



WORKFORCE DEVELOPMENT BOARD

One Stop Operations Committee

October 21, 2020 at 3:00pm

SC Works Clemson Comprehensive Center, Large Conference Room

Conference Call Information:

<https://us02web.zoom.us/j/6436419262?pwd=Vm9zNTB2ZDNYU3ZWZno1ZlM2QVBqd09>

Meeting ID: 643 641 9262

Dial: 1-646-558-8656

Passcode: 29631

AGENDA

- I. **Call to Order/Introductions** Ed Parris, Chair
- II. **Consent Agenda*** Ed Parris
 - a. Meeting Minutes (from 8/19/2020)
 - b. Employer Services Reports
 - c. SC Works Center & WIOA Programmatic Reports
 - d. Eckerd WDS Financial Reports
- III. **SC Works System Updates**
 - a. Overall SC Works Status Update Trent Acker, Executive Director
 - b. Job Fairs Meredith Durham, Staff
- IV. **WIOA Adult/DW Program Updates**
 - a. Eckerd WDS PY2020 Budget Mod 1* Renee Alexander, Eckerd WDS
 - b. ETPL Reasons for Denial* Trent Acker & Windy Graham, Staff
 - c. ETPL Applications*
- V. **Other Business** Ed Parris
 - a. CY2021 Committee Meeting Schedule
Proposed: January 20, March 24, May 19, August 18, October 20
 - b. WIOA Desk Aids
- VI. **Adjourn**

UPCOMING MEETINGS:

WorkLink WDB Meeting, November 4, 2020 @ 1pm
(Please look for email updates.)

OneStop Operations Committee Meeting, Wednesday, January 20, 2020 @ 3pm
Clemson SC Works, Large Conference Room

WORKFORCE DEVELOPMENT BOARD
OneStop Operations Committee Meeting Minutes
August 19, 2020 @ 3:00pm
via Zoom/ Conference Call

Members Present

Ed Parris, Chair	David Bowers, Vice Chair	Teri Gilstrap	Shonna Williams
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Members Absent:

Amanda Blanton	Brooke Garren	Allen Fain
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Staff Present:

Jennifer Kelly	Meredith Durham	Trent Acker	Windy Graham
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Guests Present:

Renee Alexander	JT Parnell	Matt Fields
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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.

II. Consent Agenda

Vice Chair Bowers stated that the consent agenda was included in the meeting packet. The consent agenda included the following items:

- 5/20/2020 Meeting Minutes (pages 2-5)
- Employer Services Reports (pages 6-8)
- Programmatic and Financial Reports (pages 9-16)
- WIOA Program Success Stories (pages 17-19)
- PY 2019 & 2020 Eckerd WDS Financial Reports (pages 20-28)

ACTION TAKEN: Ed Parris made a motion to accept all consent agenda items as presented. The motion carried unanimously.

III. SC Works System Updates

i. Overall SC Works Status Update

Mr. Trent Acker reported that all SC Works centers have been reopened for almost 2 months. Hours of operation are normal with the exception of a 12-1 lunch closure so that extra sanitation can take place. Temperature screenings and face coverings are required to enter SC Works centers. Center traffic has been higher on Mondays and Tuesdays.

ii. Restoration of Funding/Pending PY2020 Budget Mod. 1

Mr. Acker provided an update on the restoration of Adult/DW funding for PY2020. Mr. Acker stated year-over-year WorkLink received a fairly substantial cut in funding across all 3 fund streams. Funding allocations are largely based on the previous year, so WorkLink received an 18-19% cut across the fund streams, which is approximately \$381,000 total. The State Workforce Board plans to restore the program portion, which is 90% of the \$381,000. WorkLink has requested \$343,000 in restoration funds. Mr. Acker stated that flexibility that was allowed in the grant was for an opportunity not to have to request a dollar amount in the same amount it was lost. For example, WorkLink could request less Adult funds than we lost year-over-year and request a greater Youth amount. WorkLink is working on Modification 1 for Eckerd once the funds are received to restore the grants.

iii. COVID-19 DWG

Mr. Acker stated WorkLink applied for the COVID-19 Dislocated Worker grant to allow a long term solution for the current strain on staff for temperature monitoring, sanitizing, preparing PPE, and other center operations. WorkLink and Eckerd are working on a job description for the position. Once the Dislocated Worker's contract is complete, they will enter employment in some capacity.

IV. WIOA Adult/DW Program Updates

i. ETPL Renewal Notices

Mr. Acker stated that the ETPL renewals must happen every year. Each training provider is required to submit data for participants and courses in general. This is the first year that training providers will be required to submit this information for renewal.

ii. ETPL Applications

Ms. Windy Graham reported that three training providers have applied for the Eligible Training Provider List, listed on pages 30-34.

Career Step—CareerStep is an online training program based in Utah. Career Step has applied for Computer Technician, EKG Technician, Healthcare Information Technician, Medical Administrative Assistant, Medical Assistant, Medical Transcription Editor, Pharmacy Technician, and Professional Medical Coding and Billing. The cost is comparable to those available in our area.

ACTION TAKEN: The ETPL application review were tabled for an electronic vote at a later time.

V. Other Business

Vice Chair Bowers stated the next OneStop Operations Committee meeting will be held on August 19, 2020 at 3 p.m.

VI. Adjourn

With no further business, the meeting was adjourned at 3:35 p.m.

Respectfully submitted by: Meredith Durham

18IWT01-02

Grant #	Company	Originally Awarded	Modifications	Current Award	Expended	Balance	Start Date	End Date
18IWT01-02-01	Allegro Industries	\$5,377.50		\$5,377.50	\$ 4,710.18	\$667.32	6/14/2019	1/31/2020
18IWT01-02-02	JTEKT Koyo Bearings	\$18,995.00		\$18,995.00	\$ 5,000.00	\$13,995.00	6/27/2019	12/16/2020
18IWT01-02-03	Clarios	\$12,500.00	-\$10,000.00	\$2,500.00	\$ -	\$2,500.00	6/12/2019	8/1/2020
18IWT01-02-04	Proper Polymers	\$16,500.00		\$16,500.00	\$ 16,500.00	\$0.00	6/27/2019	6/30/2020
18IWT01-02-05	Mergon	\$29,610.00		\$29,610.00		\$29,610.00	6/27/2019	6/30/2020
18IWT01-02-06	Patriot Automation	\$2,253.60		\$2,253.60		\$2,253.60	6/27/2019	1/30/2020
18IWT01-02-07	Metco	\$18,000.00		\$18,000.00	\$ 7,195.50	\$10,804.50	6/27/2019	12/16/2020
18IWT01-02-08	Plastic Omnium Clean Energy S	\$23,043.00		\$23,043.00		\$23,043.00	6/27/2019	6/30/2020
18IWT01-02-09	Reliable Automatic Sprinkler	\$5,768.75		\$5,768.75		\$5,768.75	6/27/2019	6/30/2020
18IWT01-02-10	BorgWarner	\$5,696.65		\$5,696.65		\$5,696.65	6/27/2019	12/16/2020
18IWT01-02-11	Itron	\$18,124.50		\$18,124.50		\$18,124.50	6/27/2019	12/16/2020
18IWT01-02-12	Greenfield Industries	\$15,500.00		\$15,500.00	\$ 9,100.00	\$6,400.00	6/27/2019	12/16/2020
18IWT01-02-13	KeyMark	\$15,651.00	-\$15,651.00	\$0.00	\$ -	\$0.00	6/27/2019	6/30/2020
Total:		\$187,020.00		\$161,369.00	\$ 42,505.68	\$118,863.32		

Total amount
deobligated: \$25,651.00

Rapid Response IWT Grants

Grant #	Company	Originally			Start Date	End Date
		Awarded	Expended	Balance		
20RRIWT01	Champion Aerospace	\$30,000.00	\$ -	\$30,000.00	7/1/2020	6/30/2021

Data through: September 2020
Last Revision Date: 10.5.2020

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

PY2020 - July 1, 2020 to June 30, 2021

	Q1 2020	Q1 2020	Q1 2020	Q2 2020	Q2 2020	Q2 2020	Q3 2020	Q3 2020	Q3 2020	Q4 2020	Q4 2020	Q4 2020	
	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Jobseekers Services													
SYSTEM WIDE SERVICES													
Unduplicated Customer Count	7777	6906	6170										9858
Individuals that Registered	1804	869	693										3366
Anderson	1006	464	334										1804
Clemson	178	94	83										355
Easley	326	182	142										650
Seneca	294	129	134										557
Job Search Services	239592	202461	165136										607189
Anderson	114901	95179	76886										286966
Clemson	38928	34302	30493										103723
Easley	45093	37196	30504										112793
Seneca	40670	35784	27253										103707
CENTER-WIDE SERVICES													
Center Traffic (Total Customer Count):	742	717	913										2372
Anderson	238	221	328										787
Clemson	255	216	249										720
Easley	38	43	74										155
Seneca	211	237	262										710
Orientation Attendance	39	67	59										165
Workshops Offered	9	8	8										25
# Attended Employability	0	0	0										0
# Attended Financial Literacy	0	0	0										0
# Attended Computer Skills	0	0	0										0
Referrals to Partners:	21	29	26										76
# of Individuals Received Referral	19	28	23										70

