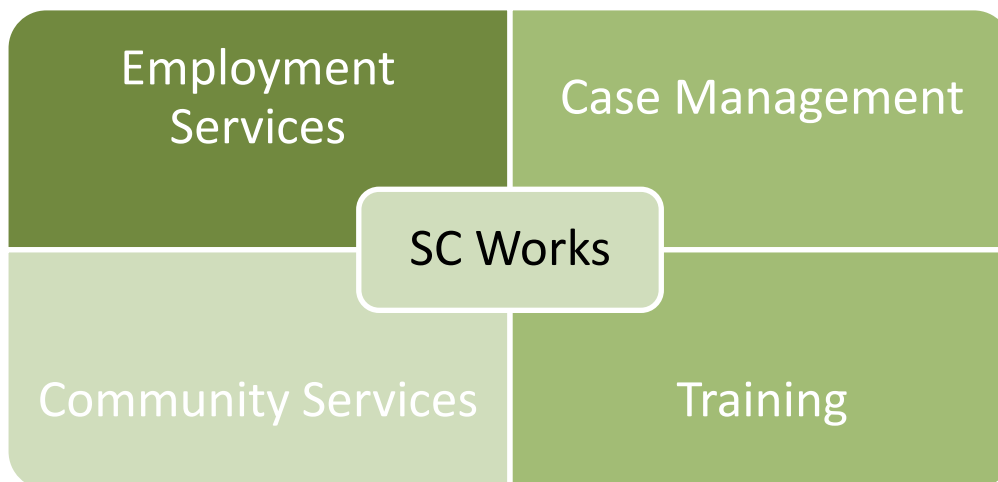
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The overall workforce development system organizational structure is a “Referral” system with the idea of moving toward a “Co-Located” system that would be functionally driven. Ideally, we will strive to be an “Integrated” system which the Department of Labor, DOL, has intended since the inception of the Workforce Investment Act, WIA, in 1998.

Current Structure (Referral based system):



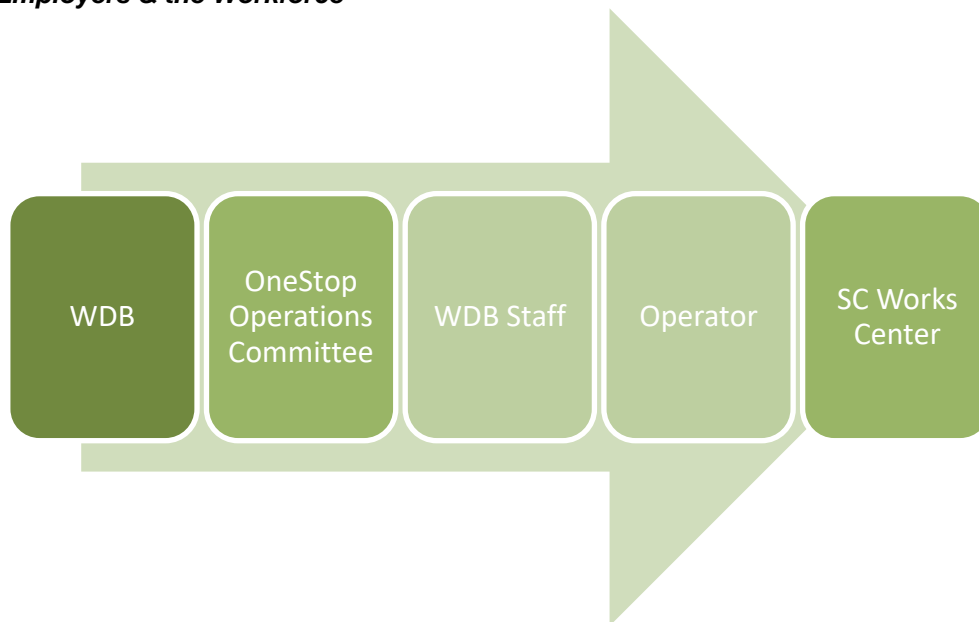
Ideal System (Fully Integrated System)



Communication Processes

The Board communicates to the centers through the Operator in the following communication flow:

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Most of the communication is done via email. The Board communicates to the operator through the OneStop Operations Committee through meetings and emails. The operator passes the Board's instruction to the partners through emails, instruction, and partner meetings.

Decision Making Process

Some of the decisions being made by various management positions throughout the system include:

The SC Works Comprehensive Center Operator – the Operator will call meetings; ensure Partners are there, promote good communication, etc.

Center Manager – the Manager will secure the meeting room and ensure all materials are available for the meeting.

Center staff collectively – Referrals; decide where customers should go as a procedural issue.

Single Partner agency – Staffing; ensure each site is staffed adequately; and manage their staff.

Staff Development & Training

The team discussed the need for staff cross training and a Staff Development Matrix is being developed to demonstrate the existing staff certifications and training received that will serve as a Gap Analysis tool to see where additional training and/or certification programs can be put in place. One area discussed that is already in place is Customer Service Training for all staff.

