



Workforce Innovation and Opportunity Act

Local Plan – 2022 Modification

July 1, 2020 – June 30, 2023

Local Area: WorkLink

Counties within the Local Area: Anderson, Oconee, Pickens Counties

Local Area Administrator and Contact Information:

Administrator: Trent Acker, Executive Director
Address: 1376 Tiger Blvd., Suite 102, Clemson, SC 29631
Telephone: 864.646.1458 (TTY 711)
Email: tacker@worklinkweb.com

Attachment B: Local Plan Requirements

The local plan serves as a four-year action plan to develop, align, and integrate local area service delivery strategies with those that support the state's strategic and operational goals. In partnership with the chief elected officials, each local board must develop and submit a local plan to identify and describe the policies, procedures, and activities that are carried out in the local area, consistent with the strategic vision and goals outlined in the State Plan and the respective regional plan. The following guiding principles should be considered priorities and included in responses throughout the document:

- Partnership and collaboration
- Increased access to resources and services through the use of technology
- The impact of COVID-19 on the local area's workforce and strategies to facilitate rapid reemployment
- Innovation and cost efficiencies

The USDOL TEGL 4-21 and the State of SC WIOA Plan added the following planning priorities for the 2022 modification:

- Data-driven decisions
- Reemployment
- Equity in service delivery and educational programming
- Enhance supportive service offerings

The local plan must include:

Section I:	Workforce and Economic Analysis
Section II:	Strategic Vision and Goals
Section III:	Local Area Partnerships and Investment Strategies
Section IV:	Program Design and Evaluation
Section V:	Operations and Compliance

Section I: Workforce and Economic Analysis

An analysis of regional labor market data and economic conditions, to include existing and emerging in-demand industry sectors and occupations, and the employment needs of employers in those existing and emerging in-demand industry sectors and occupations. The analysis shall include:

INTRODUCTION TO THE WORKLINK WORKFORCE DEVELOPMENT AREA

The WorkLink Workforce Development Area serves three counties in the northwestern most corner of South Carolina: Anderson, Oconee, and Pickens. A blend of small towns and growing cities, the area offers recreation destinations provided by the mountains, foothills, forests, and lakes that make up the geography of the area, as well as shopping and dining experiences common to mid-size cities.

The area's economic success is centered on its access to the I-85 corridor that connects Atlanta, Georgia with Charlotte, North Carolina. Situated approximately halfway between both large cities and next door to Greenville, SC, the area has attracted significant interest from manufacturing companies around the world and serves as an economic driver for the region. I-85 touches a portion of Oconee County and traverses the northern half of Anderson County, giving Pickens County easy access to I-85 via connector Hwy 153. The city of Anderson, SC, Anderson County is home to a population of 202,558 206,908 (2019 July 1, 2021 estimate), the third most populous city-county in the Upstate Region. Anderson and Pickens are both included in the Greenville-Anderson-Mauldin Combined Metropolitan Statistical Area.

AREA INDUSTRY OVERVIEW

SC Department of Employment and Workforce reported 7,933 7,784 employers in the WorkLink region for the last quarter of 2019 2021. Small Business, defined as having less than 49 employees, makes up 94.4 94.3% of the employer community whereas medium business (50 to 499 employees) makes up 5.4 3.1% and large business (500+ employees) makes up 0.4 2.6%. Small-Large business also employs the most individuals at 37.0 49.6% followed by medium-small business at 36.1 38.4% and large-medium business at 26.9 12.0%.

Employers & Employees by Size of Establishment				
Business Description	Employers	%	Employees	%
Small Business (0-49)	7,478	94.3%	50,472	37.0%
Medium Business (50-500)	427	5.4%	49,248	36.1%
Large Business (501+)	28	0.4%	36,648	26.9%
Total Business	7,933		136,368	
Source: SC Department of Employment and Workforce, Community Profile, July 20, 2020				
Employers & Employees by Size of Establishment				
Business Description	Employers	%	Employees	%
Small Business (0-49)	7,345	94.4%	51,764	38.4%
Medium Business (50-499)	240	3.1%	16,200	12.0%
Large Business (500+)	199	2.6%	66,888	49.6%
Total Business	7,784		134,852	
Source: SC Department of Employment and Workforce, Community Profile, August 2, 2022				

The top five employing industries as of Quarter Three-Four of 2021 19 are Manufacturing (20.29% of those employed work in this industry); Retail Trade (13.7 14.2%); Educational Services (13.0); Healthcare and Social Assistance (13.6 12.8); and Accommodation and Food Services (11.2 12.2); and Educational Services (11.7).

The following five industries experience the least amount of turnover: Mining-Utilities (01.4%); Educational ServicesUtilities (2-14.5%); Mining Educational Services (2.94.5%); ManufacturingPublic Administration (4-74.8%), and Public AdministrationManagement of Companies and Enterprises (45.7%). Those industries that experience the most are as follows: Administrative and Support and Waste Management and Remediation (23.3%); Accommodation and Food Services (16.98%); Administrative and Support (16.3%); Arts, Entertainment, and Recreation (1511.7%); Other Services except GovernmentRetail Trade (14.211.6%); and InformationReal Estate and Rental and Leasing (12-11.45%). Staffing services are included in the Administrative and Support and Waste Management and Remediation industry including those employed at manufacturing facilities as temporary employees who may also be hired into permanent manufacturing positions.

INDUSTRIES	# of Employees	% of Employed	Turnover	Average Annual Wage
Accommodation and Food Services	14,441	11.2%	16.9%	19,552
Administrative and Support and Waste Manageme	4,628	3.6%	16.3%	40,092
Agriculture, Forestry, Fishing and Hunting	368	0.3%	6.7%	41,288
Arts, Entertainment, and Recreation	2,019	1.6%	11.7%	20,904
Construction	5,436	4.2%	9.7%	56,992
Educational Services	16,763	13.0%	4.5%	55,640
Finance and Insurance	2,232	1.7%	5.9%	64,532
Health Care and Social Assistance	16,577	12.8%	7.8%	60,580
Information	889	0.7%	6.1%	65,884
Management of Companies and Enterprises	238	0.2%	5.7%	136,240
Manufacturing	26,172	20.2%	6.4%	66,924
Mining, Quarrying, and Oil and Gas Extraction	168	0.1%	4.5%	78,364
Other Services (except Public Administration)	2,954	2.3%	8.2%	41,860
Professional, Scientific, and Technical Services	3,302	2.6%	8.6%	68,744
Public Administration	5,241	4.1%	4.8%	50,128
Real Estate and Rental and Leasing	1,205	0.9%	11.4%	45,916
Retail Trade	18,377	14.2%	11.6%	32,292
Transportation and Warehousing	3,144	2.4%	7.9%	53,872
Utilities	1,766	1.4%	1.4%	112,944
Wholesale Trade	3,483	2.7%	7.4%	71,188
Total	129,403			
<i>Source: SC Department of Employment and Workforce, Community Profile (August 2022)</i>				

Industry	Number of Employees	%	Turnover	Average Annual Wage
Accommodation and Food Services	15344	12.2%	16.8%	15,600
Administrative and Support and Waste Manager	4586	3.6%	23.3%	31,252
Agriculture, Forestry, Fishing and Hunting	253	0.2%	10.9%	28,288
Arts, Entertainment, and Recreation	1994	1.6%	15.7%	17,160
Construction	5377	4.3%	10.6%	44,460
Educational Services	14729	11.7%	2.9%	52,364
Finance and Insurance	2131	1.7%	7.7%	49,556
Health Care and Social Assistance	17119	13.6%	6.8%	46,332
Information	879	0.7%	12.5%	49,504
Management of Companies and Enterprises	328	0.3%	5.5%	99,736
Manufacturing	26323	20.9%	4.7%	56,212
Mining	171	0.1%	0.0%	93,652
Other Services (except Government)	3050	2.4%	14.4%	30,732
Professional, Scientific, and Technical Services	3194	2.5%	9.6%	53,352
Public Administration	5253	4.2%	4.7%	39,468
Real Estate and Rental and Leasing	1059	0.8%	10.1%	35,308
Retail Trade	17289	13.7%	11.4%	26,312
Transportation and Warehousing	2169	1.7%	9.1%	46,956
Utilities	1849	1.5%	2.1%	94,848
Wholesale Trade	3034	2.4%	8.0%	49,660
Total	126131			
Source: SC Department of Employment and Workforce, Community Profile (July 20, 2020)				

The five industries that pay the highest annual wages are as follows: Management of Companies and Enterprises (\$99,736); Utilities (\$112,944); Mining (\$78,364); ~~Manufacturing (\$56,212)~~; and Professional, Scientific, and Technical Services (\$53,352); ~~and Educational Services (\$52,364)~~. Those that pay the least in annual wages are: Accommodation and Food Services (\$15,600); Arts, Entertainment, and Recreation (\$17,160); Retail Trade (\$26,312); ~~Administrative and Support (\$40,092)~~; ~~and Agriculture, Forestry, Fishing and Hunting (\$28,288)~~; ~~and Other Services (except Government) (\$30,732)~~.

Emerging and Existing Industries

MANUFACTURING

Manufacturing is the largest industry in the WorkLink area with some niche markets for Automotive, Advanced Materials, Biosciences, and Aerospace. Some of our largest manufacturers include Michelin, BorgWarner, Reliable Automatic Sprinkler, Itron, Arthrex, McLaughlin Body Company, JTEKT Koyo Bearings, Greenfield Industries, Bosch, and United Tool and Mold. Predicted to grow by 5.419.04% within ten years, 1,352,354 new manufacturing positions will become available, making up a total of 28,406,327 individuals employed in this industry.

Key Career Pathways for Manufacturing include: Production, Maintenance, Installation, and Repair, Quality Assurance, Logistics & Inventory, and Health, Safety & Environmental Assurance

Key occupations within this industry include: Assembler, Automated Manufacturing Technician, Biomedical Equipment Technician, Electrical Installer and Repairer, Hand Packer and Packager, Machine Operator, Welder, Electrical and Electronic Technician and Technologist, Industrial Engineer, Manufacturing Engineer, Manufacturing Technician, Precision Inspector, Production Manager, Computer Maintenance Technician, Electrical Equipment Installer/ Repairer, Facility Electrician, Industrial Electronic Installer/ Repairer/Manager, Industrial Machinery Mechanic, Industrial Maintenance Electrician, Industrial Maintenance Technician/ Mechanic, Maintenance Repairer, Inspector, Process Control Technician, Quality Control Technician, Quality Engineer, Safety Team Leader, and Safety Technician.

Key Skills and Abilities include: Communication (both written and oral), problem solving and critical thinking, how to use information and technology applications, understanding team member role, understanding health, safety and environmental procedures, leadership and teamwork abilities, ethics and legal responsibilities, and technical skills

HEALTHCARE

Healthcare, the second largest industry and key to the WorkLink area, is home to ~~a~~ two large healthcare systems. AnMed Health, founded in 1904, has a long history of serving residents of WorkLink through 400 physicians and 3600 employees. Prisma Health, serving more than 1.2 million patients per year and employing 32,000 employees according to their website, has a large presence in the WorkLink Region, offering affiliated hospitals and a network of medical offices to meet the medical needs of local residents. Poised to grow ~~19.70~~12.87% in the next ten years, the industry will be looking to fill an additional 3,0952,069 jobs, putting the total workforce employed in healthcare to 18,139808.

Key Career Pathways for the Healthcare Industry include: Therapeutic Services, Diagnostic Services, Support Services, Health Informatics, and Biotechnology Research and Development.

Key occupations within this industry include: Surgical Technologists, Diagnostic Medical Sonographers, Magnetic Resonance Imaging Technologists, Nuclear Medicine Technologists, Radiation Therapists, Dental Hygienists, Ophthalmic Medical Technicians, Physical Therapist Aides, Dental Assistants, Phlebotomists, Physical Therapist Assistants, Medical Assistants, Occupational Therapy Aides, Radiologic Technologists, Home Health Aides, Respiratory Therapists, Medical Secretaries, Occupational Therapy Assistants, Health Technologists and Technicians, Nursing Assistants, Nurse Practitioners, and Personal Care Aides.

Key Skills and Abilities include: Interpersonal skills, integrity, professionalism, initiative, dependability and reliability, adaptability & flexibility, lifelong learning, teamwork, customer focus, planning & organizing, creative thinking, problem solving & decision making, working with tools & technology, scheduling & coordinating, checking, examining & recording, sustainable practices, and health & safety.

CONSTRUCTION

Construction has become a significant industry in the WorkLink area. Population growth for the area is predicted to see 1.04% growth in Anderson County, 0.85% growth in Oconee County, and 0.83% growth in Pickens County by 2026.~~4~~ The SC Appalachian Council of Governments Fact Sheets for each county estimates a total of 431,834~~443,724~~ individuals living in the area in the next five years. In answer to the demand for newly paved roads, new and upgrading of businesses and manufacturing facilities, and new residential housing, the construction industry is forecasted to grow annually by 1.31.8% for the next 10 years, a growth of +13.54~~19.51~~% overall. Employers in the WorkLink area include: J. Davis Construction, Trehel Corporation, Glenn Constructors, American Concrete & Construction, King Asphalt, and Marsh/Bell Construction Co.

Key Career Pathways for the Construction Industry include: Commercial and Industrial Construction, Heavy Highway Civil Construction, and Residential Construction, which can be fine-tuned to Floor and Wall trades, Mechanical and Electrical trades, Site Preparation trades, and Other trades.

Key occupations within this industry include: Painter and Wall Coverer, Floor Coverer, Drywall Finisher, Glazier and Glass Worker, Electrician, Sprinkler Fitters, Sheet Metal Workers, Welders, Plumbers, Pipefitters, Electrical Workers, Sign and Display installers, Roofers, Waterproofers, Millwrights, Laborers, Elevator Constructors, Construction Managers, Boilermakers, Heat and Frost Insulators, Pile Drivers, Operating Engineers, Iron Workers, Heavy Equipment Operators, Drivers, Cement Masons, Carpenters, Cabinet Makers, and Bricklayers.