Data through: September 2020
Last Revision Date: 10.5.2020

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

WORKLINK

ANDERSON-OCONEE-PICKENS

PY2020 - July 1, 2020 to June 30, 2021

**COVID-19 Pandemic: Impact Date 3/15/2020*

	Q1 2020	Q1 2020	Q1 2020	Q2 2020	Q2 2020	Q2 2020	Q3 2020	Q3 2020	Q3 2020	Q4 2020	Q4 2020	Q4 2020	
	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Employer Services													
Internal Job Orders Created	232	197	263										692
Anderson	155	114	180										449
Clemson	4	21	18										43
Easley	13	20	30										63
Seneca	60	42	35										137
Services Provided Employers	1544	1672	1409										4625
Anderson	445	307	163										915
Clemson	1063	1300	1154										3517
Easley	0	4	82										86
Seneca	36	61	10										107
Hiring Events	1	1	1										3
Total Job Seekers	98	298	109										505
Anderson	0	0	0										0
Oconee	98	0	0										98
Pickens	0	0	109										109
Regional	0	298	0										298
Entered Employments	2	2	0										4
Anderson	0	0	0										0
Clemson	2	2	0										4
Easley	0	0	0										0
Seneca	0	0	0										0
Rapid Response Events	0	0	0										0
Total Affected	0	0	0										0

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

PY2020 - July 1, 2020 to June 30, 2021

WIOA Individualized Career Services = July 1, 2020 - June 30, 2021

Job Seeker at WIOA Enrollment						
	A	O	P	Other	Total	
Veterans						
CO	2	1	0	2	5	
New	1	0	0	0	1	
Offenders						
CO	36	11	6	1	54	
New	2	1	1	0	4	
TAA Co-enrolled						
CO	1	0	0	0	1	
New	0	0	0	0	0	
Adult/DW Low Income						
CO	50	18	9	3	80	
New	2	1	0	0	3	
SNAP Recipient						
CO	30	12	7	3	52	
New	1	1	0	0	2	
Basic Skills Deficient						
CO	51	13	7	4	75	
New	6	0	0	1	7	

Caseload Breakdown			
	Active	Follow-up	Total
Geer	53	46	99
Hunter	40	52	92
Snider	64	46	110
Thrasher	47	33	80
Total	204	177	381

Active Enrollment			
	CO	September	Total
Geer	49	4	53
Hunter	38	2	40
Snider	56	8	64
Thrasher	44	3	47
Total	187	17	204

Applications			
	September	YTD Total	
YTD Total Determinations	19	48	
Enrollment			
	September	TD Planned (+/-)	
New MTD Enrolled	17	14	3
New YTD Enrolled	53	40	13
Total YTD Participants	204		
Total YTD Exits	0		
Priorities*			
	YTD Enrolled	%	Goal
1. Veterans - PAR, LI, or BSI	126	73.7%	70% or More
2. PAR, LI, or BSD			
3. Veteran	45	26.3%	30% or Less
4. Non-Veterans			
Sum	171		

*Applies to Adult Population Only

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

Career Interest		
In-Demand Career Cluster	September	YTD
Admin, Support, Waste Mgmt., Remediation Svcs..	1	4
Health Care and Social Assistance	4	13
Manufacturing	6	10
Professional Scientific Technical Services	0	1
Construction	1	3
CDL Exception	6	23
Other	1	1

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

WorkKeys or WIN (2008 to present)			
	CO	New YTD	Total
Platinum	25	0	25
Gold	259	1	260
Silver	1039	7	1046
Bronze	297	7	304
No Certificate	16	0	16
Total	1636	15	1651

Data through: September 2020
Last Revision Date: 10.5.2020

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

PY2020 - July 1, 2020 to June 30, 2021

WIOA Training and Follow-Up Services = July 1, 2020 - June 30, 2021

Recommended for Training Services

	September	YTD Total
GED	0	3
Occupational	10	68
On-the-Job Training	0	0

OJT Training Synopsis

Company Name	Location of Company	Successful	Unsuccessful	In-Progress
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Total Current Contracts	0	0	0
Total Carryover	0	0	0
Total All OJT Contracts	0		

*Carryover equals those contracts started in PY19 but finished in PY20

Funding Source

	September	YTD Total
Adult	0	0
Dislocated Workers	0	0

Program Outcomes and Follow-Up Services

	MTD Total	YTD Total
Entered Employment	27	31
Credential Attained (current year)	10	42
Measurable Skills Gained	14	53
Follow-Up Services Provided	129	220
Follow-Up Services Individuals	126	216

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

Occupational Training by Provider

Name	Currently In Training	PY'19 Rec'd Training
Capstone Career Development Center	2	4
ECPI University	1	1
Greenville Technical College	1	1
Norris Mechanical, LLC	6	10
SBL Driving Academy, Inc.	1	1
Tri-County Technical College	54	83
Truck Driver Institute	0	2

Total	65	102
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Total Occupational Training by Cluster


Occupation	Total Trained	PY'2020 Rec'd Credential
GED/Occupational Training (324)	2	0
Admin, Support, Waste Mgmt., Remediation Svcs.	14	1
Manufacturing	13	6
Professional, Scientific, Technical Services	2	0
Health Care and Social Assistance	57	13
CDL	21	11
Construction	5	2

Funding Source PY'2020 Rec'd (occupational and GED training)

WIOA Funding	YTD Total	Partner Funding	Amt Leverage YTD	Referrals
Adult	75			
Dislocated Workers	14	TCTC Scholarships	\$ 36,047	
NEG	0	SC Lottery	\$ -	
Trade (co-enrolled)	1	Pell Grant	\$ -	
ST-OA MSSC Grant	3	Other	\$ 4,574	
Total	93		\$ 40,621	

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

	ECKERD YOUTH ALTERNATIVES, INC.					
	100 N. Starcrest Drive, Clearwater, FL 33765					
	INVOICE					
	Adult Operator					
Worklink Development Board	Contract Number:	20A995E2				
1376 Tiger Blvd.	Invoice Number:	1092-03				
Clemson, SC 29631	Invoice Month:	September 2020				
Attn: Jennifer Kelly	Period Covered:	July 1, 2020 - June 30, 2021				
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 6,644				
Eckerd Goal:			SEPTEMBER			
			25.0%			100.0%
Line Item	Budget	1092-3	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD	
Staff Salary Total		\$ 52,560.92	\$ 4,433.68	9,088.16	\$ 43,472.76	17.3%
Fringe Benefit Total	51xx	\$ 15,557.70	\$ 1,314.04	\$ 2,523.53	\$ 13,034.17	16.2%
TOTAL STAFF COSTS		\$ 68,118.62	\$ 5,747.72	11,611.69	\$ 56,506.93	17.0%
Operating Costs:						
1.1 Facility, Utilities	6185	\$ -	\$ -	-	\$ -	0.0%
1.2 Staff Expendable Supplies & Materials	6000	\$ 968.00	\$ -	-	\$ 968.00	0.0%
1.3 Program Outreach Expenses (Brochures, Flyers, etc.)	6735	\$ -	\$ -	-	\$ -	0.0%
1.4 Copy & Print Expenses	6730	\$ 598.00	\$ -	-	\$ 598.00	0.0%
1.5 Communications (Phone, Fax, Internet, etc.)	6270	\$ 633.60	\$ 33.14	103.46	\$ 530.14	16.3%
1.6 Staff Travel	6105, 6120, 6125	\$ 1,865.60	\$ -	-	\$ 1,865.60	0.0%
1.7 Staff Training/Technical Services Costs	5110	\$ 453.00	\$ -	-	\$ 453.00	0.0%
1.8 Non-Expendable Equipment Purchases	6095	\$ -	\$ -	-	\$ -	0.0%
1.9 Postage (Stamps, FedEx, etc)	6005	\$ 44.00	\$ -	-	\$ 44.00	0.0%
1.10 Staff Background Checks	5100	\$ 26.00	\$ -	-	\$ 26.00	0.0%
TOTAL OPERATING COSTS		\$ 4,588.20	\$ 33.14	103.46	\$ 4,484.74	2.3%
Training Costs:						
2.3 WI Customer Credential Exam Fees (CAN, GED, TABE, Workkeys)	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	\$ 501.60	\$ 13.98	88.55	\$ 413.05	17.7%
TOTAL FEES / PROFIT COSTS		\$ 501.60	\$ 13.98	88.55	\$ 413.05	17.7%
4.1 INDIRECT COST:	14.65%	\$ 10,725.03	\$ 848.94	1,729.24	\$ 8,995.79	16.1%
Contract Total		\$ 83,934.60	\$ 6,643.78	13,532.94	\$ 70,401.66	16.1%