Center Accessibility

Center Maintenance

Facilities are:

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- **Clean** – The Center currently has a contract with Green Solutions Group LLC for providing daily custodial services.
- **Designed in a customer friendly manner to enable easy customer flow, easy usage of the resource room and privacy for customers meeting with staff** – The flow recommended by WorkLink was from the Resource Room out to offices and back through the Resource Room.
- **Compliant with ADA requirements** – The Center currently has computer accessibility items in place and a designated restroom which are compliant with ADA requirements. Signage for accessible spaces is installed. There is currently a ramp at the end of the walkway however; a ramp should be placed in front of the building for easier access. The team agrees with a recommendation for the first 3 parking spaces to be used for ADA wheelchair access with a ramp being installed in the front of the building.
- **Secure (personal information, IT, files, facility, etc.)** – All staff has keys to the entry/exit doors and can lock at the end of the day. The custodian with Green Solutions Group LLC also ensures the doors are locked every evening. The City of Clemson Police department performs a weekly drive-by checking the security of the facility. Trehel, property owner, has plans to place lights along the rear of the building for better lighting & security. Resource room has Deep Freeze, a program that wipes personal information from computers at the end of each day. DEW has a secure VPN tunnel and Eckerd Workforce Development has a secure router in place directly routed to their corporate offices. Eckerd Workforce Development also has a secure guest account in place for Wi-Fi access with public use locked so that anyone wishing to gain access must obtain login credentials from staff. All files are kept locked in storage room cabinets and shredded when needed.

Center materials are:

- **Up-To-Date** – *Printed materials are continually checked for up-to-date information with assistance from the Resource Room staff ensuring the printed materials are up-to-date. Note: Spanish versions are available and works are in progress to have a bilingual person onsite for translation need*
- **Easy to read** – *Current materials are easy to read and follow.*
- **Integrated** – *Materials are integrated.*
- **Plentiful** – *Center Manager and Resource Room staff work together to keep materials well stocked.*
- **Available in a variety of formats (including access for the disabled)** – *Materials are currently available in a variety of formats and are accessible to meet the needs for disabled individuals.*

It is important to keep equipment up-to-date in the center. Technology Solutions currently has the contract to maintain the computers in the Resource Room and Green Solutions Group LLC has the contract for custodial service and ensures the computers are cleaned and dusted on a weekly basis. If a need arises, it will be communicated to the Center Manager or the SCDEW Regional Manager who will communicate to the WDB and/or DEW in the case a new equipment purchase is necessary.

Center Staffing

Currently there is the availability of staff and equipment/machines to assist with disability issues; printed partner and resource materials are available. We will strive to have staff that is specifically trained in certain areas but all will be cross trained to work where and when needed to assist with all customers as well as those with Special Needs.

Maximizing Center Staffing

Another part of meeting customer's needs is getting extra help for the center(s). The Comprehensive Center has plans for a placement through the SCSEP program that places volunteers. There is also a program the SCDEW is looking in to for providing an internship for the Resource Room. WorkLink is working on the host agency agreement with other SCSEP partners. Vocational Rehabilitation is currently co-locating in the

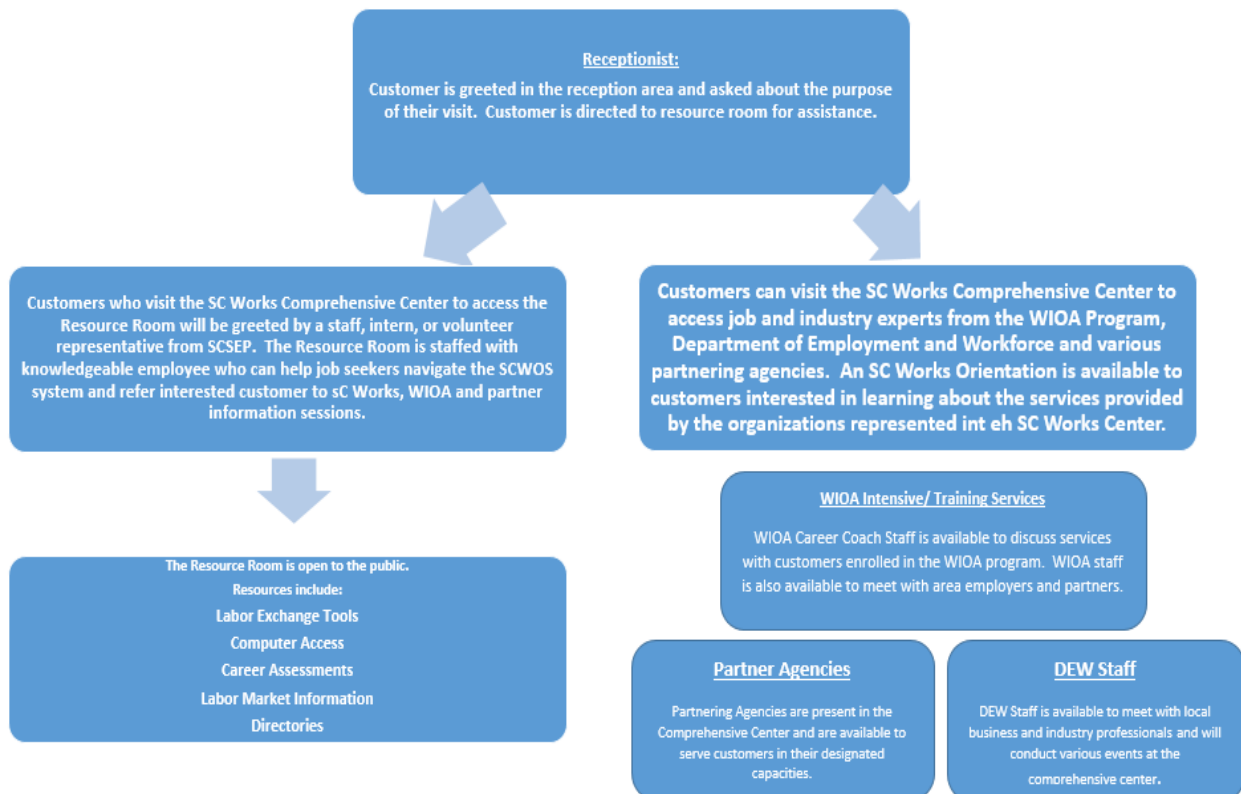
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Comprehensive Center as well as in the Satellite locations on a weekly basis. At the present time, a DSS/SNAP and DSS/Workforce Consultant partners are co-located as well.