Key Skills and Abilities include: Interpersonal skills, integrity, professionalism, initiative, dependability and reliability, willingness to learn, teamwork, following directions, following plans and schedules, problem solving & decision making, working with tools & technology, craftsmanship, checking, examining & recording, and sustainable practices.

PROFESSIONAL, SCIENTIFIC, AND TECHNICAL SERVICES

The North American Industry Classification System describes the Professional, Scientific, and Technical Services sector as “comprising 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.” This industry will be key in supporting entrepreneurs and businesses in the WorkLink area. With our increasing reliance on technology, an expanding diversity of population and languages, additional construction; and growing gig economy, the residents of the WorkLink area may find careers that suit them in this field. Employers in the WorkLink area include: Charter Spectrum, KeyMark, MTS Office Machines, Poly-Med, Ipsum Technologies, The Alliances, and Parimer Scientific.

Key Career Pathways for the Professional, Scientific and Technical Industry include: four overarching career pathways within this industry: Automation, Bioscience, Engineering, and Geospatial Technology. These pathways can be further defined into the following: Legal Services; Accounting, Tax Preparation, Bookkeeping, and Payroll Services; Architectural, Engineering, and Related Services; Specialized Design Services; Computer Systems Design and Related Services; Management, Scientific, and Technical Consulting Services; Scientific Research and Development Services; Advertising and Related Services; and Other Professional, Scientific, and Technical Services

Key occupations within this industry include: Software Developers, Web Developers, Human Resource Managers, Financial Analysts, Marketing Specialists, Lawyers, Legal Assistants, Managers, Accountants, Auditors, Bookkeepers, Veterinary Assistants, Veterinary Technologists & Technicians, Tax Preparers, Medical Secretaries, Administrative Assistants, Maintenance Workers (Machinery), Avionics Technicians, Police Officers, and Cooks.

Key Skills and Abilities include: Interpersonal skills, integrity, personal acceptability, initiative, dependability and reliability, lifelong learning, business fundamentals, teamwork, adaptability & flexibility, marketing & flexibility, scheduling & coordinating, creative thinking & problem solving, checking, examining, & recording, working with tools & technology, personal health & safety, and sustainability.

ADMINISTRATIVE AND SUPPORT AND WASTE MANAGEMENT AND REMEDIATION

The Administrative and Support industry also includes the Waste Management and Remediation sectors. The jobs associated with this industry are often hired within various companies as an essential activity, such as office administration, clerical support, solicitation, collection, security and surveillance, cleaning, and waste disposal services. Most staffing agencies regardless of contract workers’ occupation fall under this category.

Key Career Pathways for the Administrative and Support and Waste Management and Remediation Industry include: Janitors and cleaners, Laborers and Freight, Stock and materials Movers, Office Clerks, and Security Guards.

Key occupations within this industry include: Pest Control Workers, Tree Trimmers, Security Guards, Locksmiths, Septic Tank Services, Landscaping and Groundskeeping workers, Janitors, Bill and Account Collectors, Court Reporters, Medical Transcriptionists, Production Workers, and Commercial Drivers.

Key Skills and Abilities include: Interpersonal skills, integrity, personal acceptability, initiative, dependability and reliability, lifelong learning, business fundamentals, teamwork, adaptability & flexibility, marketing & flexibility, scheduling & coordinating, creative thinking & problem solving, checking, examining, & recording, working with tools & technology, personal health & safety, and sustainability.

TRANSPORTATION AND WAREHOUSING

With WorkLink’s access to I-85 and I-385, transportation and warehousing is predicted to become a significant industry for the area with a 34.3415.93% positive growth by 2026⁶⁸. The Inland Port of Greer, access to several airports, including Greenville-Spartanburg Airport and railroad access through Norfolk-Southern and CSX Transportation within 50 miles of the WorkLink area will make WorkLink an attractive location for distribution and logistics companies. One major employer in the area, Walgreens, a pharmaceutical distribution company based in Anderson County, is already

established along I-85, and actively recruits those with disabilities to work in their distribution center. Other employers in the WorkLink area include: Benore Logistics, Am-Can, Walgreens Distribution Center, Spartan Logistics, and Snider Fleet Solutions.

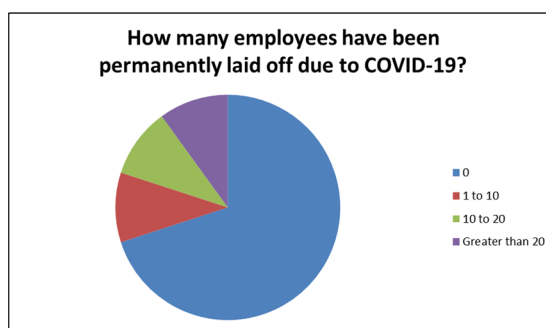
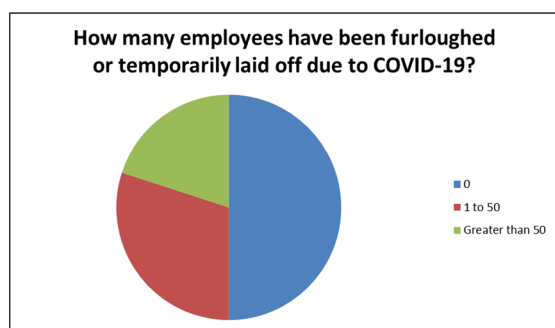
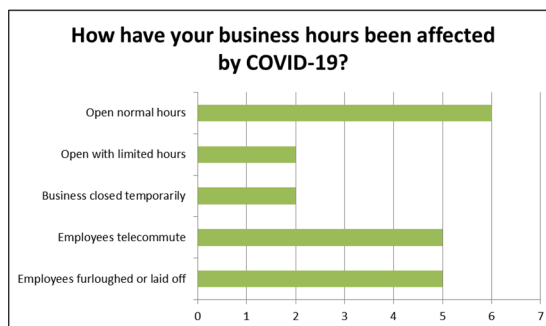
Key Career Pathways for the Distribution & Logistics Industry include: Facility and mobile equipment maintenance, Health, safety and environmental management, Logistics planning and management services, Sales and services, Transportation operations, Transportation systems and infrastructure, and Planning, management and regulation.

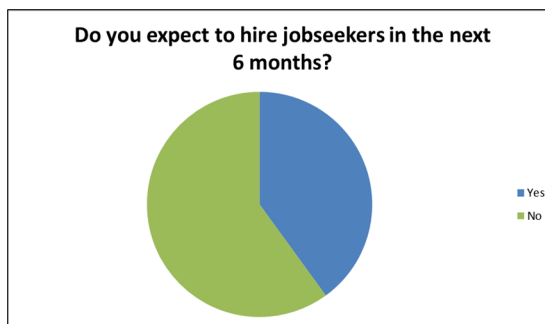
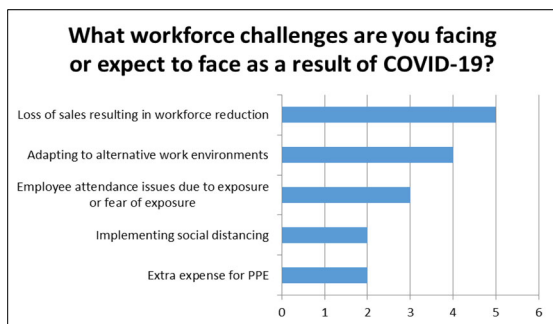
Key occupations within this industry include: Communications, Transportation and Utilities Manager, Dispatcher, Freight, Stock, and Material Mover, Industrial Truck and Tractor Operator, Logistical Engineer, Logistician, Materials Associate, Materials Handler, Materials Mover, Process Improvement Technician, Quality Control Technician, Traffic, Shipping, and Receiving Clerk, and Warehousing and distribution center operations.

Key Skills and Abilities include: Interpersonal skills, integrity, professionalism, initiative, dependability and reliability, adaptability & flexibility, lifelong learning, teamwork, customer focus, planning/ organizing, problem solving & decision making, working with tools & technology, checking, examining & recording, and business fundamentals.

WORKLINK EMPLOYER SURVEY (IMPACTS OF COVID-19)

Since the COVID-19 pandemic, WorkLink business services staff continues to remain actively engaged with WorkLink employers. The Business Services Liaison developed and distributed an employer survey to gauge employer needs during COVID-19. The survey was sent to a group of approximately 60 employers. The highlights of the survey responses are listed below:





WorkLink business services staff continue to assist employers in navigating unprecedented workforce challenges as a result of COVID-19. While we do not see evidence that the pandemic will impact the in-demand occupations in the WorkLink LWDA, furloughs and the unpredictable nature of the COVID-19 pandemic will likely lead to short-term shifts in the workforce needs of employers. As indicated by the sampling of responses we've received from businesses, WorkLink will be preparing:

1. To serve more job seekers as layoffs occur, and
2. To identify ways to assist small businesses with their workforce needs.

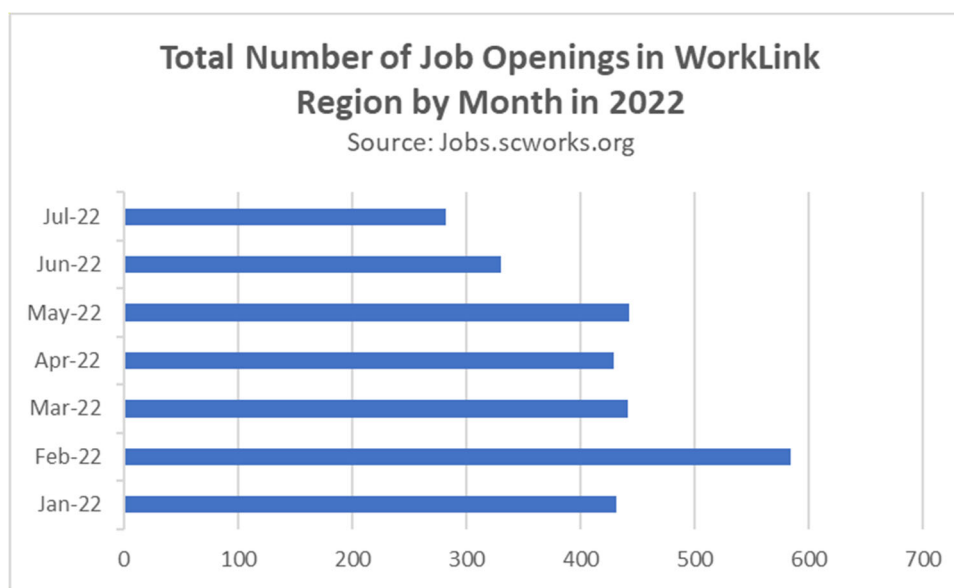
In addition to this, WorkLink staff communicates with local economic development agencies and other partners on a regular basis to ensure consistency in distributing necessary information to employers.

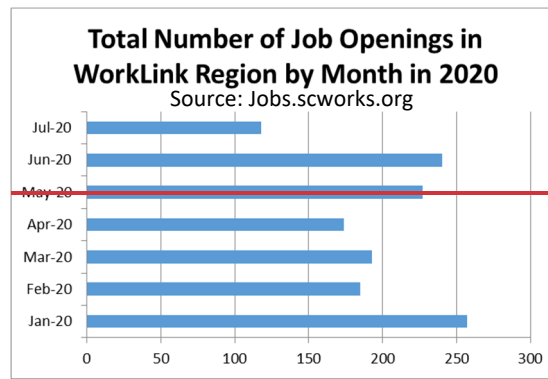
- The knowledge and skills necessary to meet the employment needs of the employers in the region, including those in in-demand industry sectors and occupations;

KNOWLEDGE AND SKILLS THAT EMPLOYERS NEED

ADVERTISED JOBS

According to SC Works Online Services, the SC Works job search database, employers posting jobs to be filled in calendar 2020 was at an all-time high in JanuaryFebruary (+550250), but dropped-leveled out for the period of FebruaryMarch through AprilJune, averaging close to 175-430 per month. This drop coincided with the pandemic measures taking effect across the State and across the nation. A spike in postings was seen in May and June, averaging around 225, as the State began to re-open for business, but July saw another significant drop in the number of job openings posted with close to 125 job openings posted.start of summer.





Current advertised job openings in the WorkLink local area require varying degrees of experience including **86.365.55%** that require 0-2 years, **13.314.37%** 2-5 years, and **less than 20.084%** that require 5-10 years of experience.

The level of education required for current advertised job openings in the local area also varies. Positions without a listed education requirement total **37.542.5%** of the job openings, **38.839.3%** require a high school diploma or equivalent, **3.54.9%** require some college or an Associate's degree, and **20.213.3%** of the job openings in the WorkLink area require a Bachelor's degree or higher.

- An analysis of the current workforce in the region, including employment and unemployment data, labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment; and

WORKLINK AREA WORKFORCE OVERVIEW

Population

WorkLink is home to 419,950 individuals (Community Profile, July 23, 2020, SC Department of Employment and Workforce). Projected population totals for 2030 are expected to reach 460,010.

Demographics

Approximately 34% (128,776) of those living in the WorkLink region are young adults (24 years or younger), adults 25-74 makes up approximately 60% (228,195), and seniors aged 75+ equals roughly 7% (25,411) of the population.

Looking at population by race, the WorkLink region consists of 84.6% white (323,429), 11.6% black (44,151), 0.3% American Indian/Alaskan Native (1,026), 1.0% Asian (3,725), 0.0% Native Hawaiian/Other Pacific Islander (164), 3.2% two or more races (12,272), and 1.0% Other (3,751).

Roughly 51.1% (195,222) of the population is female and 48.9% (187,160) is male.