	ECKERD YOUTH ALTERNATIVES, INC.					
	100 N. Starcrest Drive, Clearwater, FL 33765					
	INVOICE					
	DW Operator					
Worklink Development Board	Contract Number:	20D995E2				
1376 Tiger Blvd.	Invoice Number:	1223-03				
Clemson, SC 29631	Invoice Month:	September 2020				
Attn: Jennifer Kelly	Period Covered:	July 1, 2020 - June 30, 2021				
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 884				
Eckerd Goal:			SEPTEMBER			
			25.0%			100.0%
Line Item	Budget	1223-03	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD	
Staff Salary Total		7,167.40	592.61	1,168.32	5,999.08	16.3%
Fringe Benefit Total	51xx	2,121.50	172.55	332.19	1,789.31	15.7%
TOTAL STAFF COSTS		9,288.90	765.16	1,500.51	7,788.39	16.2%
Operating Costs:						
1.1 Facility, Utilities	6185	-	-	-	-	0.0%
1.2 Staff Expendable Supplies & Materials	6000	132.00	-	-	132.00	0.0%
1.3 Program Outreach Expenses (Brochures,	6735	-	-	-	-	0.0%
1.4 Copy & Print Expenses	6730	82.00	-	-	82.00	0.0%
1.5 Communications (Phone, Fax, Internet, e	6270	86.40	4.52	14.11	72.29	16.3%
1.6 Staff Travel	6105, 6120, 6125	254.40	-	-	254.40	0.0%
1.7 Staff Training/Technical Services Costs	5110	62.00	-	-	62.00	0.0%
1.8 Non-Expendable Equipment Purchases	6095	-	-	-	-	0.0%
1.9 Postage (Stamps, FedEx, etc)	6005	4.00	-	-	4.00	0.0%
1.10 Staff Background Checks	5100	6.00	-	-	6.00	0.0%
TOTAL OPERATING COSTS		626.80	4.52	14.11	612.69	2.3%
Training Costs:						
2.3 WI Customer Credential Exam Fees (CAI	6525	-	-	-	-	0.0%
2.6 Individual Training Account/Voucher Cost	6530	-	-	-	-	0.0%
TOTAL TRAINING COSTS		-	-	-	-	0.0%
Supportive Services Costs :						
3.11 WI Customer Transportation Costs	6485	-	-	-	-	0.0%
3.12 WI Customer Childcare Costs	6660	-	-	-	-	0.0%
3.13 WI Customer Emergency Assistance	6596	-	-	-	-	0.0%
3.14 Training Support Materials	6545	-	-	-	-	0.0%
TOTAL SUPPORTIVE SERVICES COSTS		-	-	-	-	0.0%
Training/Professional Fees/Profit:						
4.2 General Liability Insurance	6305	68.40	1.72	10.46	57.94	15.3%
TOTAL FEES / PROFIT COSTS		68.40	1.72	10.46	57.94	15.3%
4.1 INDIRECT COST:	14.65%	1,462.67	113.01	223.42	1,239.25	15.3%
CONTRACT TOTAL:		11,445.62	884.41	1,748.50	9,698.27	15.3%



Worklink Development 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

Adult Program

Contract Number: 20A295E2
Invoice Number: 1055-03
Invoice Month: September 2020
Period Covered: July 1, 2020 - June 30, 2021
Total Amount Due: **\$ 53,761**

Eckerd Goal:

SEPTEMBER

25.0%

100.0%

Line Item	Budget	1055-3	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total	\$ 202,090	\$ 16,876	50,435.30	\$ 151,654.41	25.0%
Fringe Benefit Total 51xx	\$ 70,020	5,779.41	17,314.36	\$ 52,706.06	24.7%
TOTAL STAFF COSTS	\$ 272,110	22,654.97	67,749.66	\$ 204,360.47	24.9%
Operating Costs:					
Facility Rent, Utilities, Maintenance, etc.	6185	\$ -	-	\$ -	0.0%
Staff Expendable Supplies & Materials	6000	\$ 3,200	32.24	\$ 2,431.99	24.0%
Software Licenses	6095	\$ 1,299	-	\$ 1,299.20	0.0%
Staff Computers	6085	\$ -	-	\$ -	0.0%
Program Outreach Expenses (Brochures, Flyers, etc.)	6735	\$ 300	-	\$ 300.00	0.0%
Copy & Print Expenses	6730	\$ 2,800	-	\$ 2,800.00	0.0%
Communications (Phone, Fax, Internet, etc.)	6270	\$ 3,526	256.11	\$ 2,583.61	26.7%
Staff Travel		\$ -	-	\$ -	
Local Mileage cost	6105	\$ 3,600	22.31	\$ 3,469.00	3.6%
Non-Local Per Diem/Lodging Cost	6115/6120/6125	\$ 1,400	-	\$ 1,400.00	0.0%
Staff Training	5110	\$ 1,000	-	\$ 1,000.00	0.0%
Staff Background Checks	5100	\$ 440	-	\$ 440.00	0.0%
Postage (Stamps, FedEx, etc.)	6005	\$ 1,200	62.91	\$ 1,102.14	8.2%
TOTAL OPERATING COSTS	\$ 18,765	373.57	1,938.86	\$ 16,825.94	10.3%
Training Costs:					
WI Customer Credential Exam Fees (C.N.A., GED, TABE, WorkKeys, etc.)	6525	\$ 8,000	2,604.06	\$ 4,101.67	48.7%
WI Customer Individualized Training Costs		\$ -	-	\$ -	
Individual Training Account/Voucher Cost	6530	\$ 291,903	21,435.00	\$ 215,080.75	26.3%
Client Verifications	6516	\$ 1,500	-	\$ 1,340.10	10.7%
Client Testing Fees	6535	\$ -	-	\$ -	0.0%
TOTAL TRAINING COSTS	\$ 301,403	24,039	80,880	\$ 220,523	26.8%
Supportive Services Costs :					
WI Customer Transportation Costs	6485	\$ 10,500	2,605.00	\$ 4,955.00	52.8%
WI Customer Childcare Costs	6660	\$ 1,500	-	\$ 1,500.00	0.0%
Training Support Materials (Uniforms, Drug Screens, Background Checks, etc.)	6545/6546	\$ 20,000	365.00	\$ 9,019.17	54.9%
WI Customer Emergency Assistance (Rent, Car Repair, etc.)	6596	\$ 1,500	-	\$ 1,500.00	0.0%
TOTAL SUPPORTIVE SERVICES COSTS	\$ 33,500	2,970.00	16,525.83	\$ 16,974.17	49.3%
Training/Professional Fees/Profit:					
General Liability Insurance	6305	\$ 4,042	304.66	\$ 2,790.78	30.9%
TOTAL FEES / PROFIT COSTS	\$ 4,042	304.66	1,250.82	\$ 2,790.78	30.9%
INDIRECT COST: 14.65%	\$ 43,781	3,418.31	10,416.04	\$ 33,364.68	23.8%
Contract Total	\$ 673,600	53,760.57	178,761.44	\$ 494,838.59	26.5%



ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

DW Program

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

Contract Number: 20D295E2
Invoice Number: 1056-03
Invoice Month: September 2020
Period Covered: July 1, 2020 - June 30, 2021
Total Amount Due: **\$ 8,373**

Eckerd Goal:

SEPTEMBER

25%

100.0%

Line Item	Budget	1056-3	Cumulative	Remaining	Percent Spent
Staff Salary Total	\$ 51,696.65	\$ 4,054.69	\$ 12,730.43	\$ 38,966.22	24.6%
Fringe Benefit Total 51xx	\$ 17,899.30	\$ 1,432.46	\$ 4,447.23	\$ 13,452.07	24.8%
TOTAL STAFF COSTS	\$ 69,595.95	\$ 5,487.15	\$ 17,177.66	\$ 52,418.29	24.7%
Operating Costs:					
Facility Rent, Utilities, Maintenance, etc. 6185	\$ -	\$ -	\$ -	\$ -	0.0%
Staff Expendable Supplies & Materials 6000	\$ 1,200.00	\$ -	\$ 168.25	\$ 1,031.75	14.0%
Software Licenses 6095	\$ 614.80	\$ -	\$ -	\$ 614.80	0.0%
Staff Computers 6085	\$ -	\$ -	\$ -	\$ -	0.0%
Program Outreach Expenses (Brochures, Flyers, etc.) 6735	\$ 75.20	\$ -	\$ -	\$ 75.20	0.0%
Copy & Print Expenses 6730	\$ 700.00	\$ -	\$ -	\$ 700.00	0.0%
Communications (Phone, Fax, Internet, etc.) 6270	\$ 866.40	\$ 103.43	\$ 335.49	\$ 530.91	38.7%
Staff Travel	\$ -	\$ -	\$ -	\$ -	0.0%
Local Mileage Cost 6105	\$ 900.00	\$ 42.67	\$ 42.67	\$ 857.33	4.7%
Non-Local Per Diem/Lodging Cost 6115/6120/6125	\$ 350.00	\$ -	\$ -	\$ 350.00	0.0%
Staff Training 5110	\$ 250.00	\$ -	\$ -	\$ 250.00	0.0%
Staff Background Checks 5100	\$ 109.80	\$ -	\$ -	\$ 109.80	0.0%
Postage (Stamps, FedEx, etc.) 6005	\$ 200.00	\$ -	\$ 13.98	\$ 186.02	7.0%
TOTAL OPERATING COSTS	\$ 5,266.20	\$ 146.10	\$ 560.39	\$ 4,705.81	10.6%
Training Costs:					
WorkKeys, etc.) 6525	\$ 1,500.00	\$ 105.18	\$ 129.18	\$ 1,370.82	8.6%
WI Customer Individualized Training Costs					
Individual Training Account/Voucher Cost 6530	\$ 61,932.45	\$ -	\$ -	\$ 61,932.45	0.0%
Client Verifications 6516	\$ 600.00	\$ -	\$ 12.30	\$ 587.70	2.1%
Client Testing Fees 6535	\$ -	\$ -	\$ -	\$ -	0.0%
TOTAL TRAINING COSTS	\$ 64,032.45	\$ 105.18	\$ 141.48	\$ 63,890.97	0.2%
Supportive Services Costs :					
WI Customer Transportation Costs 6485	\$ 2,500.00	\$ 435.00	\$ 750.00	\$ 1,750.00	30.0%
WI Customer Childcare Costs 6660	\$ 1,500.00	\$ -	\$ -	\$ 1,500.00	0.0%
Training Support Materials (Uniforms, Drug Screens, Backgr 6546	\$ 11,700.00	\$ 1,321.00	\$ 2,085.00	\$ 9,615.00	17.8%
WI Customer Emergency Assistance (Rent, Car Repair, etc. 6596	\$ 1,500.00	\$ -	\$ -	\$ 1,500.00	0.0%
TOTAL SUPPORTIVE SERVICES COSTS	\$ 17,200.00	\$ 1,756.00	\$ 2,835.00	\$ 14,365.00	16.5%
Training/Professional Fees/Profit:					
General Liability Insurance 6305	\$ 1,010.40	\$ 46.28	\$ 188.25	\$ 822.15	18.6%
TOTAL FEES / PROFIT COSTS	\$ 1,010.40	\$ 46.28	\$ 188.25	\$ 822.15	18.6%
INDIRECT COST: 14.65%	\$ 11,295.00	\$ 832.05	\$ 2,628.00	\$ 8,666.99	23.3%
Contract Total	\$ 168,400.00	\$ 8,372.76	\$ 23,530.78	\$ 144,869.22	14.0%