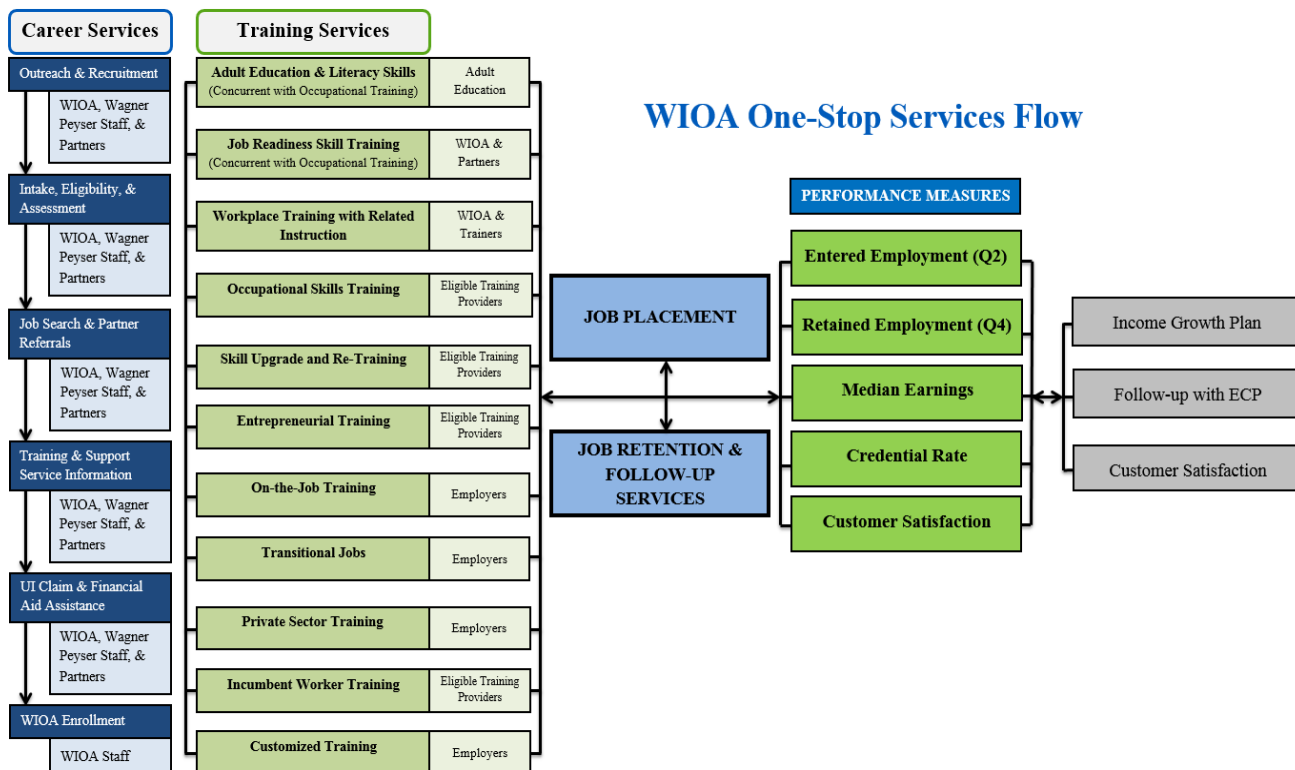
Services Flow

Flow of Services & Customer Access

Below is a Customer Flowchart of the Comprehensive Center and below that is a Customer Flowchart of the System to show how customers can move through the center and the system. The current Routing Slip shows what a customer's options in the center are when they come in for services.



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Incorporating News Services or Products

Along with the Routing Slip the Center uses other tools to inform visitors of the different services available. The Center can showcase new services in the Center by displaying them on the monitor in the resource room. The Center utilizes brochures and other handouts throughout the Center, but displays many of them in the Resource Room.

Partner Service Integration & Special Needs Access

There has been an attempt to align our partners together functionally in the Center. Most case management and training services are closest to the Resource Room to make it easier for the public to engage those services. Our goal is to get our customers to the appropriate person/partner so they may receive the assistance they are requesting. Other linkages to partners include printed materials, internet data, and partner referrals.

System & Center Support Needs

Encouraging more partners to co-locate within the centers would give job seekers more reasons to come to the center. Adding more job seekers would prompt more employer interaction as well. For the Comprehensive Center to be more successful it will need more involvement from job seekers, employers, and partners.

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Partner Accountability & Center Support

If partners are not “pulling their weight” the Center will encourage more involvement. The Center has a Memorandum of Understanding with many of the partners involved in the system. These MOUs are designed to encourage participation to ensure the Center’s success.

WDB Support

For the Center to succeed it will need assistance from the local Workforce Development Board. The WDB should provide political assistance to keep all partners involved, provide technical assistance and training for the Center and staff as necessary.

Financial Plan

Comprehensive Center Budget

WorkLink WDB staff retains the master copy of the ***Infrastructure Funding Agreement***.

Partner Budget Contributions

The Memorandum of Understanding helps to outline the plan for sharing costs and resources (it is attached to the Operational Plan). The Infrastructure Funding Agreement is a part of the Memorandum of Understanding and out lines which partners will bring which resources to the Center. WorkLink, the Workforce Innovation and Opportunity Act, and SCDEW all pay into the cost of running the Center. Other partners like SCSEP bring in-kind services, such as volunteers, to help the Center function. The current method of billing is by a Full Time Employee basis. The partners who pay part of the cost are billed on how many full time employees are located in the Center. These expenses are paid on a quarterly basis.