Labor Force: Employed & Unemployed

The total civilian labor force (not seasonally adjusted) for the WorkLink area in **June 2020** **August 2022** was **190,626** **185,310**; of which, **179,517** **173,295** were employed and **15,453** **6,015** were unemployed. The unemployment rate was **8.13** **3.3%**.

Area	Labor Force	Employed	Unemployed	Unemployment Rate
Greenville	265,940	243,716	22,224	8.4%
Upper Savannah	116,973	107,063	9,910	8.5%
Upstate	200,055	179,524	20,531	10.3%
Worklink	190,626	175,173	15,453	8.1%

Source: Bureau of Labor Statistics, SC Dept of Employment & Workforce

Labor Force Statistics (16+)					
WIOA Area	Population	Labor Force	Employed	Unemployed	UI Rate
Upper Savannah	256,216	111,676	107,716	3,980	3.6
Upstate	368,610	195,267	188,218	7,049	3.6
Greenville	451,225	262,376	254,609	7,767	3.0
WorkLink	380,623	185,310	179,295	6,015	3.2
Total	1,456,674	754,629	729,838	24,811	3.3
Source: SC Department of Employment and Workforce, Community Profile, August 2022					

Commuting Patterns

Approximately 69.6% (119,413) of the WorkLink population lives and works in the WorkLink area. In-Commuters (defined as those living outside the ~~region, but region but~~ reporting to work in the region) make up 7.8% (13,355), and Out-Commuters (defined as those living inside the community, but reporting to work outside the region) makes up 22.6% (38,815).

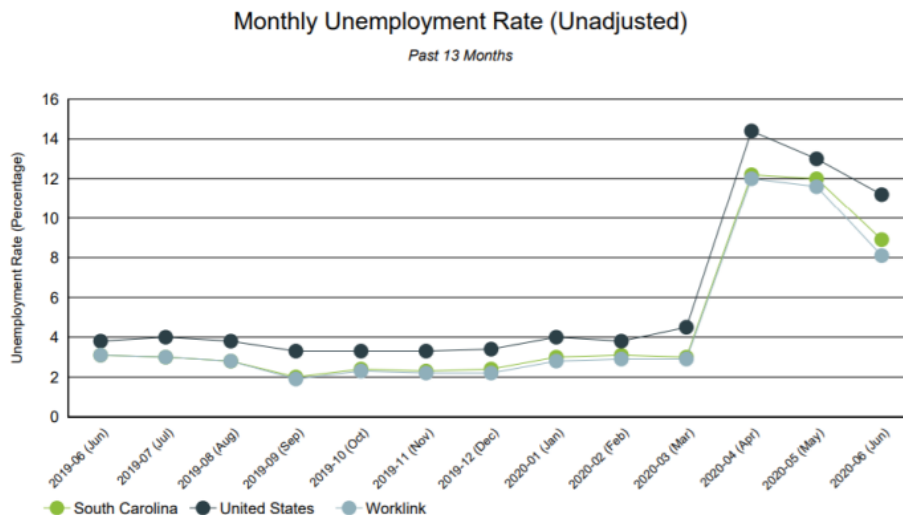
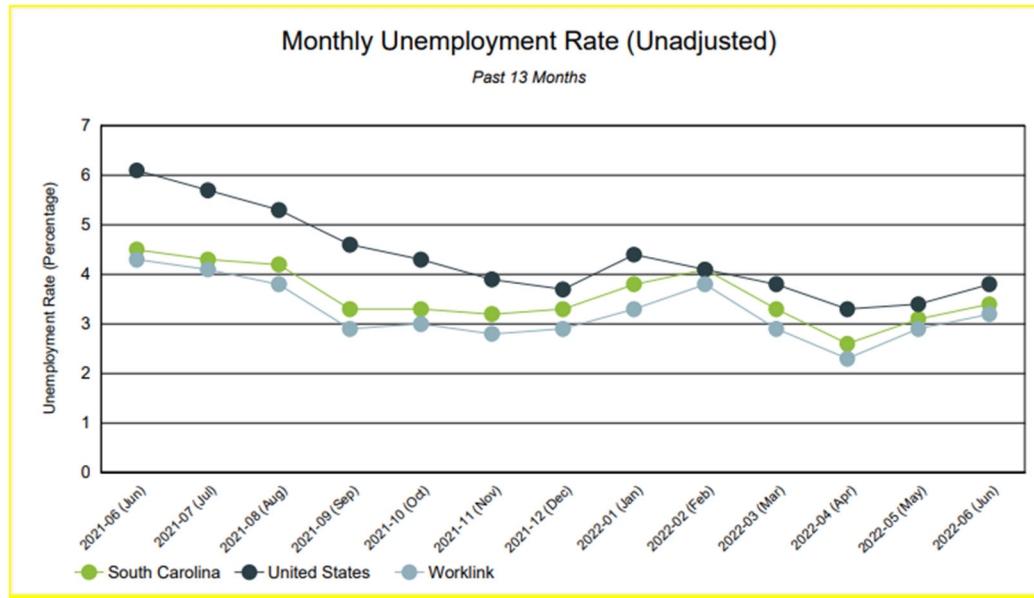
Commuting Patterns					
Commuting To			Commuting From		
Ranking	County	Workers	Ranking	County	Workers
1	Greenville, SC	30,285	1	Greenville, SC	7,279
2	Spartanburg, SC	2,573	2	Abbeville, SC	1,627
3	Greenwood, SC	572	3	Hart, GA	475
4	Abbeville, SC	432	4	Spartanburg, SC	451
5	Laurens, SC	311	5	Greenwood, SC	419
6	Mecklenburg, NC	265	6	Laurens, SC	303
7	Richland, SC	259	7	Stephens, GA	228
8	Stephens, GA	222	8	Richland, SC	188
9	Franklin, GA	212	9	Elbert, GA	180
10	Fulton, GA	204	10	Cherokee, SC	141
		35,335			11,291
Source: SC Department of Employment and Workforce, Community Profile (July 20, 2020)					

There are an estimated 38,815 individuals that commute to work outside of the WorkLink area. Top destinations are Greenville, SC, Spartanburg, SC, and Greenwood, SC. 699 individuals live in in WorkLink, but report to either North Carolina (the Charlotte Metro area is close to the South Carolina border) and Georgia for their employment.

There are approximately 13,355 individuals that live outside of the region, but commute to work in the WorkLink area. The largest number of commuters from outside the region originates from Greenville, SC, Abbeville, SC, and Hart, GA.

Recent Impacts for COVID-19 Pandemic

March 15, 2020 was a turning point for all of South Carolina in regards to the economic growth our State has experienced over the last ten years. In the months leading up to the pandemic, unemployment rates were historically low for the WorkLink region, hovering between 1.9% (September 2019) and 3.1% (June 2019).



Source: SC DEW WorkLink area Community Profile (July-August 20220)

WorkLink began to see direct impacts from the World Health Organization's announcement of a worldwide COVID-19 pandemic when Governor McMaster's declared a State of Emergency and closed schools across South Carolina. A domino effect began shortly thereafter. The Governor mandated the shutdown of dine-in service in restaurants and bars, state tax deadlines were postponed, and groups of more than 50 in public settings were banned. This subsequently led to schools being closed for the remainder of the year, public gatherings of more than three were considered a misdemeanor violation, beaches and State parks were closed, lodging and travel restrictions were put into place, and non-essential businesses were closed. On April 7, the

Governor ordered a Home or Work order. As a result, the WorkLink area unemployment rate took a dramatic turn topping out at 12.0% (April 2020).

The WorkLink economy was in excellent condition prior to the pandemic. With easing of shutdowns, the Governor's AccelerateSC taskforce recommendations for re-opening, additional CDC guidance on social distancing, and additional production and availability of Personal Protective Equipment (PPE) resources to help control the spread, the unemployment rate has come down significantly. As of ~~June 2020~~ August 2022, WorkLink's unemployment rate was at ~~8.13.2%~~ 8.13.2% compared to Link Upstate's ~~8.83.3%~~ 8.83.3%, the State's ~~8.93.4%~~ 8.93.4%, and the nation's ~~11.23.8%~~ 11.23.8%. ~~The full effects of the coronavirus on the WorkLink region will not be known until the pandemic has ended.~~

LABOR MARKET TRENDS

Estimated and Projected Employment (Growth/Decline by Industry)

The WorkLink Community Profile (~~July 23, 2020~~ August 2, 2022), indicates that the largest industries by number employed are as follows: Manufacturing (~~24,975~~ 26,052), Retail Trade (17,~~147~~ 767), Healthcare and Social Assistance (~~15,713~~ 6,070), Educational Services (~~15,061~~ 436), and Accommodation and Food Services (~~13,739~~ 4,684).

INDUSTRIES	2018 Est Employment	2028 Proj Employment	Change	% Change	Annual %
TOTAL	137,684	151,731	14,047	10.2	0.98
Manufacturing	26,052	28,406	2,354	9.04	0.87
Retail Trade	17,767	18,237	470	2.65	0.26
Health Care and Social Assistance	16,070	18,139	2,069	12.87	1.22
Educational Services	15,436	16,097	66	4.28	0.42
Accommodation and Food Services	14,684	16,700	2,016	13.73	1.29
Other Services (except Public Administration)	6,536	7,014	478	7.31	0.71
Construction	5,063	6,051	988	19.51	1.8
Administrative and Support and Waste	4,894	6,221	1,327	27.11	2.43
Professional, Scientific, and Technical Services	3,085	3,962	877	28.43	2.53
Wholesale Trade	2,893	3,557	664	22.95	2.09
Transportation and Warehousing	2,260	2,620	360	15.93	1.49
Finance and Insurance	2,075	2,278	203	9.78	0.94
Utilities	1,850	1,869	19	1.3	0.1
Arts, Entertainment, and Recreation	1,747	1,969	222	12.71	1.2
Agriculture, Forestry, Fishing and Hunting	1,492	1,438	(54)	-3.62	-0.37
Real Estate and Rental and Leasing	939	1,093	154	16.4	1.53
Information	902	1,033	131	14.52	1.37
Management of Companies and Enterprises	342	443	101	29.53	2.62
Mining, Quarrying, and Oil and Gas Extraction	165	167	2	1.21	0.12

Worklink Industry	2016 Estimated Employment	2026 Projected Employment	Change	Percent Change	Annual Percent
Total All Industries	139,785	153,986	14,201	10.16	0.97
Health Care and Social Assistance	15,713	18,808	3,095	19.70	1.81
Accommodation and Food Services	13,739	16,474	2,735	19.91	1.83
Educational Services	15,061	16,414	1,353	8.98	0.86
Manufacturing	24,975	26,327	1,352	5.41	0.53
Administrative and Support and Waste	6,836	8,111	1,275	18.65	1.72
Retail Trade	17,147	18,386	1,239	7.23	0.70
Transportation and Warehousing	2,178	2,926	748	34.34	3.00
Construction	5,123	5,815	692	13.51	1.28
Wholesale Trade	3,252	3,672	420	12.92	1.22
Professional, Scientific, and Technical	2,624	2,972	348	13.26	1.25
Other Services (except Government)	6,928	7,250	322	4.65	0.46
Real Estate and Rental and Leasing	885	1,048	163	18.42	1.70
Finance and Insurance	2,211	2,365	154	6.97	0.68
Arts, Entertainment, and Recreation	1,438	1,539	101	7.02	0.68
Management of Companies and	364	417	53	14.56	1.37
Information	1,010	1,053	43	4.26	0.42
Utilities	1,891	1,903	12	0.63	0.06
Mining	116	114	-2	-1.72	-0.17
Agriculture, Forestry, Fishing and	3,540	3,082	-458	-12.94	-1.38

Source: SC Department of Employment and Workforce, Community Profile (July 23, 2020August 2, 2022)

The industries that will be experiencing significant growth from 2020¹⁸ to 2026²⁸ differ slightly. Transportation and Warehousing will be adding 748 new jobs (+34.34%), Accommodation and Food Service adding 2,735 new jobs (+19.91%), Professional, Scientific, and Technical Services adding 348 new jobs (+13.26%), Health Care and Social Assistance adding 3,095 new jobs (+19.70%), Administrative and Support and Waste Management and Remediation adding 1,275 new jobs (+18.65%), Real Estate and Rental and Leasing adding 163 jobs (+18.42%), Management of Companies and Enterprises adding 53 jobs (+14.56%), Construction adding 692 jobs (+13.51%), Professional Scientific and Technical Services adding 348 jobs (+13.26%), and Wholesale Trade adding 420 jobs (+12.92%). Administrative and Support adding 1,327 new jobs (+2.43%), and Wholesale Trade adding 664 new jobs (+2.09%).

Those industries with the fewest number of employees, include Mining (116); Management of Companies and Enterprises (364); Information (902); Real Estate and Rental, and Leasing (885); Agriculture, Forestry, Fishing and Hunting (1,492); and Information (1,010); Arts, Entertainment, and Recreation (1,438); and Utilities (1,891).