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

Rapid Response

Contract Number: **20RR295E1**
 Invoice Number: **1102-02**
 Invoice Month: **9/30/2020**
 Period Covered: **August 01, 2020 - June 30, 2021**
 Total Amount Due: **\$ 24,559**

Eckerd Goal:

SEPTEMBER

18.18%

100.0%

Line Item	Budget	1102-2	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Training Costs:					
2.6 Individual Training Account/Voucher Cost 6530	\$ 70,000	24,559.00	33,417.00	\$ 36,583.00	47.7%
TOTAL TRAINING COSTS	\$ 70,000	24,559.00	33,417.00	\$ 36,583.00	47.7%
CONTRACT TOTAL :	\$ 70,000	\$ 24,559	\$ 33,417	\$ 36,583	47.7%

Eckerd WDS Obligations Report: Training & Supportive Services

Overview

Program	Organization Name	Details	Amount
WIOA Adult	Worklink SC Works	PY20 Total Budget	\$333,403.00
		PY20 Vouchers Total	\$110,520.13
		PY20 Vouchers Deobligations	\$45.00
		PY20 Vouchers Net Approved	\$110,475.13
		PY20 Vouchers Paid	\$97,246.16
		PY20 Vouchers Not Paid	\$13,228.97
		PY20 Funds Unobligated	\$222,927.87
		PY20 ITA's Approved	\$102,718.00
		PY20 ITA's Net Approved	\$102,718.00
		PY20 ITA's vs Budget	\$230,685.00
WIOA Dislocated Worker & Rapid Response	Worklink SC Works	PY20 Total Budget	\$150,632.00
		PY20 Vouchers Total	\$39,208.68
		PY20 Vouchers Deobligations	\$5.00
		PY20 Vouchers Net Approved	\$39,203.68
		PY20 Vouchers Paid	\$36,381.18
		PY20 Vouchers Not Paid	\$2,822.50
		PY20 Funds Unobligated	\$111,428.32
		PY20 ITA's Approved	\$44,999.00
		PY20 ITA's Deobligations	\$4,429.00
		PY20 ITA's Net Approved	\$40,570.00
		PY20 ITA's vs Budget	\$110,062.00

as of 10.1.2020

WorkLink Drive-Thru Job Fairs

County	Date	Total Employers	Total Jobseekers	Number of Interviews/Hires
Anderson	8/28/2020	9	300	123 interviews, 63 job offers
Pickens	9/10/2020	9	108	20 interviews – still capturing data
Anderson	10/8/2020	14	190	Still capturing data



PY20–WorkLink (Adult-1055 / DW-1056 Services)

Contract Budget Modification #1

Contractor: Eckerd Youth Alternative, Inc.
Contract #'s: 20A295E1 & 20D295E1
Program: SC Works Case Management Services
Submission Date: 9/30/2020
VP of Operations: Kal Kunkel
Program Manager (s): Renee Alexander & J.T. Parnell

Budget Modification Summary & Narrative

Budget Summary

Eckerd Youth Alternative, Inc. (Contractor) is requesting a modification to our current contract to include Restoration Grant funds provided by SC DEW. Overall, we are reducing our original contract from \$842,000 to \$733,608 and adding the SC DEW Restoration Funds in the amount of \$118,392 for a new total budget of \$852,000 a \$10,000 increase overall. As you will see below, we are transferring most of the funds with the Tuition Line Item.

CONTRACT BUDGET MODIFICATION

Staff Costs Narrative

No changes to staff salaries and fringe.

		PY 20 Budget	Change	PY 20 Budget Mod 1	State Grant Funds
Slot Level					
Staff Costs					
Sub-Total of Staff Costs		\$ 253,786.36	\$ 0.00	\$ 253,786.37	\$ -
Fringe Benefits	Rate				
FICA	7.65%	\$ 19,414.68	\$ 0.00	\$ 19,414.68	
Workers Comp.	0.75%	\$ 1,903.40	\$ 0.00	\$ 1,903.40	
Health Insurance	21.34%	\$ 59,495.65	\$ 0.00	\$ 59,495.65	
Retirement	2.00%	\$ 5,583.26	\$ 0.00	\$ 5,583.26	
Unemployment Insurance	0.60%	\$ 1,522.74	\$ 0.00	\$ 1,522.74	
Other (Specify)					
Sub-Total Fringe:	32.34%	\$ 87,919.72	\$ 0.00	\$ 87,919.72	\$ -

CONTRACT BUDGET MODIFICATION

Operating Costs Narrative

Increase of \$1,800.38 to Operating Costs.

Operating Costs					
Facility Costs	6185	\$ -	\$ -	\$ -	\$ -
Wide Area Network Costs	6265	\$ 360.00	\$ -	\$ 360.00	\$ -
Postage	6005	\$ 1,400.00	\$ -	\$ 1,400.00	\$ -
Staff Cell Phones	6270	\$ 4,032.00	\$ -	\$ 4,032.00	\$ -
Local Mileage	6105	\$ 4,500.00	\$ 0.38	\$ 4,500.38	\$ -
Non-Local Mileage/Travel		\$ 1,750.00	\$ -	\$ 1,750.00	\$ -
Consumable Supplies	6000	\$ 4,400.00	\$ 1,800.00	\$ 6,200.00	\$ -
Staff Computers	6085	\$ -	\$ -	\$ -	\$ -
Copy/Print	6730	\$ 3,500.00	\$ -	\$ 3,500.00	\$ -
Software Licenses	6095	\$ 1,914.00	\$ -	\$ 1,914.00	\$ -
Staff Training Registration Costs	5110	\$ 1,250.00	\$ -	\$ 1,250.00	\$ -
Participant Outreach	6735	\$ 375.20	\$ -	\$ 375.20	\$ -
Staff Background Checks	5100	\$ 549.80	\$ -	\$ 549.80	\$ -
Sub-Total Operating		\$ 24,031.00	\$ 1,800.38	\$ 25,831.38	\$ -

Training Costs Narrative

Decreased Formula Funds in Tuition by \$145,763.05 and added \$117,577.62 of Restoration Grant Funds to Tuition.

Training					
Tuition Cost (Adult Education)	6530	\$ 353,835.20	\$ (145,763.05)	\$ 208,072.15	\$ 117,577.62
Client Testing Fees	6535	\$ -	\$ -	\$ -	\$ -
Instructional Supplies (Books)	6545	\$ -	\$ -	\$ -	\$ -
Credential Exam Fees	6525	\$ 9,500.00	\$ -	\$ 9,500.00	\$ -
Individual Training Accounts	6520	\$ -	\$ -	\$ -	\$ -
Participant Verification	6516	\$ 2,100.00	\$ -	\$ 2,100.00	\$ -
Participant Graduation Fees	6595	\$ -	\$ -	\$ -	\$ -
Sub-Total Training		\$ 365,435.20	\$ (145,763.05)	\$ 219,672.15	\$ 117,577.62

Supportive Services Narrative

Increased Supportive Services by \$36,500 to support current participant Supportive Service's needs.