Financial Efficiency Evaluation Process

All the partners involved in the Center should always try to make the Center better. The committee that met to make suggestions for the Operational Plan had a few suggestions for the future of the Center’s finances.

- Our area should look into comparing the Cost Allocation Plan and Infrastructure Funding Agreement to other areas. Seeing how other areas share resources could benefit our Center.
- The Center’s finances and sharing should be re-evaluated regularly. During the billing process the FTE count should be monitored and changes given to the WDB’s Finance Director.

WorkLink Business Engagement Plan

Overview of the Business Services Team

The WorkLink Business Services Team consists of members representing the following agencies: AARP, Anderson County Library, Department of Social Services, **Eckerd Connects**, Economic Development, Goodwill, **National Guard**, ReadySC, **Ripple of One**, **Salvation Army**, SC JUMMP (Rescare), SCDEW (state level, TAA/Trade, Veteran Services, Wagner-Peyser), Tri-County Technical College, Vocational Rehabilitation, and WorkLink. The team is managed as a unified entity by the WorkLink Business Services Lead.

The following chart outlines the roles, responsibilities, and primary deliverables of each partner in providing the Common Menu of basic business services as well as any fee-based services your area provides.

Business Services Provided																
Partners	Job Postings	Applicant Screening/Referrals	Customized Recruitment	Job Fairs	Federal Bonding	Tax Credits	Community Resources	ADA	Veterans Services	Unemployment Insurance	Incumbent Worker Training	On-the-Job Training	Customized Training	Rapid Response	TAA Services	Veteran Employment Services
AARP	X	X	X	X			X					X	X			X
Anderson County Library																
DSS	X	X	X	X	X	X	X									
Economic Development			X			X										
Goodwill	X	X	X	X			X					X	X			
Eckerd													X			
Rescare SC JUMMP		X	X	X		X										
SCDEW										X				X		
SCDEW - TAA Services		X		X	X		X	X				X	X	X	X	X
SCDEW - Veteran Services		X		X	X		X		X							X
SCDEW - Wagner Peyser	X	X	X	X	X	X	X	X								X
Tri-County Tech			X	X							X	X	X	X	X	X
Vocational Rehabilitation	X	X	X	X	X	X	X	X			X	X	X			
WorkLink				X							X	X		X		

The components of the Common Menu of basic business services are defined as follows:

Job Postings – Arrangement in which an organization posts a list of open positions (with their descriptions and requirements) so that job seekers who wish to move to another job may apply. *In the case of SC DEW, a management information system open to all job seekers has been provided for this purpose.

Applicant Screening and Referral – A preliminary assessment of job candidates based on specified criteria which may result in information about an employer being shared with a jobseeker for the purpose of applying for the open job listing.

Customized Recruitment – A process specifically tailored to an individual company in order to match qualified candidates with an employer. Typical customized recruitment efforts include:

- Direct Placement – Assessment and referral of job seekers to employers; assistance to employers' on writing and posting job openings for job seekers
- Facilitation of Hiring – Coordination of screening, testing, interviewing on an employer's behalf
- Workforce Knowledge - In-depth, industry-specific knowledge and expertise

Job Fairs – A career fair (also known as a job fair) is a recruiting event where job seekers meet with multiple employers. Attending a career fair allows job seekers to meet with a variety of employers at one convenient location. The company representatives will provide information about general career opportunities as well as specific details on current openings.

Provision of Labor Market (the nominal market in which workers find paying work, employers find willing workers, and wage rates are determined) related to:

Federal Bonding - The Federal Bonding Program was established to provide Fidelity Bonds that guarantee honesty for "at-risk," hard-to-place job seekers. The bonds cover the first six months of employment. There is no cost to the job applicant or the employer. Bonds are made available through SC DEW.

Tax Credits - An amount of money that a taxpayer is able to subtract from the amount of tax that they owe to the government. The value of a tax credit depends on what the credit is being provided for, and certain types of tax credits are granted to individuals or businesses in specific locations, classifications or industries. For this purpose, tax credits are for employers that are hiring, retaining, or retraining employees.

Community Resources - Any agency, company, facility, or service in the community that provides assistance in supported independence to those at risk.

Americans with Disabilities Act (ADA) – The ADA prohibits discrimination and guarantees that people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life -- to enjoy employment opportunities, to purchase goods and services, and to participate in State and local government programs and services. Modeled after the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, religion, sex, or national origin – and Section 504 of the Rehabilitation Act of 1973 -- the ADA is an "equal opportunity" law for people with disabilities. For this purpose, information may be provided to an employer upon request in order to meet ADA requirements.

Veteran Services – Veteran programs provide intensive, priority employment services to all veterans, including group and individual career coaching, job referrals, resume preparation help, career fairs and job search workshops, job training programs, and referrals to training services.

Unemployment Insurance - Unemployment Insurance (UI) is a nationwide program created to financially help eligible workers, who are unemployed through no fault of their own, while they actively search for new work. The program allows UI recipients to maintain purchasing power therefore easing the serious effects of unemployment on individual households, the community and the state. Employers finance the UI program through tax contributions and in South Carolina, the Department of Employment and Workforce (DEW) administers the UI program according to guidelines established by the South Carolina Code of Laws, Title 41, and South Carolina Code of Regulations, Chapter 47. In South Carolina, the maximum potential to receive state benefits is 20 weeks.

Incumbent Worker Training – We provide training funds for employees needing new skills due to new technology, restructuring, new product lines, and other factors. Funding that significantly upgrades employee skills/wages, helps avert layoffs, and improves retention opportunities receives priority.

On-the-Job-Training – Employee training at the place of work while he or she is doing the actual job. Usually a professional trainer (or sometimes an experienced employee) serves as the course instructor using hands-on training.