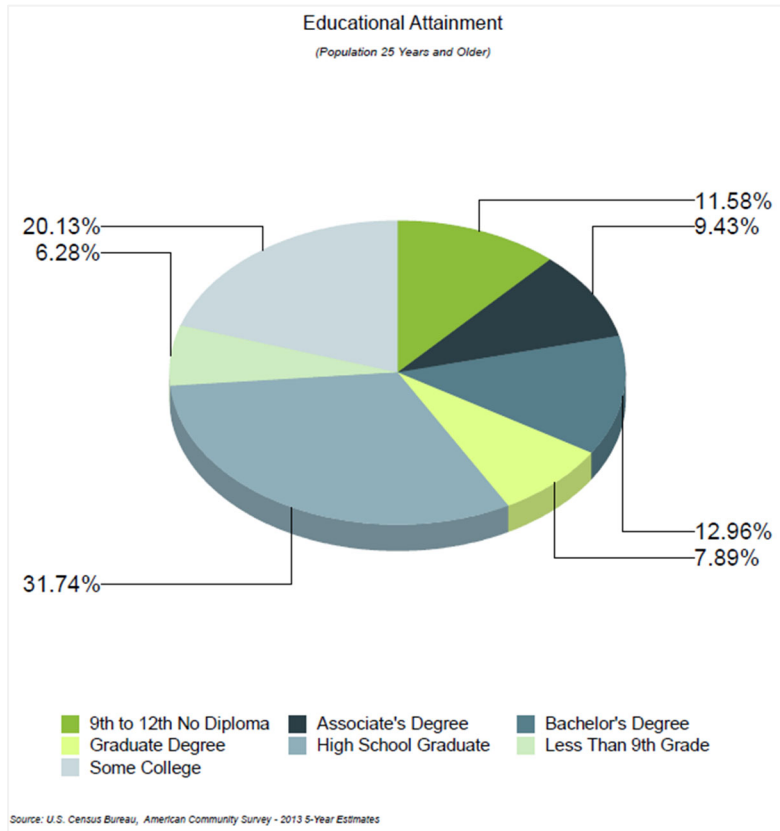
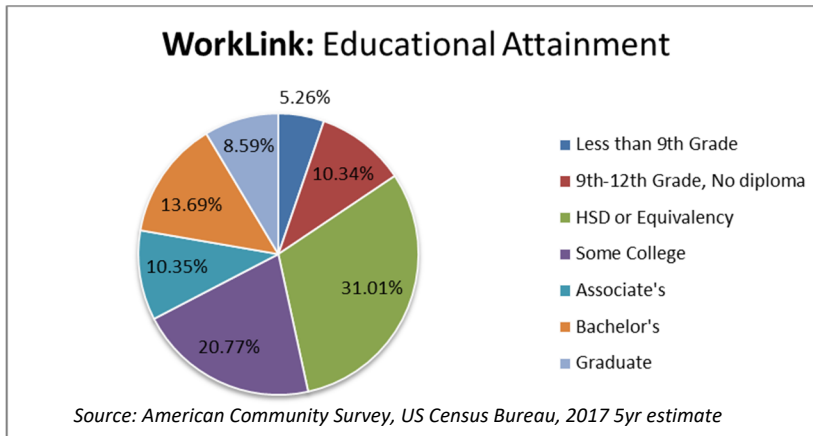
Two industries are expected to shrink by 2026: Agriculture, Forestry, Fishing and Hunting will lose 458 positions (-12.94%), and Mining will lose 2 positions (-1.72%). Other industries are predicted to remain close to level or see no more than 5.18% annual growth over the next 10 years. Among those, Utilities will add only 12 positions (+0.63%), Information will add 43 positions (+4.26%), and Other Services will add 322 positions (+4.65%).

Occupational Growth

Several occupations are expected to grow significantly between 2016 and 2026 in the WorkLink area. Among those expected to lead growth: Veterinary Assistants and Laboratory Animal Care (+43%, +147 positions); Security and Fire Alarm Systems Installers (+39%, +1,683 positions); Paralegals and Legal Assistants (+35%, +591 positions); Health and Safety Engineers, Except Mining Safety Engineers (+33%, +5,030 positions); Materials Engineers (+31%, +311 positions); and Market Research Analysts and Marketing Specialists (+29%, +963 positions).

Occupational Decline

There are some occupations that are expected to decline between 2016–8 and 2028⁶. The top declining occupations include: Data Entry Keyers (-19%, -172–19 positions); File Clerks Logging Equipment Operators (-1517%, -46 positions); Textile Bleaching and Dyeing Machine Operators and Tenders File Clerks (-1416%, -2426 positions); Medical Transcriptionists Switch Board Operators, including Answer Services (-1416%, -1523 positions); Postmasters and Mail Superintendents Farmworkers, Farm, Ranch, and Aqua Cultural Animals (-1315%, -2263 positions); and Textile Knitting and Weaving Machine Setters, Operators Computer Operators (-1212%, -23106 positions).



Skills and Knowledge

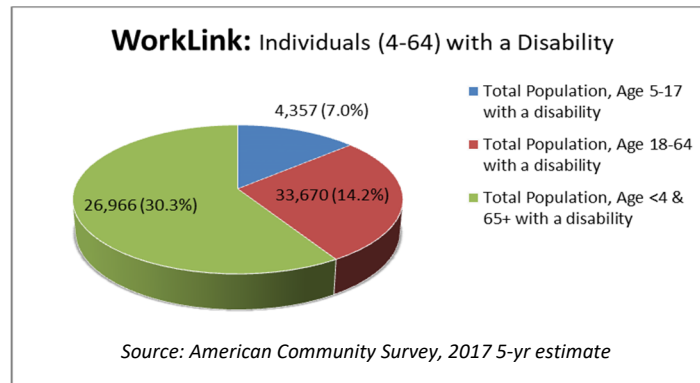
The American Community Survey estimates educational attainment (of those 25 years or older) for the Upstate WorkLink workforce to be as follows: 17.8615.6% (41,055) of the population has less than a High School Diploma or equivalency; 62.161.3% (163,581) has a HSD-High School Diploma or Equivalency, some college or an Associate's Degree; and 22.320.85% (58,658) has a Bachelor's Degree or higher.

Barriers to Employment

The WorkLink area is home to a growing and diverse population. The groups of individuals provided here have been identified as having specific needs or challenges that may cause barriers to becoming employed. These groups also align with the State Workforce Development Board's identified priority populations.

1. Individuals with a Disability

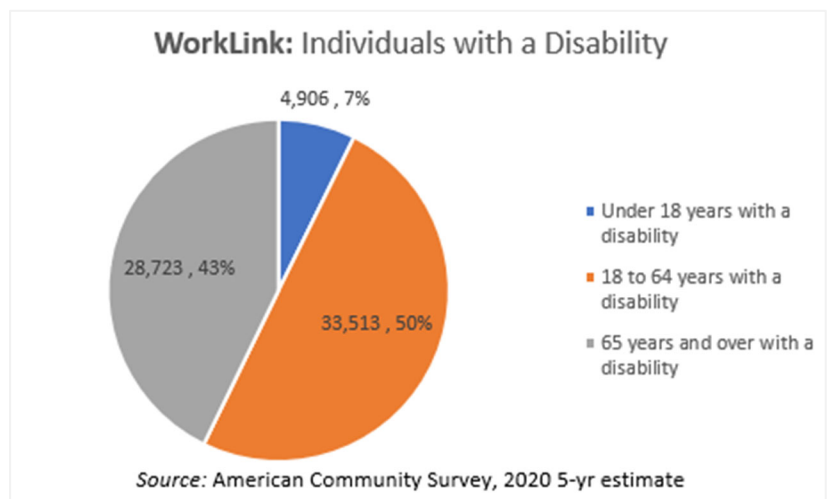
According to the American Community Survey (2017–2020 5-year estimate), there are 237,546243,037 individuals ages 18-64 (61.160.6% of the total population) living in the WorkLink area. Approximately 33,67038,419 have been identified as having a disability, which equates to about 14.215.8% of those aged 18-64.



Youth with a Disability

There are 251,862 individuals ages 5-17 under 18 years old (16.821.12% of the total population) living in the Link Upstate WorkLink region. Approximately 16,045,096 have been identified as having a disability, which equates to about 6.45.8% of those aged 5-17 under 18.

These individuals have disabilities which include: hearing difficulties, vision difficulties, cognitive difficulties, ambulatory difficulties, self-care difficulties, and independent living difficulties. These individuals may need additional or specialized assistance when searching for employment.



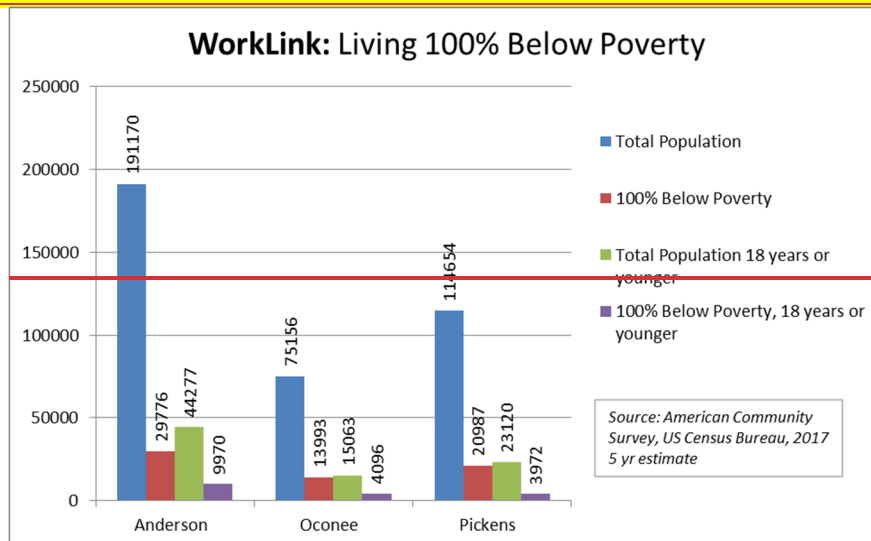
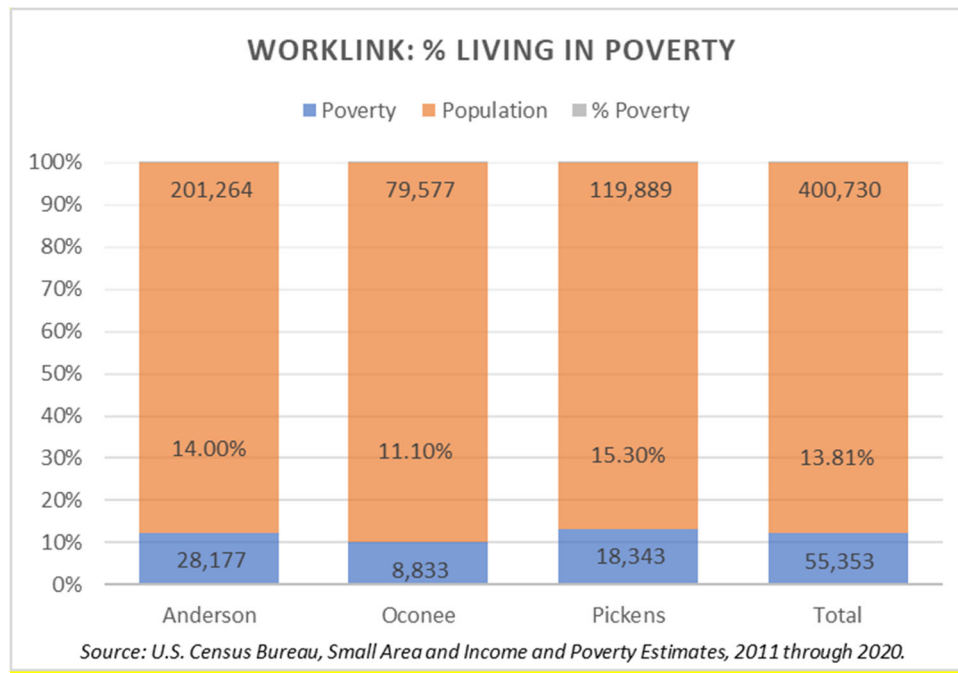
2. Veterans

There are nearly 6,855,263 veterans (age 18-64) living in the WorkLink area. It should be noted that a number of those veterans

have retired and are no longer in the workforce. Many veterans return to civilian life and have very productive careers. However, some veterans need specialized assistance in learning how to transfer their military experiences into civilian skills that are needed in the workplace. Some veterans also wish to return to school to obtain a degree or certification to help increase their employability.

3. Living in Poverty

There are approximately 380,980 people living in poverty in the WorkLink area. This equates to about 17.013.81% of the population, which means nearly 1 in 614 out of 100 WorkLink residents live in poverty. Poverty can be a barrier to employment because an individual who cannot afford stable housing, transportation, phone/internet, and many other needs will likely have a harder time finding and keeping a job. Poverty also makes attending school for additional training and education much more difficult.



4. Youth with Barriers

- **Poverty/Low-Income**

WorkLink has a population of youth aged 18 or younger equaling **82,460**, which is **21.68%** of the total population. There are approximately **18,038** youth **18 or younger** living in poverty. This equates to about **21.918.09%** of all youth living in poverty in the region, which means nearly 1 in 5 youth in the WorkLink area experience poverty. Poverty for youth can be a barrier to employment because an individual who cannot afford stable housing, transportation, phone/internet, and many other needs will likely have a harder time finding and keeping a job. Poverty also makes attending school for additional training and education much more difficult.

- **Dropouts**

In the **2019-2021** school year, SC Department of Education reports that **16,922** students were enrolled in the K-12 system **in the WorkLink Region**. Approximately 379 students dropped out before graduating, equaling a dropout rate of 2.2% for the year. This reflects an upward trend year to year of students completing high school.

Potential challenges dropout face: dealing with social stigma, fewer job opportunities, lower salaries, and higher probability of involvement with the criminal justice system.

DISTRICT	DROPOUTS FOR GRADES 9-12			ENROLLMENT FOR GRADES 9-12			PERCENTAGE FOR GRADES 9-12		
	2018-2019	2019-2020	2020-2021	2018-2019	2019-2020	2020-2021	2018-2019	2019-2020	2020-2021
Anderson 01	47	28	47	2,941	3,019	3,153	1.6%	0.9%	1.5%
Anderson 02	28	16	31	1,084	1,065	1,059	2.6%	1.5%	2.9%
Anderson 03	2	2	3	718	716	754	0.3%	0.3%	0.4%
Anderson 04	21	18	27	829	829	860	2.5%	2.2%	3.1%
Anderson 05	121	74	93	3,576	3,656	3,685	3.4%	2.0%	2.5%
Oconee	45	61	117	2,979	2,956	2,941	1.5%	2.1%	4.0%
Pickens	115	101	117	4,795	4,787	4,938	2.4%	2.1%	2.4%
Region Total	379	300	435	16,922	17,028	17,390	2.2%	1.8%	2.5%

Note: Enrollment totals included all students enrolled in South Carolina Public Schools grade 9-12.