Supportive Services					
Childcare	6660	\$ 3,000.00	\$ -	\$ 3,000.00	\$ -
Transportation	6485	\$ 13,000.00	\$ 11,500.00	\$ 24,500.00	\$ -
Client Incentives	6585	\$ -	\$ -	\$ -	\$ -
Client Training Support Matl.	6546	\$ 31,700.00	\$ 25,000.00	\$ 56,700.00	\$ -
Client Emergency Assistance	6596	\$ 3,000.00	\$ -	\$ 3,000.00	\$ -
Sub-Total of Supportive Services		\$ 50,700.00	\$ 36,500.00	\$ 87,200.00	\$ -

CONTRACT BUDGET MODIFICATION

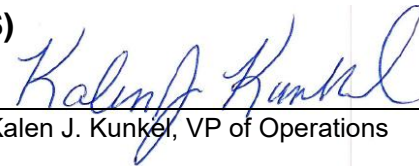
Indirect & General Liability Insurance

Decreased Formula Funds Indirect & General Liability costs by \$929.34 and increased these line items for Restoration Grant by \$814.38 a net savings of \$114.96.

Indirect Cost & Fees					
Indirect Cost (MTDC)	14.77%	\$ 55,075.72	\$ (278.99)	\$ 54,796.73	\$ 104.07
General Liability (Eckerd)	0.06%	\$ 5,052.00	\$ (650.35)	\$ 4,401.65	\$ 710.31
Sub-Total of Indirect & Fees		\$ 60,127.72	\$ (929.34)	\$ 59,198.38	\$ 814.38

APPROVAL(S)

Prepared By


Kalen J. Kunkel, VP of Operations

CONTRACT BUDGET MODIFICATION

BUDGET FORMS

The contract budget forms will be provided with the approved modification documents for signature.

WORKFORCE INVESTMENT BOARD

WorkLink Workforce Investment Area

GRANT BUDGET SUMMARY

Service Provider Eckerd Workforce Development Contract # 20A295E1 & 20D295E1

Project/Activity SC Works Adult-DW Services Funding Source WIOA Adult & DLW Formula Funds Modification # 1

CATEGORIES	ADULT	DLW	Administration	Non-Administration	Total Budget Amount
STAFF COSTS (Salaries & Fringe Benefits)	\$ 272,110	\$ 69,596		\$ 341,706	\$ 341,706
OPERATING COSTS	\$ 20,565	\$ 5,267		\$ 25,831	\$ 25,831
TRAINING COSTS	\$ 217,572	\$ 2,100		\$ 219,672	\$ 219,672
SUPPORTIVE SERVICE COSTS	\$ 68,500	\$ 18,700		\$ 87,200	\$ 87,200
Training Fees/Professional Fees/ Profit	\$ 3,757	\$ 645		\$ 4,402	\$ 4,402
Indirect Costs	\$ 43,647	\$ 11,150		\$ 54,797	\$ 54,797
Total Budget Costs	\$ 626,151	\$ 107,457	\$ -	\$ 733,608	\$ 733,608
Percentage of Budget	85%	15%		100%	
Cost Limitations			2% Maximum	At least 98%	100%

CONTRACT BUDGET MODIFICATION

WORKFORCE INVESTMENT BOARD WorkLink Workforce Investment Area COST AND PRICE ANALYSIS WORKSHEET

Service Provider Eckerd Workforce Development

Contract # 20A295E1 & 20D295E1

Project/ Activity SC Works Adult-DW Services

Funding Source WIOA Adult & DLW Formula Funds Modification # 1

STAFF & INDIRECT COST - BUDGET SUMMARY

SALARIES, FRINGE BENEFITS, & INDIRECT COST					ADULT		DLW		ADMINISTRATION		NON-ADMINISTRATION	
Staff Salaries: Position Title	Salary Per Month	No. of Months	% of Time	TOTAL AMOUNT	%	Amount	%	Amount	%	Amount	%	Amount
TOTAL SALARIES				\$ 253,786.37		\$ 202,089.71		\$ 51,696.66				\$ 253,786.37
FRINGE BENEFITS:												
FICA	\$ 253,786.37	X	7.65%	\$ 19,414.66		\$ 15,459.86		\$ 3,954.81			100%	\$ 19,414.66
Unemployment	\$ 253,786.37	X	0.60%	\$ 1,522.72		\$ 1,212.57		\$ 310.17			100%	\$ 1,522.72
Workers Comp	\$ 253,786.37	X	0.75%	\$ 1,903.40		\$ 1,515.69		\$ 387.70			100%	\$ 1,903.40
Retirement (403b Match)	\$ 253,786.37	X	2.20%	\$ 5,583.30		\$ 4,445.96		\$ 1,137.30			100%	\$ 5,583.30
Healthcare	\$ 253,786.37	X		\$ 59,495.65	23.4%	\$ 47,386.38	23.4%	\$ 12,109.27			100%	\$ 59,495.65
TOTAL FRINGE BENEFITS				\$ 87,919.72		\$ 70,020.46		\$ 17,899.26				\$ 87,919.72
INDIRECT COST: RATE	\$ 374,039.12	X	14.65%	\$ 54,796.73	79.65%	\$ 43,647.01	20.35%	\$ 11,149.72			100%	\$ 54,796.73
TOTAL COST				\$ 396,502.82	23.45%	\$ 315,757.18	23.42%	\$ 80,745.64			100%	\$ 396,502.82

Each position must be supported by a job description.

A complete "Per Person" cost analysis must be completed and attached as an Exhibit.

A current copy of your "Indirect Cost Rate" as approved by your Cognizant Agency and description of the costs covered must be attached to the budget as an Exhibit

CONTRACT BUDGET MODIFICATION

WORKFORCE INVESTMENT BOARD WorkLink Workforce Investment Area COST AND PRICE ANALYSIS WORKSHEET

Service Provider Eckerd Workforce Development Contract # 20A295E1 & 20D295E1
Project/Activity SC Works Adult-DW Services Fund Source WIOA Adult & DLW Formula Funds Modification # 1

Categories & Line Items	Total Cost	ADULT	DLW	Non-Administration
OPERATING COSTS				
Facility Rent, Utilities, Maintenance, etc.	\$ -	\$ -	\$ -	\$ -
Staff Expendable Supplies & Materials	\$ 6,200	\$ 5,000	\$ 1,200	\$ 6,200
Software Licenses	\$ 1,914	\$ 1,299	\$ 615	\$ 1,914
Staff Computers	\$ -	\$ -	\$ -	\$ -
Program Outreach Expenses (Brochures, Flyers, etc.)	\$ 375	\$ 300	\$ 75	\$ 375
Copy & Print Expenses	\$ 3,500	\$ 2,800	\$ 700	\$ 3,500
Communications (Phone, Fax, Internet, etc.)	\$ 4,392	\$ 3,526	\$ 866	\$ 4,392
Staff Travel				
Local Mileage cost	\$ 4,500	\$ 3,600	\$ 900	\$ 4,500
Non-Local Mileage cost	\$ -			\$ -
Non-Local Per Diem/Lodging Cost	\$ 1,750	\$ 1,400	\$ 350	\$ 1,750
Staff Training	\$ 1,250	\$ 1,000	\$ 250	\$ 1,250
Staff Background Checks	\$ 550	\$ 440	\$ 110	\$ 550
Non-Expendable Equipment Purchases (Computers, software, etc.)				
Non-Expendable Equipment Purchases (Computer Leases)	\$ -	\$ -	\$ -	\$ -
Wide Area Network (WAN) Equipment and Computer Software	\$ -	\$ -	\$ -	\$ -
Postage (Stamps, FedEx, etc.)	\$ 1,400	\$ 1,200	\$ 200	\$ 1,400
TOTAL OPERATING COSTS	\$ 25,831	\$ 20,565	\$ 5,267	\$ 25,831
TRAINING COSTS				
WI Customer Supplies & Materials Costs	\$ -	\$ -	\$ -	\$ -
WI Customer Book Costs	\$ -	\$ -	\$ -	\$ -
WI Customer Credential Exam Fees (C.N.A., GED, TABE, WorkKeys, etc.)	\$ 9,500	\$ 8,000	\$ 1,500	\$ 9,500
WI Customer Individualized Training Costs				
Tuition Cost (Adult Education Skill Upgrade & GED)	\$ -	\$ -	\$ -	\$ -
Other Individualized Training Cost (TCTC Pre-Employment Workshops)	\$ -	\$ -	\$ -	\$ -
Individual Training Account/Voucher Cost	\$ 208,072	\$ 208,072	\$ -	\$ 208,072
Client Verifications	\$ 2,100	\$ 1,500	\$ 600	\$ 2,100
WI Customer On-the-Job Training Costs				
Reimbursable Wages	\$ -	\$ -	\$ -	\$ -
TOTAL TRAINING COSTS	\$ 219,672	\$ 217,572	\$ 2,100	\$ 219,672
SUPPORTIVE SERVICES COSTS				
WI Customer Incentives (Youth Only)	\$ -	\$ -	\$ -	\$ -
WI Customer Transportation Costs	\$ 24,500	\$ 20,500	\$ 4,000	\$ 24,500
WI Customer Childcare Costs	\$ 3,000	\$ 1,500	\$ 1,500	\$ 3,000
Training Support Materials (Uniforms, Drug Screens, Background Checks, etc.)	\$ 56,700	\$ 45,000	\$ 11,700	\$ 56,700
WI Customer Emergency Assistance (Rent, Car Repair, etc.)	\$ 3,000	\$ 1,500	\$ 1,500	\$ 3,000
TOTAL SUPPORTIVE SERVICES COSTS	\$ 87,200	\$ 68,500	\$ 18,700	\$ 87,200
TRAINING/PROFESSIONAL FEES/PROFIT				
Profit (Professional Fee - 5%) Can be tied to Performance	\$ -	\$ -	\$ -	\$ -
General Liability Insurance	\$ 4,402	\$ 3,757	\$ 645	\$ 4,402
TOTAL FEES / PROFIT COSTS	\$ 4,402	\$ 3,757	\$ 645	\$ 4,402