Customized Training – Training (A) that is designed to meet the special requirements of an employer (including a group of employers); (B) that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and (C) for which the employer pays for not less than 50 percent of the cost of the training."

Rapid Response Services – Rapid Response, an information-sharing service for employees and employers, expedites access to SC's public workforce system and services. Its goal is to help workers get new jobs as quickly as possible. When plant closings and layoffs affect 50 or more workers, the Dislocated Worker Unit (DWU) goes into action for these reasons: Trade Impact; Company Downsizing/Restructuring; Natural Disaster; Plant Relocation; Bankruptcy; and other Factors.

Trade Adjustment Assistance Services – The federal Trade Adjustment Assistance Program (TAA), administered by the U.S. Department of Labor (DOL), provides comprehensive assistance for workers, like Neal, who have lost their job due to foreign trade. This assistance is at no cost to employers or employees. TAA provides trade-affected workers with opportunities to gain skills and resources needed to become reemployed in a suitable job as quickly as possible.

Veteran Employment Services – Veteran programs provide intensive, priority employment services to all veterans, including group and individual career coaching, job referrals, resume preparation help, career fairs and job search workshops, job training programs, and referrals to training services.

Overview of the Business Engagement Survey

The WorkLink Workforce Development Board has chosen to focus on the following industries in regards to providing training for the WIOA participants in our workforce region. Should there be existing industries outside of these that request our services, those needs will be addressed as they arise.

Administrative and Support and Waste Management and Remediation Services

The Administrative and Support and Waste Management and Remediation Services sector comprises establishments performing routine support activities for the day-to-day operations of other organizations. These essential activities are often undertaken in-house by establishments in many sectors of the economy. The establishments in this sector specialize in one or more of these support activities and provide these services to clients in a variety of industries and, in some cases, to households. Activities performed include: office administration, hiring and placing of personnel, document preparation and similar clerical services, solicitation, collection, security and surveillance services, cleaning, and waste disposal services.

Health Care and Social Assistance

The Health Care and Social Assistance sector comprises establishments providing health care and social assistance for individuals. The sector includes both health care and social assistance because it is sometimes difficult to distinguish between the boundaries of these two activities. The industries in this sector are arranged on a continuum starting with those establishments providing medical care exclusively, continuing with those providing health care and social assistance, and finally finishing with those providing only social assistance. The services provided by establishments in this sector are delivered by trained professionals. All industries in the sector share this commonality of process, namely, labor inputs of health practitioners or social workers with the requisite expertise. Many of the industries in the sector are defined based on the educational degree held by the practitioners included in the industry.

Manufacturing

The Manufacturing sector comprises establishments engaged in the mechanical, physical, or chemical transformation of materials, substances, or components into new products.

Establishments in the Manufacturing sector are often described as plants, factories, or mills and characteristically use power-driven machines and materials-handling equipment. However, establishments that transform materials or substances into new products by hand or in the worker's home and those engaged in selling to the general public products made on the same premises from which they are sold, such as bakeries, candy stores, and custom tailors, may also be included in this sector. Manufacturing establishments may process materials or may contract with other establishments to process their materials for them. Both types of establishments are included in manufacturing.

Professional, Scientific, and Technical Services

The Professional, Scientific, and Technical Services sector comprises establishments that specialize in performing professional, scientific, and technical activities for others. These activities require a high degree of expertise and training. The establishments in this sector specialize according to expertise and provide these services to clients in a variety of industries and, in some cases, to households. Activities performed include: legal advice and representation; accounting, bookkeeping, and payroll services; architectural, engineering, and specialized design services; computer services; consulting services; research services; advertising services; photographic services; translation and interpretation services; veterinary services; and other professional, scientific, and technical services.

Construction

The construction sector comprises establishments primarily engaged in the construction of buildings or engineering projects (e.g., highways and utility systems). Establishments primarily engaged in the preparation of sites for new construction and establishments primarily engaged in subdividing land for sale as building sites also are included in this sector.

Construction work done may include new work, additions, alterations, or maintenance and repairs. Activities of these establishments generally are managed at a fixed place of business, but they usually perform construction activities at multiple project sites. Production responsibilities for establishments in this sector are usually specified in (1) contracts with the owners of construction projects (prime contracts) or (2) contracts with other construction establishments (subcontracts).

The WorkLink Business Services team members that represent SCDEW will primarily target the manufacturing (including advanced manufacturing as well as entry level and various textile positions) and healthcare industries. SC JUMMP team members will primarily target retail establishments, as well as fast food restaurants and janitorial services. The Corporate and Community Education Division (CCE) at Tri-County Technical College offers focused training programs to promote and support individual success, as well as support community and economic development. They partner with businesses to develop their workforce by providing advanced, specialized, and often tailored training programs. Industries supported by Tri-County Technical College with education and training include: Manufacturing, Transportation, Healthcare, Business/Office/Computer IT, and Construction. The primary business engagement strategies for Vocational Rehabilitation include Manufacturing/Warehouse, Customer Service, Food/Restaurant, Janitorial/Custodial, and Retail.

In order to receive their input on critical success factors, businesses will be consulted during focus groups which are scheduled to begin during the fall of 2014, as well as through any state-initiated employer surveys. Over the last five years, the Business Service team members have been actively involved in the Workforce Development Alliance. The Workforce Development Alliance group seeks to engage employers in ongoing dialogue in order to understand their needs and respond to them. In addition to this, team members are actively involved in SHRM, plant manager, and other industry focused groups in the three-county region.