Source: South Carolina Department of Education, "School Dropout Listings" 2019–20 through 2020–21; precode file 2019–20 through 2020–21.

SCHOOL DROPOUTS 2016, 2017, 2018	DROPOUTS FOR GRADES 9-12			ENROLLMENT FOR GRADES 9-12			PERCENTAGE FOR GRADES 9-12		
District	2016-2017	2017-2018	2018-2019	2016-2017	2017-2018	2018-2019	2016-2017	2017-2018	2018-2019
Anderson 1	39	33	47	2995	2992	2941	1.3%	1.1%	1.6%
Anderson 2	14	25	28	1102	1106	1084	1.3%	2.3%	2.6%
Anderson 3	1	2	2	747	702	718	0.1%	0.3%	0.3%
Anderson 4	24	33	21	863	840	829	2.8%	3.9%	2.5%
Anderson 5	113	111	121	3606	3617	3576	3.1%	3.1%	3.4%
Oconee	85	75	45	2950	2952	2979	2.9%	2.5%	1.5%
Pickens	154	119	115	4733	4716	4795	3.3%	2.5%	2.4%
Region	430	398	379	16996	16925	16922	2.5%	2.4%	2.2%

Source: SC Department of Education

- *Not in school*

WorkLink's Youth (ages 16-19) that are not enrolled in school equals 3,2063,697. Of those 3,20697 students approximately 1059–1,942 do not have a high school diploma or equivalency. This is approximately 4.54.4% of the youth aged 16-19 population. (*American Community Survey, 2017 5year estimate*)

Potential challenges and barriers to employment that this group of youth face: poverty, bad health, welfare, and engaged in crime.

- *Crime*

SC Department of Juvenile Justice released data for juvenile cases for the 2016-20172018-2019 fiscal year. In the WorkLink area, there were a total of 851–775 Juvenile cases representing 6.53% of the State's total number of Juvenile offenders. Year over year, the total of number of juvenile cases has dropped ; however, those classed as violent or serious and status of offense cases continues to climb. The overall number of as well as the detention center cases remains somewhat level.

County	Juvenile Cases FY2016/2017					Juvenile Cases FY2017/2018					Juvenile Cases FY2018/2019				
	Anderson	Oconee	Pickens	Total	State	Anderson	Oconee	Pickens	Total	State	Anderson	Oconee	Pickens	Total	State
# All Cases	458	107	286	851	13591	415	116	274	805	12973	425	107	243	775	11849
# Violent or Serious	44	17	38	99	1397	40	17	22	79	1249	37	19	38	94	1224
% of Violent or Serious	9.6%	15.9%	13.3%	11.6%	10.3%	10.0%	15.0%	8.0%	9.8%	10.0%	8.7%	17.8%	15.6%	12.1%	10.0%
# Status Cases	26	5	28	59	1259	54	6	25	85	1334	93	10	32	135	2267
% of Status Cases	5.7%	4.7%	9.8%	6.9%	9.3%	13.0%	5.0%	9.0%	10.6%	10.0%	22.0%	9.0%	13.0%	17.4%	19.0%
# of Detention Center Cases	52	43	55	150	3320	77	37	65	179	2994	94	29	40	163	2867
Change from Previous Year	-26.0%	26.0%	-2.0%	-0.7%	1.8%	48.1%	-14.0%	-10.3%	7.9%	-9.8%	22.1%	-25.6%	-38.5%	5.7%	-4.4%

Juvenile Cases FY 2016-2017					Anderson	Oconee	Pickens	Total	State
Total # of Juvenile Cases					458	107	286	851	13591
% Increase/Decrease from Previous Year					-3.0%	-8.0%	-15.0%	-8.7%	-11.9%
Number of Juvenile Cases Classified as Violent or Serious					44	17	38	99	1397
% Increase/Decrease from Previous Year					19.0%	70.0%	-3.0%	28.7%	-14.8%
Number of Status Offense Cases					26	5	28	59	1259
% Increase/Decrease from Previous Year					-43.0%	400.0%	-3.0%	118.0%	-15.0%
Number of Detention Center Cases					52	43	55	150	3320
% Increase/Decrease from Previous Year					-26.0%	26.0%	-2.0%	-0.7%	1.80%

Source: SC DJJ, 2018 Report for Juvenile Cases

Challenges youth that have detained by the justice system include: lack of education, lack of housing, mental health and substance abuse, and reconnecting with families can all present barriers to employment. (Re-Entry: Key issues, Juvenile Justice Information Exchange)

- **Teen parent**

Fact Forward tracks teen pregnancy statistics and released the following data for **202018**:

2020 Teen Birth Rates and Numbers by Age Group							
County	Ranking	# Age 15-19	Rate Age 15-19	# Age 15-17	Rate Age 15-17	# Age 18-19	Rate Age 18-19
Anderson	30	123	19.4%	26	6.8%	97	38.2%
Oconee	30	42	19.4%	10	7.7%	32	37.0%
Pickens	43	78	13.8%	21	6.2%	57	25.2%
WorkLink Total		243	17.5%	57	6.9%	186	33.5%

Source: FactForward.org, Teen Birth Rates

Note: Counties are ranked from worst to best teen birth rate for 15-19 year olds. Rate is calculated per 1,000 females. Rates calculated with small numbers.

2018 Teen Birth Rates and Numbers by Age Group							
	Rank	Ages 15-19		Ages 15-17		Ages 18-19	
		Number	Rate	Number	Rate	Number	Rate
Oconee	22	56	27.5%	18	10.7%	43	52.8%
Anderson	27	169	26.6%	46	12.1%	123	48.4%
Pickens	42	89	17.2%	24	7.7%	65	31.4%
WorkLink Total		314	23.8%	295	10.2%	231	44.2%

Source: FactForward.org, Teen Birth Rates

Note: Counties are ranked from worst to best teen birth rate for 15-19 year olds. Rate is calculated per 1,000 females. Rates calculated with small numbers

The State's teen pregnancy rate for those 15-19 years old was **19.322%** or **3480-3,069** pregnancies. Of those ages 15-17, the rate was **8.97.8%** or **844748** pregnancies.

Potential challenges that pregnant and parenting youth face include: poverty, homelessness, malnutrition, complications of pregnancy, emotional problems such as depression or drug and alcohol use, lack of a support system, lack of childcare, and lack of education.

- **Foster Care**

According to the SC Department of Social Services, in ~~SFY 2018-2019~~2022, ~~667-282~~ youth were served through foster care in the WorkLink area. This equates to ~~7.82~~% of the ~~83,589~~142 foster care youth served by the state of South Carolina.

SC Foster Care SFY 2017-2018	0-6 YO	7-12 YO	13-17 YO	18 YO and over	Total
STATE TOTAL	3520	2429	2276	356	8581
Anderson	160	85	46	1	292
Oconee	88	53	22		163
Pickens	116	57	37	2	212
Total	364	195	105	3	667
% of State Total	10.3%	8.0%	4.6%	0.8%	7.8%
Source: SC Department of Social Services, Total Children Served in Foster Care by Office of Case Management During SFY 2018-2019					

	Age			
SC Foster Care	0-6	7-12	13-17	Total
STATE TOTAL	1551	1040	1321	3912
Anderson	81	40	66	187
Oconee	24	13	21	58
Pickens	18	9	10	37
Total	123	62	97	282
% of State Total	7.9%	6.0%	7.3%	7.2%
Source: SC Department of Social Services, Total Children Served in Foster Care (run date 8/4/2022)				

According to “Young Adults Formerly in Foster Care: Challenges and Solutions,” a Foster Care Youth Brief published by youth.gov, individuals in or aging out of foster care face these possible challenges: unstable housing or homelessness, lack of adequate elementary and secondary education, lack of employment and job training, problems with physical health, behavioral health, and general well-being, lack of access to health care, justice system involvement, lack of social connections. These can be barriers to finding and keeping sustainable employment.

5. *Ex-Offenders*

As of September 1, ~~in 2019~~2021, there were ~~465~~864 individuals released from the Department of Corrections in the WorkLink area, approximately ~~8.88~~.13% (~~7,519~~5,706) of those released across the State. In 2019~~8~~, there were ~~665~~842 individuals released from the Department of Corrections in the WorkLink area, equaling approximately ~~78.8~~.5% (~~7,519~~8,585) of those released from across the State. These individuals may have been out of the workforce for a substantial amount of time and may need additional assistance with job search and interviewing skills.

6. *Homeless*

According to the ~~2019-2020~~ South Carolina State of Homelessness Report, there are approximately ~~207-367~~ homeless individuals living in the WorkLink area out of ~~1,401~~1,542 in the Upstate Region, which makes up approximately ~~14.8~~24.0% of the total Link Upstate homeless population. The State is home to ~~3,752~~4,268 at last count. This number includes approximately ~~110-22~~ homeless veterans living in the WorkLink area. Individuals who are homeless may have difficulty finding and keeping a job, and they may have difficulty attending training to obtain new skills and increase their employability.

- An analysis of workforce development activities in the region, including available education and training opportunities. This analysis must indicate the strengths and weaknesses of workforce

development activities necessary to address the education and skill needs of job seekers, including individuals with barriers to employment, and the employment needs of employers in the region.

WORKFORCE DEVELOPMENT ACTIVITIES

Developing a workforce to meet the demands of business is vitally important to the WorkLink economy. Although not comprehensive, below are key workforce development activities and programs offered in the WorkLink region.

CLASSROOM BASED EDUCATION & TRAINING ACTIVITIES

K-12 SYSTEM

Career and Technology Centers

Career and Technical Education Centers for the K-12 system are offered throughout the State of South Carolina. WorkLink K-12 students have access to four Career and Technical Education Centers and a variety of programs of study. Career pathways are clearly identified for students to be able to determine the skills and knowledge needed to succeed on the job, in the military, or in post-secondary education in their career field of choice.

Dual Enrollment

High School Juniors and Seniors can dualdually enroll in post-secondary classes while completing their high school education. They will receive college credit towards an Associate's Degree associate degree or Bachelor's Degree bachelor's degree for successfully completing college courses. These courses may include English, Computer Technology, History, Mathematics, Psychology, Allied Health Sciences, Welding, Automotive Technology, Engineering Graphics Technology, Building Construction Technology, among others. Many of the local colleges (including private, public, 2 year and 4 year) in the WorkLink region offer dual enrollment opportunities for students, including Tri-County Technical College.

Career Readiness Assessments

The State of South Carolina offers the Ready to Work (R2W) career assessment to eleventh graders as an exit exam. The Ready to Work assessment determines the students student's skill level in Applied Mathematics, Locating Information (or Graphic Literacy), and Reading for Information. Depending on the score level of the students, the Ready to Work assessment offers a certificate that students will be able to share with employers demonstrating the level of skills they have mastered.

The career assessment also offers Essential Soft Skills (ESS) components to demonstrate the mastery of skills the student has learned in regards to in regard to Cooperation with Others, Resolving Conflicts and Negotiation, Solving Problems and Making Decisions, Observing Critically, and Taking Responsibility for Learning.

SOFT SKILLS

Soft Skills: WIN Learning Software

In addition to students having access to the Ready to Work career assessments, WorkLink promotes the three core assessments to adults in the region. As a result, the WIN Learning software is available to help individuals prepare for the career readiness assessments through a variety of partners, such as SC Works, Adult Education, the Technical Colleges, and SC Vocational Rehabilitation.

Soft Skills: SC JobReadyU Software

SC JobReadyU Soft Skills Training Curriculum (SCJRU) is another resource that individuals can use to learn and brush up on soft skills that businesses desire. The JobReadyU was developed by Clemson University and is at no

cost to the individual. The web-based platform offers self-paced modules in basic education, communication, time management, and problem-solving skills.

Soft Skills: Workshops

WorkLink offers a variety of workshops to the general public through partners such as Department of Employment and Workforce. Workshops are primarily available online, but may be offered on an ad hoc basis in the Centers. Soft skills topics include dress, interview, job applications, and basic computer skills.

ADULT EDUCATION

Integrated English and Literacy

Adult Education is the primary provider of Literacy and English as a Second Language instruction in the WorkLink region. Each of these programs seek to improve the skills of the students they serve in writing, reading comprehension and, in the case of those with Limited English Proficiency, in understanding the spoken word. Both have integrated components of workforce preparation, workforce training, and concurrent and contextualized learning, meaning that students will read passages relevant to the world of work and be introduced to words and phrases that are common in the workplace.

Integrated Education and Training

Adult Education, a division of the SC Department of Education, is the primary provider of education for those that have dropped out of traditional K-12 learning and wish to pursue a High School Diploma or its equivalent. Each Adult Education Center offers instruction to students to allow them to finish their High School Diploma requirements or prepare them to take the High School equivalency exam. Instruction includes workforce preparation, workforce training, and concurrent and contextualized learning.

COLLEGES, UNIVERSITIES AND PROFESSIONAL SCHOOLS

In total, the WorkLink region offers seven providers of training. Among those include one 4-year public university (Clemson University), one technical college (Tri-County), two private 4-year universities, one junior college, and two training providers that offer programs of study leading to credentials, but do not result in associate's level or higher degrees.

Technical College System

Tri-County Technical College, a member of the Technical College System, serves the WorkLink area with an overarching mission to prepare students for the workplace. Tri-County Technical college offers programs of study relevant to businesses in the area, including credit courses that lead to an Associate's Degree or higher and continuing education courses for short-term training opportunities that lead to a credential such as an occupational license, certification, or credential.

Research University

Among the Universities and Colleges in South Carolina, Clemson University is found in the WorkLink region and has been designated as a research university. There research is based on the following innovation clusters: Advanced Materials; Cyber Infrastructure and Big Data Science; Energy, Transportation, and Advanced Manufacturing; Health Innovation; Human Resilience; and Sustainable Environment. As a result of the BMW relocation to the Link Upstate region and Clemson's focus on research, CU-ICAR developed in partnership with automotive manufacturers to research innovative manufacturing solutions, but serves as a way develop the workforce to meet the demands of business by engaging students in the process.