* A Complete cost and price analysis of Actual/Projected cost must be attached to the budget as an Exhibit

CONTRACT BUDGET MODIFICATION

WORKFORCE INVESTMENT BOARD WorkLink Workforce Investment Area PARTICIPANT FLOW BASIS & PROJECTIONS

Service Provider Eckerd Workforce Development Contract # 20A295E1 & 20D295E1

Project Activity SC Works Adult-DW Services Fund Source WIOA Adult & DLW Formula Funds

Mod# Mod 1

PY19 Actuals Basis

	Adult	Dislocated Worker	Total	
PY19 Actual Budget Expenditure	\$639,200.00	\$136,000.00	\$ 775,200.00	Based on PY19 Mod-2 actuals and estimates through June 30, 2020.
PY19 Non-WIOA Training Funds	\$141,447.50	\$ 8,845.00	\$ 150,292.50	Actuals through May
PY19 Total Program Expenditure	\$ 780,647.50	\$ 144,845.00	\$ 925,492.50	
PY19 New Enrollments	186	38	224	As of May 10, 2020
PY18 Carryovers to PY19	138	14	152	
PY19 Active Follow-up	167	16	183	
PY19 Total Served	491	68	559	
PY19 Cost per Participant	\$ 1,589.91	\$ 2,130.07	\$ 1,655.62	Adult DW Total
PY20 Contract Totals (90% of Contract)	\$ 519,487.00	\$ 140,760.00	\$ 660,247.00	\$ 577,208.00 \$ 156,400.00 \$ 733,608.00
PY20 Non-WIOA Training Funds	\$ 112,500.00	\$ 12,500.00	\$ 125,000.00	
PY20 Planned Program Expenditure	\$ 631,987.00	\$ 153,260.00	\$ 785,247.00	
PY20 Contract Totals divided by PY19 Cost Per Participant equals PY20 Service Levels	397	72	469	
	Clients Served			
Period	Adult	DW	Total	
PY20 Active Follow-up as of 7/1/2020	176	39	215	
PY20 Carryovers from PY19 as of 7/1/2020	140	15	155	
PY20 New Enrollment Plan by Month	81	18	99	
July-20	15	7		
August-20	7	1		
September-20	7	1		
October-20	5	1		
November-20	5	1		
December-20	5	1		
January-21	6	1		
February-21	6	1		
March-21	7	1		
April-21	7	1		
May-21	6	1		
June-21	5	1		
Formula Funds PY20 Total Served	397	72	469	
Rapid Response			25	
Restoration Grant			49	
		# of CC's	4	
	Average 125 per CC		135.75	

WorkLink Budget Comparison

		PY 20 Budget	Change	PY 20 Budget Mod 1	State Grant Funds
Slot Level					
Staff Costs					
Sub-Total of Staff Costs		\$ 253,786.36	\$ 0.00	\$ 253,786.37	\$ -
Fringe Benefits	Rate				
FICA	7.65%	\$ 19,414.68	\$ 0.00	\$ 19,414.68	
Workers Comp.	0.75%	\$ 1,903.40	\$ 0.00	\$ 1,903.40	
Health Insurance	21.34%	\$ 59,495.65	\$ 0.00	\$ 59,495.65	
Retirement	2.00%	\$ 5,583.26	\$ 0.00	\$ 5,583.26	
Unemployment Insurance	0.60%	\$ 1,522.74	\$ 0.00	\$ 1,522.74	
Other (Specify)					
Sub-Total Fringe:	32.34%	\$ 87,919.72	\$ 0.00	\$ 87,919.72	\$ -
Operating Costs					
Facility Costs	6185	\$ -	\$ -	\$ -	\$ -
Wide Area Network Costs	6265	\$ 360.00	\$ -	\$ 360.00	\$ -
Postage	6005	\$ 1,400.00	\$ -	\$ 1,400.00	\$ -
Staff Cell Phones	6270	\$ 4,032.00	\$ -	\$ 4,032.00	\$ -
Local Mileage	6105	\$ 4,500.00	\$ 0.38	\$ 4,500.38	\$ -
Non-Local Mileage/Travel		\$ 1,750.00	\$ -	\$ 1,750.00	\$ -
Consummable Supplies	6000	\$ 4,400.00	\$ 1,800.00	\$ 6,200.00	\$ -
Staff Computers	6085	\$ -	\$ -	\$ -	\$ -
Copy/Print	6730	\$ 3,500.00	\$ -	\$ 3,500.00	\$ -
Software Licenses	6095	\$ 1,914.00	\$ -	\$ 1,914.00	\$ -
Staff Training Registration Costs	5110	\$ 1,250.00	\$ -	\$ 1,250.00	\$ -
Participant Outreach	6735	\$ 375.20	\$ -	\$ 375.20	\$ -
Staff Background Checks	5100	\$ 549.80	\$ -	\$ 549.80	\$ -
Sub-Total Operating		\$ 24,031.00	\$ 1,800.38	\$ 25,831.38	\$ -
Training					
Tuition Cost (Adult Education)	6530	\$ 353,835.20	\$ (145,763.05)	\$ 208,072.15	\$ 117,577.62
Client Testing Fees	6535	\$ -	\$ -	\$ -	\$ -
Instructional Supplies (Books)	6545	\$ -	\$ -	\$ -	\$ -
Credential Exam Fees	6525	\$ 9,500.00	\$ -	\$ 9,500.00	\$ -
Individual Training Accounts	6520	\$ -	\$ -	\$ -	\$ -
Participant Verification	6516	\$ 2,100.00	\$ -	\$ 2,100.00	\$ -
Participant Graduation Fees	6595	\$ -	\$ -	\$ -	\$ -
Sub-Total Training		\$ 365,435.20	\$ (145,763.05)	\$ 219,672.15	\$ 117,577.62
Supportive Services					
Childcare	6660	\$ 3,000.00	\$ -	\$ 3,000.00	\$ -
Transportation	6485	\$ 13,000.00	\$ 11,500.00	\$ 24,500.00	\$ -
Client Incentives	6585	\$ -	\$ -	\$ -	\$ -
Client Training Support Matl.	6546	\$ 31,700.00	\$ 25,000.00	\$ 56,700.00	\$ -
Client Emergency Assistance	6596	\$ 3,000.00	\$ -	\$ 3,000.00	\$ -
Sub-Total of Supportive Services		\$ 50,700.00	\$ 36,500.00	\$ 87,200.00	\$ -
Sub-Total of Contract Costs		\$ 781,872.28	\$ (107,462.66)	\$ 674,409.62	\$ 117,577.62
Indirect Cost & Fees					
Indirect Cost (MTDC)	14.77%	\$ 55,075.72	\$ (278.99)	\$ 54,796.73	\$ 104.07
General Liability (Eckerd)	0.06%	\$ 5,052.00	\$ (650.35)	\$ 4,401.65	\$ 710.31
Sub-Total of Indirect & Fees		\$ 60,127.72	\$ (929.34)	\$ 59,198.38	\$ 814.38
		\$ 842,000.00	\$ (108,392.00)	\$ 733,608.00	\$ 118,392.00

Eligible Training Provider List

Current Reasons for Denial:

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

Provider:	Program:	Criteria 1	Criteria 2	Criteria 3	Criteria 4	Criteria 5	Criteria 6
Applications from August 2020 - Tabled							
Career Step, LLC	Professional Medical Coding and Billing	Online	Yes	No	Yes	No	No (They are on the Utah ETPL)
Career Step, LLC	Medical Transcription Editor	Online	Yes	No	Yes	No	No
Career Step, LLC	Medical Assistant	Online	Yes	No	Yes	No	No
Career Step, LLC	Computer Technician	Online	Yes	No	Yes	No	No
Career Step, LLC	Medical Administrative Assistant with EHR	Online	Yes	No	Yes	No	No
Career Step, LLC	Pharmacy Technician (ASHP/ACPE)	Online	Yes	No	Yes	No	No
Career Step, LLC	EKG Technician	Online	Yes	No	Yes	No	No (They are on the Idaho ETPL)
Career Step, LLC	Healthcare Information Technician	Online	Yes	No	Yes	No	No
Coding Clarified LLC	Professional Medical Coding Class	Online	Yes	No	Yes	No	No (out of state)
STVT-AAI Education Inc DBA Miller-Motte College	CDL Training: Class A Tractor Trailer	Instructor Taught	Yes	No	Yes	No	2 locations in SC:No 1 location in GA:Yes (They are on the GA ETP
IG Training Institution	CBCS Training	Instructor Taught	Yes	No	Yes	No	Yes
IG Training Institution	CPC Training	Instructor Taught	Yes	No	Yes	No	Yes
CDL Training Service of SC DBA Ace Driving Academy	Basic Truck Driver Training	Instructor Taught	Yes	No	No	No	Yes
New Applications							
She Sparks Too Inc.	Welding	Instructor Taught	Yes	No	Yes	No	Yes
PST, Inc.	Security+ Certification	Instructor Taught	Yes	No	Yes	No	No
PST, Inc.	Microsoft Office Specialist	Instructor Taught	Yes	No	Yes	No	No
PST, Inc.	Network+ Certification	Instructor Taught	Yes	No	Yes	No	No
PST, Inc.	A+ Certification	Instructor Taught	Yes	No	Yes	No	No
PST, Inc.	Microsoft Office Project Specialist	Instructor Taught	Yes	No	Yes	No	No