Overview of the Expected Performance Outcomes

Without question, each member of the WorkLink Business Services Team has an overall goal of assisting the local employers with their recruitment and hiring needs, as well as trying to identify and overcome the skills gap issue that seems to be prevalent throughout each workforce region in the state. A few of the team members have personal and/or agency goals as well. Those include: SCDEW (The Business Consultants each have a goal of 20 employer contacts per month, as well as 12 Job Development Attempts each month); Tri-County Technical College's Corporate and Community Education Division has a performance goal of 80% completion rates, as well as job placement goals upon graduation of students; the Business Development Specialist for Vocational Rehabilitation has a personal goal of attaining five placements per year through their apprenticeship program, hosting a minimum of three Business Partnership Network meetings per year, hosting at least one job fair per year at each office, and attending at least two external job fairs per year. The business services goals of the WorkLink Business Services Lead include: making at least ten employer contacts per week, as well as attending the monthly Society for Human Resource Management meetings (SHRM) in each of the three counties (Anderson, Oconee, and Pickens). The Business Services Lead is also required to support all three Economic Development teams as needed. The WorkLink Workforce Development Board reviews employer services and business services activities on a bi-monthly basis and will evaluate and determine if there are any goals above and beyond the state Business Services Metrics goals. Each team members' activities, which will be shared **quarterly** with the Business Services Team, will encourage more communication as well as better partnerships. With this increased communication and sharing of information, the partners will be able to better collaborate to assist each other with meeting their individual goals.

Employer Service Strategy and Business Engagement Plan

Serving Employers that are Hiring, Expanding, Laying Off

Business Services Metrics

1. Employer Served Rate

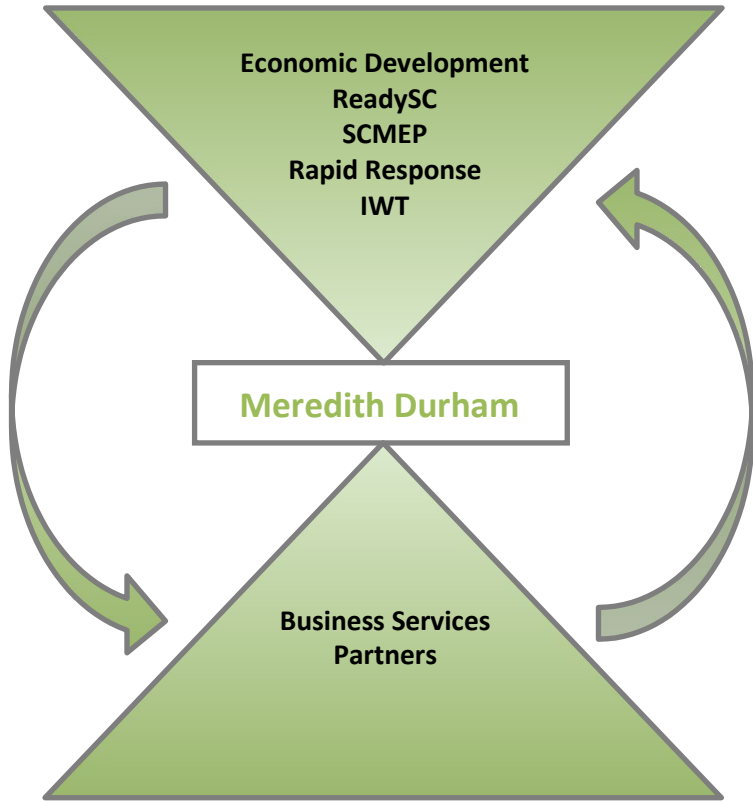
2. New and Repeat User Contacts

3. Positions Filled Rate

4. Positions Filled with 30, 60, and 90 days

5. Employer Satisfaction Rate

Single Point of Contact



Business Products & Services:

- Advertising

• Screening

• Assessment

• Employer Based Training

• Rapid Response

Purpose

1. To provide a Labor Exchange model of continuous improvement

A. Meets/Exceeds the needs of employers and local economy

B. Optimizes labor and industry programs for Workforce Development
2. Substantiates and coordinates efforts of employment services, economic development and educational providers

- a. Minimizes duplication of services, provides a single point of contact

b. Maximizes levels of expertise, provides in-demand industry experts.

c. Increases efficiency in communication/information sharing among partners

d. Increases customer retention and satisfaction

Three Levels of Service

1. Self-Service

• Job Postings (minimal staff contact)

• General Labor Market Information

• General Information on Unemployment Insurance

• Referrals to Professional Testing (remove WorkKeys)
2. Staff-Assisted Services

• Job Postings

• Applicant Screening

• Recruitment

• Job Fairs and Hiring Events

• Interview Space and Scheduling

• Tax Credits, Community Resources, ADA Assistance

• Partner Program Services
3. Customized Services

• Rapid Response

• Apprenticeships

• On-the-Job Training

• Incumbent Worker Training

• Customized Training

Communication

- Meredith will serve as the primary point of contact for Economic Development, readySC, SCMEP, Rapid Response, and IWT. She will funnel all leads to the appropriate Business Service Team member.

• Business Service Team members will be knowledgeable of all labor and industry workforce development programs for employers, and will make appropriate referrals to partner staff to follow-up regarding specific program offerings.

• Communication will be documented through SCWOS and email, and will be immediately relayed via telephone to all appropriate parties. Each Business Service team member will give appropriate updates at team meetings.

- SCWOS Employer Case Notes

• Telephone

• Email

• Business Service Team Meetings

Rules of Engagement

Our primary focus will be to build and maintain relationships with Employers in the WorkLink Region.