WORK-BASED LEARNING AND TRAINING PROGRAMS

On The Job Training (OJT)

Offered by WIOA programs and SC Department of Social Services, and SC Vocational Rehabilitation, On-the-Job Training offsets a portion of a new worker's wages that an employer will pay while the employee learns the skills required to perform necessary job duties. Seen as a monetary benefit to compensate for lost production while the individual is in the process of learning the skills needed to be proficient, the employee also benefits by

earning while they learn. Some successful OJT placements have been with employers such as Materials Management (dba Patriot Automation), MST Concrete Products Inc., and MTS Office Machines.

Incumbent Worker Training (IWT)

Incumbent Worker Training is offered by Workforce Development Boards (or their contracted service providers) to employers that wish to upskill their workforce. Employees ~~participant-participate in~~ classroom training to learn new skills, allowing them to retain their jobs and providing them ~~with~~ skills necessary for advancement. Employers can be reimbursed for a portion of the classroom training cost, offsetting company losses caused by taking employees away from their job duties. Several WorkLink companies have received IWT grants to further develop their workforce, such as Allegro Industries, JTEKT Koyo Bearings, ~~Clarions~~, Mergon, and Borg Warner.

Work Experience

~~Similar to Like~~ an On-the-Job Training opportunity, the WIOA Youth Services Program, Palmetto Youth Connections, offers work experience opportunities to eligible youth 16-24 years old. The individual earns a stipend while learning skills necessary to perform a particular job at an employer host site.

readySC™

A program offered by the ~~Technicaltechnical~~ college system, readySC™ provides business solutions to companies relocating to WorkLink. A project manager is assigned to work with the company to identify needed solutions. Solutions may include assisting with recruitment, training the potential workforce to meet their needs, locating instructors to provide relevant training, and arranging for training to be conducted in offsite facilities. Employers that readySC™ has served in recent years include Michelin, First Quality, and Borg Warner.

Apprenticeship Carolina™

A division of the Technical College system, Apprenticeship Carolina™ stands as a key resource for employers to create and maintain registered apprenticeships within their businesses. Individuals learn while employed, both on-the-job and in a classroom setting. At appropriate training benchmarks, such as attainment of a credential, apprentices may receive wage increases. Apprenticeships are available to all age groups; however, employers may have dedicated apprenticeships specifically for youth. Some successful Apprenticeships in the WorkLink region include positions at Greenfield Industries and King Asphalt.

TAX CREDITS

E-Zone

The Enterprise Zone Retraining Program (E-Zone) offers a tax incentive through the Technical College system to employers that retrain their workforce on new equipment or technology ~~in an effort toto~~ remain competitive. The business can claim the tax credit for retraining for up to \$1,000 per person per year. According to the Legislative Annual Report for Enterprise Zone Retraining Program, during calendar year 2018, one WorkLink business was approved for the Job Retraining Tax Credit and were projected to retrain a total of 190 employees.

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) program provides tax credits for businesses when they hire a new, eligible employee. Credits can range from \$2,400 to \$9,600 for each eligible employee. Eligible employees fall in the following categories:

- Temporary Assistance for Needy Families (TANF) recipient
- Supplemental Nutrition Assistance Program (SNAP) recipients
- Empowerment Zone residents
- Vocational Rehabilitation or Ticket-to-Work Participants
- Recently released ex-felons
- Supplemental Security Income (SSI) recipients
- Disabled veterans who within the last year were discharged or unemployed for more than six months

- Unemployed veterans
- Veterans receiving SNAP
- Long-term unemployment recipient

PROGRAM AND SERVICES FOR PRIORITY POPULATIONS

INDIVIDUALS WITH DISABILITIES

SC Vocational Rehabilitation is the primary provider of employment and training services to those with Disabilities. SCVRD provides counselling and rehabilitation to individuals with cognitive, mental, or physical disabilities. A division of SCVRD, the SC Commission for the Blind serves those with seeing impairments.

Job Readiness Training Centers

SC Department of Vocational Rehabilitation has established training centers to prepare their consumers for employment. Offering a dual benefit to the consumer and the employer, consumers work for an established **period-of-timeperiod**, learning how to perform job duties in a manufacturing environment and essential soft skills. The employer can benefit by **entering-intoentering** a job readiness contract with SCVRD. The contracts provide work opportunities to consumers within the Job Readiness Training Centers, and provides in return to the employer opportunities to hire individuals that have experience with assembling their products as well as the finished product itself.

Job Try Outs

SC Department of Vocational Rehabilitation offers job try outs to their consumers. The individual earns a stipend while learning skills necessary to perform a particular job at an employer host site.

OUT-OF-SCHOOL YOUTH

The out-of-school youth program primarily focuses on developing youth participants in the areas of completing secondary school (dropouts), acquiring work maturity skills training, gaining work experience, and placement in employment, military, or occupational skills training. The program incorporates the 14 youth elements and offers work experience placements to a variety of employers in the area.

Regional Workforce Advisor

The SC Commerce Regional Workforce Advisor serves on the Worklink Youth Committee, provides insight on efforts across the region and the State on to how to bridge gaps between secondary school education and adult workforce development activities. The Regional Workforce Advisor also provides information on career counseling methods and career pathways in the **schools, andschools and** encourages business involvement within the secondary school learning structure, to the extent possible. The Youth Committee has partnered with the Regional Workforce Advisor and the Anderson-Oconee-Pickens Showcase Board to provide opportunities for eighth graders to explore career fields and opportunities with local businesses in an annual event hosted for the seven school districts in the WorkLink region.

VETERANS

SC Department of Employment and Workforce offers Veteran Representatives to work with those that have been discharged from the military. Veteran Representatives identify employment opportunities and assist in placing Veterans in new employment opportunities. The Disability Veteran's Opportunity Program Representative works with those with **service-connectedservice-connected** disabilities to provide support and resources on how to transition into civilian employment.

LOW INCOME

SC Department of Social Services provides several services that assist families with financial stability. Those that qualify for Temporary Assistance for Needy Families (TANF) may be eligible for cash assistance, employment and training services; those that qualify for Supplemental Nutrition Assistance Program (SNAP) can receive food stamps, employment and training services; those that qualify for Food and Nutrition Programs receive

emergency food assistance, programs for seniors, healthy eating activities); and those that qualify for SC Voucher Program can gain access to ~~child care~~childcare assistance.

EX-OFFENDERS

~~The WorkLink Workforce Development Board has been awarded a Re-Entry Navigator program grant to serve those being released from prison. Anderson County will implement the program by engaging pre-release inmates in activities surrounding employment and training, insuring that these individuals have a network of resources to turn to in the event of hardship upon release and recidivism rate is reduced.~~

Federal Bonding Program

The Federal Bonding program offered through SC Department and Employment and Workforce provides six months of fidelity bonding coverage in the amount of \$5,000-\$25,000 at no cost to the business or individual. This allows employers to expand their recruiting efforts, hire the desired talent and be protected against employee acts of dishonesty resulting in a monetary loss.

ANALYSIS OF WORKFORCE DEVELOPMENT ACTIVITIES

WorkLink conducted a self-assessment as part the strategic planning process. The WorkLink Workforce Development Board identified the following strengths and weaknesses as seen below:

STRENGTHS:

- Job growth
- Growth in modern manufacturing jobs
- Growth in service industry
- EEDA – career clusters
- Increase in 2-year technical school enrollment
- Continue to maximize use of resources
- Major change in dynamics of Board
 - More involvement
 - Better understanding of their roles
- Increase in number of individuals entering the skilled workforce

WEAKNESSES:

- Health care issues
- Extended UI benefits
- Change in WIB membership
- Major changes in WorkLink staff
- Increased demand for health care services
- Industrial skill sets changing require more education
- Lack of affordable housing
- Increase in poverty level
- Larger skill gap

OPPORTUNITIES:

- Growth in Hispanic Population
- Regional education centers
- Increase in minimum wage
- Increased opportunity for grant funding
- Increase in regionalism
- New leaders on many levels
- Demographic shifts
- TAA reauthorization

- Technical base occupations

THREATS:

- Higher skills required for new jobs
- Continued state budget constraints
- Retirement plans shrinking or going away
- Regulation challenges
- Issues for veterans returning from active duty needing jobs
- Decrease in WIOA funding
- Decrease in education and other agency funding
- Attitude regarding spending has changed GED requirements increasing
- Income disparity increasing
- Strong case management needed

BARRIERS TO EMPLOYMENT ANALYSIS

Several potential barriers exist for the current workforce.

Rapidly Evolving Employer Needs

Another threat that makes industry training a challenge is rapid changes in technology that can make a training program obsolete in a few years. In addition to this is the specific equipment and technology that a company may utilize but may not necessarily be generalized enough to create into a seamless training program that can address both an employers' need and a job seekers' skill levels.

Skills Gap

Of all barriers that we identified for our workforce, the most glaring is the skills gap that exists between what workers know and what employers need. What WorkLink has discovered is that those most in need may not be the most suitable to train for existing industry demands. ~~Instead~~ **Instead**, dialogue is needed with partners and employers to develop a system of upskilling incumbent workers, and then providing skills to those with the most needs to back-fill the lower levels positions created by the vacating of low skilled positions to the middle skills careers.

Transportation

WorkLink also faces a unique challenge ~~in regards to~~ **in regard to** transportation. We have two main transportation bus lines that run through Anderson County to Clemson to Oconee County. The vast majority of Pickens County and the outer reaches of Anderson and Oconee Counties are not serviced by these bus lines. Many employers are not located on the bus transportation lines, instead opting for more mainline transportation avenues, such as I-85. Job seekers without transportation and that are not located on one of the bus lines find it difficult to travel in the region. As a result, these low-income individuals find work in one of the lower skilled jobs (such as retail or fast food) that is located on the bus line, making it that much harder to reach them and help them see the value in upgrading their skills.

Low Levels of Literacy and Education

The most daunting barrier is that of current job seekers that demonstrate low levels of literacy or educational levels. WorkLink has a small demographic of those that need basic skills like reading or English as a second language. Very few literacy programs are offered in our area, and those that are offered have limited numbers of hours. Typically, these job seekers stay with a literacy program for several months (if not years) with minimal progress.

COVID-19 Pandemic Related Impacts

The COVID-19 Pandemic began affecting the WorkLink area in mid-March of 2020. As of right now, WorkLink doesn't know the full effects of the pandemic on the community, but we are anticipating high demand from jobseekers for services and reduced demand from employers due to layoffs and reduction in business operations.

The current instability of healthcare occupations is an excellent example of the challenges associated with matching participants with in-demand training/occupations. The forecasted need for healthcare workers continues to be high in the WorkLink region; ~~however~~ however, the impact of COVID-19 on local hospitals and medical offices has resulted in furloughs and lay-offs of a wide variety of personnel. While it is expected that this is expected to be short-lived, it will be incumbent on staff to ensure participants are aware of the current challenges when considering their training options.

Staff and Facility Capacity

Our primary concern regarding the SC Works Centers, is balancing staff and facility capacity with demand while exploring options on how to provide remote services as much as possible. Social distancing measures have been implemented, and we will continue to keep our staff and customers as safe as feasibly possible; however, we anticipate an increase in the number of individuals needing our services in the coming months. This could be a challenge depending on service levels. Our Centers can comfortably hold between 4 and 10 customers at a time. So far this number has been easily managed, but if additional layoffs occur, which seems likely according to our local WorkLink employer survey, SC Works Center capacity could become an issue. WorkLink will be working to identify possible solutions to address this eventuality.

The pandemic also revealed some critical weaknesses in digital literacy, in lack of access to technology, and inadequate infrastructure to support demand within our region.

Lack of reliable internet access

It has become even more evident that internet access is not available in all parts of our region. ~~As a way to~~ help people connect, we have established a list of hot spot locations for individuals to use. Even if there is access available to the internet, there is not always protection when sharing information on a public access Wi-Fi. Some portions of our community have also struggled with internet stability, mainly strong signals. Having reliable internet access will enable our potential customers to participate in WIOA online training programs. We have adopted policies that allow us to reimburse for internet costs for those that are in online training; however, there will be a gap for those that do not physically have a location to securely access the internet.

Lack of access to personal computers

Many of ~~our low-income~~ low-income customers cannot afford a basic computer. They rely on their cell phones to interact with technology. For those attending online training, we have adopted policies to assist with the purchase of laptops and internet access while they are attending training. However, there remains a group of people that cannot access a working computer at this ~~time, but~~ time but will need this to look for employment and attend online training.

Lack of computer skills

There are many individuals out there that know how to use a basic computer (turn it on, open a Word Document, send an email), but there is a gap of those that don't have those basic computer skills. Two of the most often used handouts in our turnstiles are the printouts on how to navigate the UI web portals and how to set up basic email accounts. ~~Going even further~~, there is a technology information gap on how to connect to the web, how to troubleshoot basic internet access (such as restarting a router), how to use WebEx or Zoom, how to protect their information online, how to avoid scams, how to type, and how to set-up basic virus protection. Digital literacy classes are not currently being offered due to the pandemic. We know this is a need; looking at basic skills deficiency definitions will be considered going forward.

Limited access to partner services

Partners are still offering services; however, they are also trying to balance capacity with demand. CDC guidelines recommend businesses reduce their in-person capacity to accommodate social distancing measures. With high unemployment rates, demand for services is anticipated to rise in coming months. We also anticipate our partners being overwhelmed as the stimulus funds comes to an end. Some of the demands will be based on power bills soon coming due, childcare not being available or affordable, depression and other mental illness being exacerbated by stress and social distancing, and rumors of food shortages. Not only will their staff and facility capacities be taxed, but also the resources that they will be able to provide to those in need.