WorkLink

WIOA LETTER NO.: PY' 18-06, change 2 (replaces WorkLink WIA Instruction Letter No.: PY' 18-06, change 1)

TO: SC Works Operator Staff and any entity requesting to become an Eligible Training Provider

SUBJECT: Application Procedures for the Eligible Training Provider's List

ISSUANCE

DATE: November 7, 2018

EFFECTIVE

DATE: Immediately

EXPIRATION

DATE: Indefinitely

PURPOSE: To transmit local area's policies and procedures governing applications for the Eligible Training Provider List under the provisions of the Workforce Innovation and Opportunity Act (WIOA). It repeals WorkLink Instruction Letters regarding the local eligible training provider appeals process and provider policy.

BACKGROUND: Section 122 of the WIOA establishes the eligibility criteria for training providers seeking to be placed on the list of providers eligible to receive funding for training WIOA-eligible participants. Subject to the provisions of WIOA, the provider shall be:

1. An institution of higher education that provides a program that leads to a recognized post-secondary credential;
2. An entity that carries out programs registered under the "National Apprenticeship Act" (50 Stat. 664, chapter 663; 29 U.S.C 50 et seq); or
3. Another public or private provider of a program of training services and eligible providers of adult education and literacy activities under Title II if such activities are provided in combination with occupational skills training.

Providers of on-the-job training, customized training, incumbent worker training, internships, paid or unpaid work experience opportunities, or transitional employment shall not be subject to the provisions of this instruction.

POLICY: The Statewide List of Eligible Training Providers includes all training programs that are currently certified by one or more Boards. General inquiries regarding certified programs should be directed to the WorkLink Development Board (WorkLink), 1376 Tiger Blvd., Suite 102, Clemson, SC 29631 or via email to tacker@worklinkweb.com or by phone at 864.646.1515 and ask for Mr. Trent Acker.

Additional Local Requirements

The WorkLink Board will consider all programs approved for the Statewide Eligible Training Providers List, but adopted the following additional requirements of entities seeking eligibility to provide training services in the WorkLink Workforce Board area:

1. Be in business under their current ownership for a minimum of two (2) years, and provide performance data for programs.
2. Be licensed by the South Carolina Commission on Higher Education (CHE) or submit a letter from CHE indicating licensure is not required.
3. Be nationally or regionally accredited by a regulating body recognized by the U.S. Department of Education (such as SACS, NEASC, NCA, MSA, WASC, NWCCU) <https://ope.ed.gov/accreditation/agencies.aspx>.
4. Where programmatic accreditation is not available for a course of study, the provider must be able to issue an industry recognized and portable credential to participants completing the course.
5. Offer training in a facility that is in compliance with ADA requirements, and be able to pass a site visit.
6. Report their performance to the South Carolina Department of Employment and Workforce's SC Works Service system (SCWOS) following the designated timeline, instructions and templates provided at <https://www.scworks.org/etp.asp>. Failure to report ALL required data could result in removal from the ETPL and generate a waiting period for re-application.
7. Meet provider performance standards or measures set by the state and or local area. These measures are still to be determined.
8. Be subject to a review/analysis by the WorkLink Workforce Board (WorkLink), and respond to all questions or concerns of the WorkLink.

**Providers who operate solely as online institutions are not eligible for local approval.*

The OneStop Operations Committee reserves the right to make special considerations to the above local requirements if sufficient justification is provided.

Eligible Training Courses

1. Must be offered to the general public.
2. Must have supporting documentation of \$12.47 per hour entry wages (WorkLink Workforce Board's self-sufficiency wage).
3. Training must lead to a specific job or group of jobs.
4. Curriculum must be structured.

Continuing Eligibility Will Be Evaluated by WorkLink

1. ETP must continue to have valid accreditation:
 - a. Maintain accreditation; and
 - b. Continue to supply student-based information to SCWOS.
2. For courses to remain on the local ETP list, the training course must:
 - a. Have the ability to evaluate and report successful completions.
 - b. Maintain training related placement rates within guidelines of WorkLink policy (still to be determined);
 - c. Be for an in-demand occupation in the WorkLink area.

WorkLink Area Priorities and Reasons for Denial

**Conditions listed as reasons for denial are subject to periodic review and may be changed at any time pending Board approval. There will be no exceptions to the reasons for denial; board action will be required to change these.*

The OneStop Operations Committee reviews current labor market conditions in order that WIOA participants will be successful in finding full-time, sustainable employment at the conclusion of training. Therefore, WorkLink is adopting the following priorities and reasons for denying training providers that might otherwise meet the conditions laid out both by the WIOA law and training provider's LLR (Labor, Licensing, and Regulation) and performance-based requirements:

- Our local area is prioritizing classroom-based training for the WorkLink area.
- Training is not within the five in-demand career clusters for the WorkLink area:
 - Administrative and Support;
 - Construction;
 - Health Care and Social Assistance;
 - Manufacturing; and
 - Professional, Scientific, and Technical Services;
 - Nor is one of the two career exceptions: CDL training and Heavy Equipment Operator training.
- WorkLink Workforce Development Board currently has a moratorium on barbering, cosmetology, nail technician, and horseshoeing, for the WorkLink area.

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- Training programs do not lead to a recognized post-secondary occupational credential.
- 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. Please refer to the latest version of version of the PY' 10-07 WIOA Participant Lifetime Training Account (ITA) Cap for the current policy on ITA limitations.
- Training provider does not offer programs of study within 150 miles of Clemson, SC.

Use of Individual Training Accounts

**The term voucher system is synonymous with the term Individual Training Account (ITA) as used in section 134 of the WIOA.*

In general, training services shall be provided to eligible adults and dislocated workers through the use of an ITA issued by the local workforce area or by the local SC Works Center, in accordance with procedures established herein. Funds must be used to train individuals for high wage/high demand occupations.

Payment for training services will be made through the use of a voucher, issued in an amount agreed upon prior to the start of training by the use of a scholarship budget. The voucher should be consistent with the scholarship budget and sufficient to cover the approved training service costs for eligible adults, dislocated workers and older out of school youth who are unable to obtain other grant assistance for such services, including Federal Pell Grants; or eligible adults, dislocated workers and older out-of-school youth who require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.

In addition to the invoice, the training provider will be responsible for providing service provider's case management personnel with WIOA participant attendance records, periodic and final reports on the participant's progress, grade or competency achievement, performance appraisals (when applicable), and such other information necessary to access the participant's progress in the training program.

Tuition reimbursements will be made upon submission of the invoice from the Training Provider to the SC Works Center WIOA program service provider. Occasional delays of state funding may affect the timing of ETP tuition reimbursements. The service provider reserves the right to reject vouchers not submitted for redemption in a timely fashion in accordance with established policy.

Private training providers must agree to the following payment schedule before anyone may be sent to training:

- 50% of required funds for the total training will be paid to the provider at the start of training.
- 25% will be paid at the time the participant successfully completes 50% of the training.
- The last 25% will be paid when the training is successfully completed.

Appropriate facilities and systems of providers of training services must be accessible to monitoring and/or auditing by all appropriate representatives and/or agents, of the Federal, State and local workforce area. All Eligible Training Providers must have a Provider Consumer Report on training performance and Costs available to WIOA participants.

Inclusion on the Statewide List of Eligible Training Providers, in itself, does not guarantee that WIOA funds are available for enrollment in an eligible offering. The availability of WIOA funding for enrollment is based on many factors, including an assessment of each individual's employment needs.

Credential Information:

WIOA sec.3(52), defines a recognized postsecondary credential as a "credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or Federal government, or an associate or baccalaureate degree." Per Department of Labor's Training and Employment Guidance letter (TEGL) 10-16, change 1, "a recognized postsecondary credential is awarded in recognition of an individual's attainment of measurable technical or industry/occupation. These technical or industry/occupational skills generally are based on standard developed or endorsed by employers or industry associations. Certificates awarded by workforce development boards (WDBs) and work readiness certificates are not included in this definition because neither type of certificate is recognized industry-wide, nor documents the measurable technical or industry/occupational skills necessary to gain employment or advancement within an occupation. Likewise, such certificates must recognize technical or industry/occupational skills for the specific industry/occupation rather than general skills related to safety, hygiene, etc., even if such vernal skills certificates are broadly required to qualify for entry-level employment or advancement in employment."