<ul style="list-style-type: none">• WorkLink• Eckerd- WIOA• Goodwill Industries• ReadySC• ResCare – SC JUMMP• SC DEW – Vets, TAA, WP• SC DSS• TCTC• Economic Development• AARP• Library• Anderson Interfaith Ministries• National Guard• Ripple of One• Salvation Army	<div>WorkLink, SCDEW, WIOA</div>	<h2>Account Management System</h2> <p>The Account Management System will be based on the Board’s high-growth, in-demand industry clusters.</p> <p>The following partners will be the industry experts.</p> <ol style="list-style-type: none">1. Administrative, Support, Waste Management and Remediation Services2. Healthcare and Social Assistance3. Manufacturing4. Professional, Scientific, Technical Services5. Retail Trade
<p>SHRMs</p> <p>Anderson –</p> <p>Oconee –</p> <p>Pickens -</p> <p>Manufacturing Groups</p> <p>Anderson –</p> <p>Oconee –</p> <p>Pickens -</p> <p>Chamber of Commerce Events</p> <p>Anderson -</p> <p>Oconee -</p> <p>Pickens -</p>	<p>Existing Employer Relationships</p> <ul style="list-style-type: none">• Those partners with existing, positive relationships will continue to serve these employers’ per the employers’ wishes. <p>New Employer Relationships</p> <ul style="list-style-type: none">• Business Service Team members will only provide outreach services to those employers who reside in the WorkLink region.• For those employers’ seeking employer services outside the WorkLink region, the Business Service Team will work with the appropriate regions’ Business Service Representative to provide services.• If an employer from outside our region requests a job posting, the Business Service team will refer the employer to the appropriate region’s Business Representative.• For Self-Assisted services, SCDEW will receive all requests in regards to job postings, LMI, and general UI information.• For all Staff-Assisted services (except Partner Program Services) – SCDEW will receive all requests.• For Staff-Assisted services (Partner Program Services) and all Customized Services - The appropriate Partner will be contacted by the team member that reached out to the employer, for the partner to follow-up on employer’s needs.	

Certificate of Achievement

THIS ACKNOWLEDGES THAT THE

Anderson SC Works Center **HAS ACHIEVED ONESTOP CERTIFICATION STANDARDS**

AS SET FORTH BY THE STATE WORKFORCE DEVELOPMENT BOARD
AND DETERMINED BY THE
WORKLINK WORKFORCE DEVELOPMENT BOARD

FOR THE PERIOD OF
JULY 1, 2019 TO JUNE 30, 2021

STEPHANIE COLLINS, BOARD CHAIR

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

JUNE 30, 2019

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americanjobcenter[®]
network