Limited access to virtual testing/assessments

Many of our partner programs rely on testing to determine skills and needs. There is limited capacity for in-person testing at this time. Online testing options are needed for the TABE, GED, WIN, and other occupational skills certifications.

Non-traditional Virtual Work Experience

Youth services need additional Work Experience options to be able to meet the 20% expenditure requirements. Non-traditional Work Experience training options that are available via digital or E-Learning and can be performed from any location (as long as if there is a computer and internet/Wi-Fi) would give students continued opportunities that can occur during social distancing. We have found that many employers are not looking for Work Experience placements during social distancing.

Availability of online training

Training providers are working hard to convert classes to web-based training. However, Corporate and Community Education classes were not awarded the same funding that credited classes were to make the switch. Therefore, CCE is attempting to find creative ways to make the conversion. Online training schools are already ahead of the curve, but their classes are usually more expensive. Some of the ETPL classes have shut down completely due to the nature of the training, welding for example. In-person classes will be available; however, social distancing may make attending in-person harder than previously.

Section II: Strategic Vision and Goals

A description of the local board's strategic vision to support regional economic growth and self-sufficiency, including:

WORKLINK'S VISION AND MISSION

The WorkLink Workforce Development Board (WorkLink) finalized its five-year five-year strategic plan in the fall of 2015. Out of this Strategic Plan, the Board reconfirmed our vision and mission developed in the Spring of 2009 with our first five-year strategic plan.

Our vision provides a directional statement; a "picture" of a future state of the organization (what we are striving to become); it provides inspiration; it gives us a framework for our area of influence/responsibility. **Our vision is "To have a fully-employed, skilled workforce in Anderson, Oconee, and Pickens Counties, SC."**

Our mission is a brief description of the organization's fundamental purpose of our reason for what we do and our existence, articulated for those inside and outside of the organization. **"We develop the link between employers and the workforce in Anderson, Oconee, and Pickens Counties, SC."**

WorkLink has worked to develop a strategy grounded in local and regional demographic and economic data. We looked to a variety of sources to identify county and regional issues for both economic and workforce development. Through an

ongoing analysis of economic and industry trends as well as program performance and outcomes, we will ensure that our strategies, sectors and occupations are the most appropriate for the populations and industries we serve.

Youth Committee Vision:

“To have youth, educated and prepared for self-sufficiency in work and in life.”

Mission: The WorkLink Youth Committee facilitates collaboration and the delivery of services for youth, leading to educational, workplace and personal success. WorkLink Youth Service Provider (Eckerd-Palmetto Youth Connection-PYC) strive to deliver all WIOA youth program services and components to eligible youth within our **three-countythree-county** area with purpose, quality of service, customer centered, and per the WIOA rules and regulations.

- Goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment; and

STRATEGIC PLAN GOALS

The board's goals grew out of an analysis of the region's focus group and survey results, recent and potential changes within the community and the workforce development industry, our identification of the characteristics of successful/winning workforce systems, and a SWOT analysis.

As a result of this planning process, the following goals were established to address the most immediate challenges:

- 1) Increasing system-wide coordination and interaction between workforce development partners, business partners and the education system.
- 2) Improving coordination between partners and reduce fragmentation of services within the workforce development delivery system.
- 3) Increasing the number of residents who obtain a marketable and industry-recognized credential or degree.

The goals address the immediate challenges identified and present objectives to strive for through continuing initiatives and strategies. These four goals are as follows:

- **Address soft skills through WorkLink service providers and educators in the community**
- **Address transportation issues for customers**
- **Improve workforce services outreach efforts**
- **Improve coordination between businesses and schools**
- **Promote modern career opportunities**
- **Improve the skill level of the workforce to meet the demands of business and industry.**
- **Increase employer engagement in WDB and WDB Activities.**
- **Build upon existing partnerships and collaborations between workforce system service providers to better integrate the workforce development system.**
- **Increase and improve outreach to inform and promote the SC Works Centers services and activities pertaining to workforce development.**

The objectives for each goal are the measurable statements towards which our efforts are directed. Each objective contains three elements: a specific statement of what is to be accomplished, a standard by which we can measure the accomplishment, and a timeframe and deadline within which to accomplish the objective. Finally, Strategies are the specific steps which need to happen to bring completion to the objective, and eventually, the goal.

Goals were sent to the SC Works Operations, Youth Committee, and Priority Populations Committees of the WorkLink Workforce Development Board for further development of strategies and objectives and achievement oversight.

Each goal was assigned to one of the WorkLink Workforce Development Board Committees and will oversee the achievement of each Strategic Plan goal through carrying out the strategies and objectives adopted.

The Youth Committee went through a strategic planning process at the same as the full Board.

Youth Committee Strategic Plan Goals

The youth goals listed below address the immediate challenges and the identified objectives once accomplished will reflect the future.

The Four Goals of the Youth Council

- 1) Reduce fragmentation in the youth workforce development system.
- 2) Combating soft skill, basic skill and work ethic challenges.
- 3) The need of more workers to have industry recognized credentials.
- 4) Increasing work-based learning and general employer engagement in the Workforce Development System.

- A description of how the local board will work with core and required partners to align local resources to achieve the strategic vision and goals referenced above.

ALIGNMENT OF RESOURCES

The WorkLink Workforce Development Board will endeavor to engage core programs and required partners through Board membership participation and assignment to committees. Other partners will be brought in as ad hoc members of each committee as necessary to pursue Strategic Planning initiatives.

Furthermore, core and required partners meet quarterly as a group to discuss system ideas, issues, and initiatives. In an effort to align local resources, each partner is engaged in Memorandum of Understandings and Individual Funding Agreements that detail referral processes and resources available through each organization. Each year partners review the agreements and strive for process improvement along with resource mapping. The partners' group has already begun the process of fine-tuning our relationships, not just with the Board, but also with community organizations that directly and indirectly support employment and training activities.

- **Step 1:** Finalize SC Works System Memorandum of Understanding to include: Cost allocation, referral processes, mutually beneficial services, relevant release of information forms, and co-location/system contributions as well as grievance procedures.
- **Step 2:** Map out services available in the community. Determine needs and communication protocols.
- **Step 3:** Evaluate the SC Works System in the WorkLink region and determine what areas we excel in and what areas need improvement. Evaluation and implementation of One Stop Certification Standards is a group effort.
- **Step 4:** Provide appropriate training to the Partners.

WorkLink's Local Board Youth Program strategies consist of: further development of resources, identifying/addressing gaps in the community (service integration), awareness/education, outreach, work readiness, emphasis on work-based learning opportunities, and emphasis on career pathways. These strategies will assist in carrying out the WIOA youth core programs and involve partners to align local resources.

Section III: Local Area Partnerships and Investment Strategies

1. A description of the planning process undertaken to produce the local plan. The description must include how the chief elected officials, local board, and core and required partners were involved in the development of the plan.

DEVELOPMENT OF THE LOCAL PLAN

WorkLink staff relied upon an amalgamation of board policies, strategic planning, partner relationship documents (MOUs, IFAs, statements of work, etc.) and collaborative exercises to develop the bulk of the local plan.

Through their participation in the strategic planning process, development of local policies and general engagement during board and committee meetings, board members heavily influenced the process. Board members are also presented with an opportunity to review and recommend edits and ultimately approve the local plan draft in advance of a final signature from the board chair.

The Chief Local Elected Officials, via their quarterly meetings with the WorkLink board chair and Executive Director, provided guidance regarding the overall direction of local workforce activities, governance of the board and commitment to serving the people of Anderson, Oconee and Pickens Counties.

2. A description of the workforce development system in the local area, including:

WORKLINK SC WORKS SYSTEM DESCRIPTION

The one-stop delivery system brings together a series of partner programs and entities responsible for workforce development, educational, and other human resource programs to collaborate in the creation of a seamless customer-focused service delivery network that enhances access to the programs' services. Partners, programs, and providers collocate, coordinate, and integrate activities so that individuals seeking assistance have access to information and services that lead to positive employment outcomes for individuals seeking services.

The system is broader than the SC Works Centers ~~in a given~~ in each area. The system brings together partners and programs to provide universal access to career and training services in a seamless fashion. The goal is to increase system access for all customers. Not all system programs will be universal; that is, all programs will not be able to serve all people. However, all people can be served somewhere in the system. The system is about defining "common turf" across programs and integrating career and training services provided by partners into the SC Works Centers. No individual program is required to violate its governing statute.

With approval of the Local Board and chief elected officials, the following workforce development system was established in the WorkLink local area.

Comprehensive Center

Clemson SC Works Center

1376 Tiger Blvd, Suite 102

Clemson, SC 29631

8:30am-5:00pm, Monday-Friday

Satellite Centers

Anderson SC Works Satellite Center

~~Tri-County Technical College Anderson Campus~~

~~Quickjobs Development Center~~

~~512 Michelin Blvd 1428 Pearman Dairy Rd~~

Anderson, SC 29624

8:30am-12:00pm, 1:00pm-5:00pm, Monday- Friday

Easley SC Works Satellite Center

Tri-County Technical College

Easley Campus

Quickjobs Development Center
1774 Powdersville Road
Easley, SC 29642
8:30am-12:00pm, 1:00pm-5:00pm, Monday & Tuesday

Seneca SC Works Satellite Center
Tri-County Technical College Oconee Campus
Quickjobs Development Center
104 Vocational Drive
Seneca, SC 29678
8:30am-1:00pm, 2:00pm-5:00pm, Monday-Friday

Access Points

Access Points for job search services are also available at local libraries, adult education centers, and other community centers. Access Points offer access to a computer, through which job seekers will find online links to the several of the career services or job seeker services available at WorkLink SC Works Centers in Anderson, Oconee and Pickens Counties.

Official Access Point locations include Anderson County Library System, Oconee County Public Library System, Pickens County Library System, United Way of Pickens, Goodwill Job Connection of Anderson, Pickens County Adult Education, Oconee County Adult Education, Anderson County Adult Education – Districts 1 & 2, Anderson County Adult Education – District 3, 4, & 5, SHARE of Oconee County, **The Dream Center of Pickens County**, and Anderson Interfaith Ministries.

Services

Career services will be provided by all partners in the SC Works Centers. Career Services include but are not limited to:

- **Initial Assessment:** Begins with intake and an initial assessment that sorts for customer needs and available options. A focus will be on determining customer's job readiness, including workforce skills, and available appropriate services.
- **Job Counseling:** Either individually or in group sessions that helps the jobseeker make the best use of the information and services available.
- **Job Referral:** Services that are tailored to the needs of specific employers and jobseekers. Both workers and employers may also choose to post job announcements and resumes on an electronic system that is open to all.
- **Employer Services:** Access to labor market information; recruitment, screening, and referral of qualified applicants; assisting employers with regulations; access to economic development information and resources; allocating job vacancies; brokering customized job training; connecting firms to SC Works information; technical assistance on assessment, recruitment, and human resource strategies; advocacy for targeted employers in key economic sectors; assistance with major layoffs and plant closures.
- **Labor Market Information:** Current and projected occupational supply and demand information, current occupational wage information; occupational skill standards; nonproprietary information on employers; and information on education and training program outcomes, including completion rates, placement rates, and wage rates of graduates.
- **Information and Referral:** Access to information regarding services needed by jobseekers, such as income assistance, housing, food, or medical care. Referrals to off-site services within the system will be made electronically.
- **Training and Retraining Information:** Access to and information about vocational exploration, basic skills and literacy training, job search skills, self-employment/entrepreneurial training, training leading to the

award of skills certificates, work-based learning, two-year or four-year degree programs and state-approved apprenticeship programs.

- **Unemployment Insurance Information:** Phone accessibility to file for unemployment insurance benefits. Internet Claims filing can ~~been~~ be done-submitted via the internet. Partner staff will assist those with disabilities in filing their initial claim.
- **Eligibility Determination:** Access to information regarding employment and training services needed by job seekers – eligibility for federal and state funded programs.
- **Outreach/Intake/Orientation:** Local activity, website is one source marketing. Intake—ability to register for programs. Orientation to services – description to state’s SC Works services/link to areas.
- **Performance Information on Local SC Works Centers:** How the local area is performing on the local performance measures and any additional performance information with respect to the SC Works delivery system in the local area.
- **Follow-up Services:** Including counseling regarding the workplace. Local responsibility – retention services.

SC Works Centers provide services to individual customers based on individual needs, including the seamless delivery of multiple services to individual customers. There is no required sequence of services.

DURING PANDEMIC (COVID-19) CONDITIONS

WorkLink in conjunction with the OneStop Operator and the SC Department of Employment and Workforce Regional Manager developed a Standard Operating Procedure for staff to follow in the event of a Health Emergency.

In summary, SC Works Center leadership will follow the recommendations and requirements of the Center for Disease Control (CDC), the SC Department of Health and Environmental Control, the SC Emergency Management Division, the US Department of Labor (specifically OSHA), our local elected officials, the Governor of South Carolina, and the President of the United States.

Services and Hours of Operation

The WorkLink Workforce Development Board will approve any adjustments to SC Works Center hours of operation, services, and policies as well as adjust budgets to purchase technology and Personal Protective Equipment (PPE) needed to be able to continue serving customers.

Services will be prioritized for job searches and unemployment insurance access. All SC Works services will continue to be provided to every extent possible, either through remote access (by telephone and internet-based technology) or to walk-in traffic.

Flexible Work Schedules/Locations

If the health emergency warrants social distancing measures, including isolation and/or quarantine, to increase the physical distance between employees and others, then each SC Works Center staff member will follow the direction of their supervising agency ~~in regards to~~ in regard to their work schedule and where they should report to work.

Center Cleaning

Center Leadership will assess the needs for additional cleaning and purchasing of PPE. At a minimum, Leadership will provide staff with disinfecting wipes and other general cleaning supplies to wipe down their work area and resource room throughout the day.