Further, the U.S. Department of Labor (DOL) has previously clarified that CPR certificates and OSHA certificates do not meet its credential definition. DOL specifically states, "While a CPR and OSHA training may provide benefit to participants as they begin to gain general knowledge about occupations and occupational standards, participants are unlikely to gain employment or advance within an occupation based solely upon receiving a CPR or an OSHA certificate." The State views ServSafe and customer service programs in general, as being in the same category as CPR and OSHA. Therefore, they do not meet the

definition of a recognized postsecondary credential for WIOA and are not considered as training programs for the ETPL.

Appeal Procedures:

- a. The applicant submits a Notice of Appeal to the Executive Director of the local Board at the local Workforce Area office. The appeal must be received within 10 days after the date of the letter of denial or removal.
- b. Should an appeal not be filed and received within 10 days after the letter of denial, the denial will stand. There will be no recourse for appeal after the 10 day time limit has expired.
- c. The appeal will be submitted to the local Board's Executive Committee, reviewed and scheduled for an appeal hearing by the Executive Committee. The applicant will be notified of the location, date, and time of the scheduled hearing to present to the Executive Committee.
- d. The Executive Director or Board Chair will notify the applicant of the Executive Committee's final decision within five days of the appeal hearing.
- e. The Executive Committee's decision may be appealed to the State per the State Appeal Procedures. The procedures will be provided at the time of denial from the local Executive Committee.

All appeals to the WorkLink WDB should be submitted to:

Mr. Trent Acker
WorkLink Workforce Board
1376 Tiger Blvd., Suite 102
Clemson, SC 29631

Nothing in this instruction prevents a complainant from pursuing a remedy authorized under another Federal, State or local law.

ACTION: Training providers seeking initial eligibility for the Statewide Eligible Training Provider's list are required to submit requested information to the SC Department of Employment and Workforce using the Palmetto Academic Training Hub (PATH) portal <https://www.scworks.org/etp.asp>. Detailed instructions and tutorials are available to assist interested training providers in uploading their information to the State ETPL. Once the initial vetting of the program application is concluded by the State and the WorkLink Workforce Board is notified, the WorkLink staff will make a determination, based on stated policies, regarding whether or not the course(s) will be placed on the local area's list, for those

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providers who request placement on the WorkLink's local list. This process will apply to both initial and subsequent eligibility applications.

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



Mr. Trent Acker, Executive Director
WorkLink Workforce Development Board

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Acronyms

Below are useful acronyms of many of the words, phrases and jargon you might hear or see in the SC Works centers or when communicating with workforce professionals. This is not an exhaustive, but should help navigate conversations and information that you encounter.

Acronyms

ABAWD	Able-Bodied Adult without Dependents	LVER	Local Veterans' Employment Representative
ACT	American College Testing	LWDA	Local Workforce Development Area
ADA	Americans with Disabilities Act	LWDB	Local Workforce Development Board
AJC	American Job Center	MOU	Memorandum of Understanding
BLS	Bureau of Labor Statistics	MSFW	Migrant Seasonal Farm Worker
CBO	Community Based Organization	NCRC	National Career Readiness Certificate
CDL	Commercial Driver's License	O*NET	Occupational Information Network
CLEO	Chief Local Elected Official	OAA	Older Americans Act
COG	Council of Government	OIS	Occupational Information System
CSBG	Community Service Block Grant	OJT	On the Job Training
DEW	Department of Employment and Workforce	PIC	Private Industry Counsel
DOL	Department of Labor	PY	Program Year
DVOP	Disabled Veterans Outreach Program	RR	Rapid Response
DW	Dislocated Worker	RSA	Resource Sharing Agreement or Rehabilitation Services Administration (UDSOL)
EO	Equal Opportunity	SCSEP	Senior Community Service Employment Program
ETA	Employment & Training Administration (USDOL)	SCWOS	SC Works Online Services
ETPL	Eligible Training Provider List	SDA	Service Delivery Area (LWDB)
FBO	Faith-Based Organization	SNAP	Supplemental Nutrition Assistance Program
FY	Fiscal Year	SSI	Supplemental Security Income
GED	General Equivalency Diploma	SSN	Social Security Number
IEP	Individual Employment/Education Plan	SWDB	State Workforce Development Board
IFA	Infrastructure Funding Agreement	SYEP	Summer Youth Employment Program
ISS	Individual Service Strategy	TAA	Trade Adjustment Act
ITA	Individual Training Account	TANF	Temporary Assistance for Needy Families
IWT	Incumbent Worker Training	TRA	Trade Readjustment Assistance
JAG	Jobs for America's Graduates	UC	Unemployment Compensation
KPI	Key Performance Indicator	UI	Unemployment Insurance
LLSIL	Lower Level Standard Income Level	UR	Unemployment Rate
LMI	Labor Market Information	USDOL	United States Department of Labor

VOS	Virtual OneStop (online case management system)	WIOA	Workforce Innovation and Opportunity Act (Replaced WIA)
VR	Vocational Rehabilitation		
WIA	Workforce Investment Act	WIRED	Workforce Innovation in Regional Economic Development
WIN	Worldwide Interactive Network	WOTC	Work Opportunity Tax Credit
		WRC	Work Ready Community

ROLE OF THE SC WORKS SYSTEM

The SC Works system brings together workforce development, educational, and other human resource services in a seamless network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance.

WIOA AUTHORIZES THE FOLLOWING SIX CORE PROGRAMS:

1. WIOA Title I Adult
2. WIOA Title I Dislocated Worker
3. WIOA Title I Youth
4. WIOA Title II Adult Education and Family Literacy Act Program
5. WIOA Title III Wagner-Peyser Act Program
6. WIOA Title IV Rehabilitation Act Program

WIOA ALSO REQUIRES ACCESS TO OTHER PROGRAMS THROUGH THE ONE-STOP SYSTEM. THESE PROGRAMS INCLUDE:

- Job Corps
- YouthBuild
- Native American programs
- Migrant and seasonal farmworker program
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistant Program (TAA)
- Reemployment Services & Eligibility Assessment (RESEA)
- Jobs for Veterans State Grant
- Senior Citizen Community Employment Program (SCSEP)
- Employment and training activities carried out by the Department of Housing and Urban Development
- Employment and training activities carried out under the Community Services Block Grant
- Programs authorized under the Second Chance Act of 2007

OTHER PROGRAMS

Your SC Works center may have even more programs available to individuals and businesses. The number and type of program varies by local area. The programs available in a larger, urban comprehensive center may be different from the programs available in a smaller, more rural center.

PARTNER AGENCIES, ORGANIZATIONS, AND SERVICE PROVIDERS

Programs are administered by a variety of partner agencies/organizations and service providers. It is important to become familiar with the staff in your center that provide access to these programs. Not only can you learn from them but you can also build relationships that are critical to making effective referrals and providing comprehensive service delivery to individuals and businesses.

SNAP E&T

Did you notice that SNAP (Supplemental Nutrition Assistance program) Employment and Training (E&T) program is not required under the WIOA statute? Such programs are neither core nor required programs; however, the Department of Social Services (DSS) SNAP E&T staff are co-located in *every* comprehensive center to provide access to employment and training resources and services for SNAP recipients.

TERMINOLOGY

A **referral** is a good faith effort by each local SC Works Partner to direct customers to the right service at the right time.

Registration is the process of joining a system (e.g. an individual or business/employer registering in SCWOS for access to employment and training resources).

Enrollment is the process of joining or becoming a program participant (e.g. enrollment in WIOA).

Assessments are used to determine appropriate services and career pathways.

Individual Employment Plan (IEP)/Individual Service Strategy (ISS) identifies participant employment goals, achievement of objectives & appropriate the combination of services needed for success. Remember, an IEP is a living document that will be continually revised and used by staff from multiple programs, as appropriate.

MAKING EFFECTIVE REFERRALS

- Before you can make an effective referral, it is important to understand your customer – his/her goals, needs, barriers, etc. This understanding comes through having an open-ended discussion with your customer and listening effectively to what is said.
- You should also be familiar with the programs available to assist your customer, including basic eligibility requirements and the program's referral process. Hopefully, SC Works 101 increased your level of knowledge or at least piqued your interest enough that you will continue to explore and build a personal network of resources and services for your customers.
- In most cases, the SC Works Online Services system (SCWOS) is used to make a referral. If the program you are referring your customer to does not use SCWOS, you may be able to use the Partner Referral Form or the process preferred by that program.
- Refer to the local partner MOU for more information about the referral process in your local area.

FACTS ABOUT SCWOS

SCWOS is used for case management and reporting by WIOA Title I – Adult, Dislocated Worker, and Youth provider staff as well as DEW Wagner-Peyser, Trade Adjustment Assistance and Veterans staff.

Some partner staff also use SCWOS to make referrals, view customer/client case files, job orders, and labor market information, and access staff resources.

Having access to SCWOS may help you to provide a more seamless customer service experience. Speak to your local SCWOS Coordinator for more information about SCWOS and instructions on how to request a user account.

ADDITIONAL RESOURCES

Refer to the Local Memorandum of Understanding (MOU) for your area for more information about partner programs and referrals.

Use SC Works Online Services (SCWOS) to access staff online resources: <https://jobs.scworks.org/vosnet/Default.aspx>.

Use WorkforceGPS to learn more about national best practices in case management and other topics: <https://www.workforcegps.org/>.