Certificate of Achievement

THIS ACKNOWLEDGES THAT THE

Clemson SC Works Center

HAS ACHIEVED ONESTOP CERTIFICATION STANDARDS

AS SET FORTH BY THE STATE WORKFORCE DEVELOPMENT BOARD
AND DETERMINED BY THE
WORKLINK WORKFORCE DEVELOPMENT BOARD

FOR THE PERIOD OF
JULY 1, 2019 TO JUNE 30, 2021

STEPHANIE COLLINS, BOARD CHAIR

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

JUNE 30, 2019

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Certificate of Achievement

THIS ACKNOWLEDGES THAT THE

Easley SC Works Center

HAS ACHIEVED ONESTOP CERTIFICATION STANDARDS

AS SET FORTH BY THE STATE WORKFORCE DEVELOPMENT BOARD
AND DETERMINED BY THE
WORKLINK WORKFORCE DEVELOPMENT BOARD

FOR THE PERIOD OF
JULY 1, 2019 TO JUNE 30, 2021

STEPHANIE COLLINS, BOARD CHAIR

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

JUNE 30, 2019

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Certificate of Achievement

THIS ACKNOWLEDGES THAT THE

Seneca SC Works Center

HAS ACHIEVED ONESTOP CERTIFICATION STANDARDS

AS SET FORTH BY THE STATE WORKFORCE DEVELOPMENT BOARD
AND DETERMINED BY THE
WORKLINK WORKFORCE DEVELOPMENT BOARD

FOR THE PERIOD OF
JULY 1, 2019 TO JUNE 30, 2021

STEPHANIE COLLINS, BOARD CHAIR

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

JUNE 30, 2019

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network

Provider name:	Provider website:	Primary phone:	Signature authority:	Physical address:	Within 150 miles of Clemson	Program name:	Program description:	Class format:	Certificate Type:	Total Cost:	In demand	In WorkLink Industry	Industry
Carolina Computer Training (Approved for the ETPL)	http://cctbusiness.com/certifications/digital-marketing/	8645278115	David Herder	33 Villa Road, Suite 100 Greenville, SC	Yes	Professional Certification in Digital Marketing	The Professional Certification in Digital Marketing is an in-depth 30-hour course created and validated by digital marketing industry specialists (Digital Marketing Institute). The course prepares the student in the core essentials of digital marketing, including Search, social media, PPC, email marketing, analytics, mobile marketing, strategy, and planning .. all the marketing skills needed to thrive in today's digital economy.	Online	Certification in Digital Marketing	\$2299.00	No	No	Educational Services
ECPI University (Approved for the ETPL)	http://www.ecpi.edu	8434140350	Karen Burgess	1001 Keys Drive Suite 100, Greenville, SC 29615	Yes	Computer and Information Science, Bachelor of Science - Concentration Cybersecurity	The National Security Agency and the Department of Homeland Security have designated ECPI University as a National Center of Academic Excellence in Cyber Defense Education (CAE-CDE) for the Bachelor of Science in Computer and Information Science: Cyber and Network Security major, Cybersecurity Track through the academic year 2023. Students in the B.S. in Computer & Information Science program develop planning, design, implementation, and support skills in operating systems, networking, software programs, and security. Students develop additional focused skills based on which major the student pursues. Students also learn the principles of excellent customer service in order to assist clients with technical issues. Upon successful completion of the Bachelor of Science in Computer & Information Science, graduates are able to: Design, implement and evaluate computer-based solutions that incorporate the appropriate computing requirements identified through the analysis of specific organizational or computing problems. Function effectively on teams to establish goals, plan tasks, meet deadlines, manage risk, and produce deliverables. Apply written, oral, and graphical communication in both technical and non-technical environments. Evaluate and use appropriate technical literature. Engage in continuous professional development through user groups, associations, conferences, readings, research, and other channels. Develop and apply ethical and legal best practices in the	Instructor Taught, Online and Lab-based	CompTIA Security+, Network+, Linux+, A+, Certified Ethical Hacker, Multiple Windows certifications	\$67156.00	Yes	Yes	Professional, Scientific, and Technical Services
KEY Movement LLC	https://treavnesmith.wixsite.com/website	8032618509	Montreavious Nesmith	9725 Old Pee Dee Road, Hemingway, SC 29554	No	CDL LEARNERS PERMIT COURSE	One week (36 hours) of classroom training instruction in order to obtain CDL Learners Permit.	Instructor Taught	SCDMV Learners Permit CDL (A)	\$423.00	Yes	Exception	Transportation and Warehousing
				810 Dutch Square Blvd, Suite 210, Columbia, SC 29210	Yes								
Second Chance Jobs, LLC	http://secondchancejobs.org/	8434699669	Deborah Reese	1158 Monaco Drive, Mount Pleasant, SC 29464	No	Pre-Apprenticeship Certificate Training (PACT) - BASIC HVAC	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in BASIC HVAC, designed by the HBI (Home Builders Institute) a national leader for career training in the building industry, prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful careers in the building industry through certification programs, mentoring, pre-apprenticeships and job placement services. Our partnership with the Home Builders Institute (HBI) and the Home Builders Association (HBA) allows us to teach the PACT Program as it was designed which means students receive academic certifications and real life hands on training with HBA members during their 12-16 week training/education.	Instructor Taught		\$7500.00	Yes	Yes	Construction

						Pre-Apprenticeship Certificate Training (PACT) - BUILDING CONSTRUCTION TECHNOLOGY	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in BUILDING CONSTRUCTION TECHNOLOGY, designed by the HBI (Home Builders Institute) a national leader for career training in the building industry, prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful careers in the building industry through certification programs, mentoring, pre-apprenticeships and job placement services.	Instructor Taught		\$7500.00	Yes	Yes	Construction
						Pre-Apprenticeship Certificate Training (PACT) - CARPENTRY	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in CARPENTRY, designed by the HBI (Home Builders Institute) a national leader for career training in the building industry, prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful careers in the building industry through certification programs, mentoring, pre-apprenticeships and job placement services.	Instructor Taught		\$7500.00	Yes	Yes	Construction
						Pre-Apprenticeship Certificate Training (PACT) - ELECTRICAL	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in ELECTRICAL, designed by the HBI (Home Builders Institute) a national leader for career training in the building industry, prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful careers in the building industry through certification programs, mentoring, pre-apprenticeships and job placement services.	Instructor Taught		\$7500.00	Yes	Yes	Construction
						Pre-Apprenticeship Certificate Training (PACT) - LANDSCAPING	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in LANDSCAPING, designed by the HBI (Home Builders Institute) a national leader for career training in the building industry, prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful careers in the building industry through certification programs, mentoring, pre-apprenticeships and job placement services.	Instructor Taught		\$7500.00	Yes	Yes	Construction
						Pre-Apprenticeship Certificate Training (PACT) - MASONRY	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in MASONRY, designed by the HBI (Home Builders Institute) a national leader for career training in the building industry, prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful careers in the building industry through certification programs, mentoring, pre-apprenticeships and job placement services.	Instructor Taught		\$7500.00	Yes	Yes	Construction

						Pre-Apprenticeship Certificate Training (PACT) - PAINTING AND FINISHING	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in PAINTING AND FINISHING, designed by the HBI (Home Builders Institute) a national leader for career training in the building industry, prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful careers in the building industry through certification programs, mentoring, pre-apprenticeships and job placement services.	Instructor Taught		\$7500.00	Yes	Yes	Construction
						Pre-Apprenticeship Certificate Training (PACT) - PEST CONTROL	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in PEST CONTROL, created by Apprenticeship Carolina compliant with the Standards of the Pest Control Industry and approved by the DOL, which prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful career in the pest control industry through certification programs, mentoring, pre-apprenticeships and job placement services.	Instructor Taught		\$7500.00	Yes	Yes	Administrative and Support Services
										\$7500.00	Yes	Yes	Construction
						Pre-Apprenticeship Certificate Training (PACT) - PLUMBING	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in PLUMBING, designed by the HBI (Home Builders Institute) a national leader for career training in the building industry, prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful careers in the building industry through certification programs, mentoring, pre-apprenticeships and job placement services.	Instructor Taught					
						Pre-Apprenticeship Certificate Training (PACT) - WEATHERIZATION	Second Chance Jobs, LLC will be teaching The PACT (Pre-Apprenticeship Certificate Training) Program in WEATHERIZATION, designed by the HBI (Home Builders Institute) a national leader for career training in the building industry, prepares students (including at risk and under-served populations such as youth, veterans, ex-offenders and displaced workers) with the skills and experience they need for successful careers in the building industry through certification programs, mentoring, pre-apprenticeships and job placement services.	Instructor Taught		\$7500.00	No	Yes	Construction

Eligible Training Provider List

Current Reasons for Denial:

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