Other

Each Center will be evaluated and prepared according to CDC and OSHA guidelines to create a safe and healthy environment for staff and customers. Additional direction and guidance will be provided to staff on social distancing expectations for serving customers and staff.

- Identification of the programs that are included in the system; and

KEY PARTNERS

The SC Works system brings together a series of partner programs and entities responsible for workforce development, education, and other human resources programs to collaborate in the creation of a seamless customer-focused service delivery network that enhances access to the programs' services. Partners are represented in the –following programs:

SC Works Center Partners in the WorkLink Region		
1	Adult, Dislocated Worker, and Youth Programs	Eckerd Connects Inc
2	Adult Education and Family Literacy Act Programs	Anderson District 1 & 2 Adult Education
		Anderson Adult Education Center 3, 4 & 5
		Oconee County Adult Education
		Adult Learning Center of Pickens County
3	Wagner-Peyser Employment Services Programs	SC Department of Employment and Workforce
4	Rehabilitation Programs for Individuals with Disabilities	SC Department of Vocational Rehabilitation
5	Post-Secondary Education Programs (Perkins)	Tri-County Technical College
6	Community Services Block Grant Employment and Training Activities	Sunbelt Human Advancement Resources (SHARE)
7	Veterans Employment and Training Programs	SC Department of Employment and Workforce
8	Senior Community Service Employment Programs	Goodwill Industries of the Upstate/Midlands of SC
9	Trade Adjustment Assistance Programs	SC Department of Employment and Workforce
10	Unemployment Compensation Programs	SC Department of Employment and Workforce
11	Temporary Assistance for Needy Families (TANF) Programs	SC Department of Social Services
Other Partners		
(Listed below are partners that are required by WIOA, but are not located in or do not provide Employment and Training services in the WorkLink region)		
12	Native American Programs	Indian Development Council
13	HUD Employment and Training Activities	Housing Authority
14	Job Corps Programs	Dynamic Education Systems (DESI)
15	Migrant and Seasonal Farmworker Programs	Telamon
16	YouthBuild Programs	
17	Second Chance Programs	

- How the Local Board will support strategies for service alignment among the entities carrying out workforce development program in the local area.

WorkLink has incorporated an overarching, ongoing goal of aligning resources for better coordination and alignment across partners.

MEMORANDUM OF UNDERSTANDING

The SC Works Memorandum of Understanding is one of the primary tools the Board uses to ensure a seamless delivery of services among employment and training funded organizations. The Memorandum of Understanding details the common SC Works Center budget, outlines fair share of costs, details partner responsibilities, and integrates referral systems between partners.

CO-ENROLLMENT

The State Plan says, "Co-enrollment across programs and streamlining intake systems and referral processes will have the greatest impact on coordination of services for the benefit of SC Works customers. Co-enrollment in multiple programs can improve outcomes for individuals, especially

individuals with barriers to employment.” ~~WorkLink has taken steps to see this come to reality through partnerships on grant opportunities.~~ Partners are invited to the table and discuss how they can align services to provide the best path forward for mutual customers.

~~SC Commission for the Blind, SC Department of Social Services (TANF and SNAP programs), WIOA, Trade Adjustment Assistance, Veteran Employment Programs, and Wagner-Peyser are co-located under one roof. Partners meet quarterly to discuss how to remove duplication of services for common customers. Similarly a Business Services Integration team meets quarterly to discuss how to approach business services from a streamlined approach. WorkLink has taken steps to see this come to reality through partnerships on grant opportunities.~~

~~One example of this can be seen in the recently awarded Re-Entry Grant. In this grant awarded by the State Workforce Development Board, offenders that have a release date within six months will begin working with Anderson County to identify resources to help with basic necessities such as housing, transportation, identification, and ultimately assistance with training and employment. Vocational Rehabilitation will be the first partner they work with prior to release, followed by SC Works to meet employment and supportive service needs, and one of our training providers to meet their training needs. These individuals will also be connected with additional partners as their needs are identified and cannot be met through the existing network of partners within the grant.~~

PARTNER MEETINGS/REFERRALS

WorkLink is a convener of partners. To this end, Business Service Integration Team Meetings and Partner Meetings are held at least quarterly to discuss current happenings across the agencies as it relates to job seekers and employers. As part of these meetings, referral processes are ~~fine-tuned~~~~fine-tuned~~, and service delivery integration happens on an organic level to meet the needs of a mutual customer or a group of job seekers that we are seeking to serve in a unique way.

For example, during the COVID-19 Pandemic, ReadySC, SC Department of Employment and Workforce, and WorkLink staff members came together via Zoom conference calling to address how to facilitate a social-distancing compliant job fair to meet the needs of BorgWarner. Although they were negatively impacted by the recent Tornadoic event in Oconee County and the pandemic itself, they have bounced back and have been actively recruiting to fill positions available within their manufacturing facility. As a result, this team of partners met, strategized, and aligned resources to deliver a safe job fair opportunity for the employer. Furthermore, WorkLink staff has initiated the planning process with additional partners to expand upon the opportunity to hold social-distancing job fairs in each county that we serve.

3. A description of the strategies and services that will be used in the local area to:

- Expand access to employment, training, education, and supportive services for eligible individuals, including individuals with barriers to employment;

STRATEGIES FOR EXPANDING ACCESS

Shrinking WIOA Federal dollars has caused us to evaluate and implement new ways to expand access to services. Below are some of the strategies that we are using to expand service:

- Cementing our presence online through Social Media platforms and revise/updating our ~~Website~~~~website~~.
- Posting information about job openings in SC Works Online Services, and hot jobs shared to Facebook.
- Encouraging co-location of SC Works Center Partners, which frees up federal funds for WIOA to invest in participants.
- Applying for grants that will be mutually beneficial to our customers as well as co-applicants.
- Partnering with other agencies to cost share in Job Fair expenses.

- Leveraging outside grant funding first for scholarships and supplementing the participant's budgets with WIOA dollars and their attendance in programs of study with supportive services.
- Re-evaluated our supportive service policy to allow additional participants access to needed transportation and other supportive ~~services; services.~~
 - Added legal aid services to our program offerings to assist those with backgrounds in overcoming this particular barrier; and
 - Added language in the supportive service policy to specifically allow anyone in WIOA services to be provided with translation services or accommodations if needed/requested.
- Participating in or coordinating planning sessions to better serve mutual customers, for example serving offenders through the Re-Entry Navigator Grant.
- Providing services at various sites if needed ~~in order to to~~ take services to rural communities, specifically through Rapid Response and Job Fairs.

STRATEGIES FOR EXPANDING ACCESS TO THE YOUTH PROGRAM

WorkLink's Local Board Youth Program strategies consist of:

- Further development of resources;
- Identifying/addressing gaps in the community (service integration); ~~and~~
- Awareness/education and outreach regarding work readiness; ~~and~~
- Placing increased emphasis on work-based learning opportunities, career pathways, and industry recognized credentials.

These strategies will assist in carrying out the WIOA youth core programs and involve partners to align local resources.

STRATEGIES FOR EXPANDING ACCESS DURING COVID-19 PANDEMIC

The COVID-19 Pandemic has also caused us to re-evaluate the way we deliver services. Some of the strategies we have adopted during the Pandemic and which we may find useful in carrying forward are as follows:

- Reconfigured telephones to forward calls to knowledgeable employees, based on the options that were chosen by the caller. Unemployment Insurance questions are directed to job seeker staff in the hopes that we can assist the customers with answering questions about the UI portal.
 - Holding SC Works Orientations weekly through WebEx. This Orientation gives an overview of the SC Works system, the partners, and the WIOA program. We have posted how to sign up for the Orientation on Facebook.
 - Giving workshop information one-on-one via telephone. We are looking closely at how to adapt workshops to web conferencing as well; however, staffing levels are down and attention is focused on UI assistance.
 - Completing Eligibility determination applications virtually. Career Counselling, Training approvals, and follow-up are also being completed via phone or web conferencing.
 - ~~In an attempt to To~~ provide a virtual "resource room" for job seekers and businesses, created a web page on our website for the public to quickly find relevant information about our services during the pandemic.
 - Placed turnstiles outside each SC Works Center with tutorials on how to file for Unemployment Benefits, partner information, hotspot Wi-Fi locations, mental health tips, email basics, etc.
- Improve access to activities leading to a recognized post-secondary credential, including an industry-recognized certificate or certification that is portable and stackable;

STRATEGIES FOR IMPROVING ACCESS TO CREDENTIALS IN THE SC WORKS CENTERS:

- Brochures and flyers are available in the resource room and online that promote lifelong learning through Adult Education and various post-secondary training providers, and providers and demonstrate the importance and value of obtaining credentials.
- SC Works Staff review how to access SCPath.org, which hosts South Carolina's Eligible Training Provider List (ETPL), with customers during the SC Works Orientation.
- Training Providers are encouraged to present information about courses of study that can lead to in-demand occupations at SC Works Orientations.
- Information on Financial Aid and additional sources of training scholarships can be accessed through our resource room computers and through knowledge Staff.

STRATEGIES FOR IMPROVING ACCESS TO CREDENTIALS IN THE ADULT/ DISLOCATED WORKER PROGRAM:

- WIOA Participants are encouraged to enter training that have portable, stackable credentials. To this end, many of our training providers have set up their programs of study to reflect a pathway that allows students to jump in and out of the programs of study with a credential at multiple points along the way to their occupation of choice (i.e., Patient Care Technician at Tri-County Technical College).
- Case Managers review labor market information with customers so they can make informed choices about training options that lead to self-sufficient, sustainable careers (not just jobs), and promote success stories of those that have been able to be successful in completing training and entering a new career.
- Customers that enter programs of study, discuss with their case managers the next steps needed to progress along the Career Pathway upon completion of their training.
- Case Managers review Financial Aid application processes, available grants, partner services, and WIOA funding options with participants to help them identify funding sources to cover training costs and personal costs while attending training.
- The WIOA Program Manager has also developed relationships with each of the Training Providers in the local area to facilitate better communication on behalf of participants.
- At the WorkLink Board staff level, we continue to look for grant opportunities to expand access to training opportunities.
- Outreach efforts promote access to scholarships and supportive services, specifically for Dislocated Workers.

The COVID-19 Pandemic also caused WorkLink to reevaluate their Adult/Dislocated Worker supportive service policy to allow for social distancing measures. WIOA participants may be supplied a laptop and internet access if deemed necessary for participation in online classes.

STRATEGIES FOR IMPROVING ACCESS TO CREDENTIALS IN THE YOUTH PROGRAM:

Youth Program strategies to improve access to credentials currently includes:

- WIOA eligible youth are given extensive career path information and development to include participation in assessment, career coaching and steering towards an identified career path.
- Students are provided access to virtual and in person tours through the local Technical College.
- The local Technical College also sends representatives to the students via Adult Education and the SC Works Centers to provide information concerning in demand career and training options.

One potential way to improve on what is already in place would be to provide access to virtual on-demand tours that do not require registration or conference call meeting.

- Facilitate engagement of employers in the workforce development programs, including small employers and employers in in-demand industry sectors and occupations;

STRATEGIES FOR FACILITATING ENGAGEMENT OF EMPLOYERS:

- Key engagement of employers in the local area is outreach, largely consisting of employer site visits, participation in ~~business-focused~~ ~~business-focused~~ organizations such as chambers of commerce, economic development activities, and the Society of Human Resource Management local chapters.
- WorkLink has also placed special emphasis on quarterly and ad hoc hiring events for local employers. The success of these events has also been an important outreach tool, by which a ~~number of several~~ employers that were not engaged in local workforce development activities have become active in the system.
- WorkLink business services staff members each have an individual goal to engage at least 30 employers per month.

STRATEGIES FOR FACILITATING ENGAGEMENT OF EMPLOYERS FOR YOUTH:

Local and small employers are being engaged to offer work experience opportunities for youth in in-demand sectors. Current strategies for employer engagement include:

- Outreach and promotion of the benefits of Work Experience for youth.
- Once engaged, the employer participates in planning and training to be a work experience host site.
- Ongoing communication throughout the Youth's work experience provides real-time feedback and progress reports on how the Youth is progressing and what the Employer's needs are.

One possible enhancement, if funding allows, would be to host an Information Fair for employers interested in partnering to work with WIOA participants.

One significant barrier that exists in engaging small businesses in work experience partnerships centers on the limits of the state insurance policy. Small businesses cannot afford to "chance" working with the WIOA youth in the WorkLink local area because trainees are not covered under Worker's Compensation.

STRATEGIES FOR ENGAGING EMPLOYERS DURING COVID-19 PANDEMIC:

- WorkLink business services staff participates in industry-led virtual meetings to ensure that we are educated on the current needs of employers. For example, during the COVID-19 Pandemic WorkLink's Business Services Liaison has participated in several sessions facilitated by the Greater Upstate Manufacturing Sector Partnership, in which the primary focus was to allow employers to share best practices and concerns regarding COVID-19 in the workplace.
 - WorkLink business services staff organizes and/or facilitates social-distancing job fairs and hiring events for area employers. Preparation may include ensuring appropriate PPE is readily available, creating a safe jobseeker flow, and addressing any other safety needs of the employer(s) and jobseekers.
 - WorkLink Business Services Liaison provides direction to area employers who are facing furloughs and/or layoffs by distributing appropriate material and announcements related to South Carolina Unemployment Insurance Benefits. WorkLink staff also ensures that employer questions directly related to Unemployment Insurance Benefits are quickly and appropriately answered.
 - The Youth program's 20% work experience requirement may be difficult to meet in PY2020 due to the COVID-19 restrictions on businesses. However, the WorkLink Youth Services Manager and our service provider, Palmetto Youth Connections, are seeking out best practices on possible remote work experience opportunities for youth and will implement those if allowable under WIOA.
- Support a local workforce development system that meets the needs of businesses in the local area;

STRATEGIES FOR SUPPORTING LOCAL BUSINESS NEEDS

- The process of ensuring that the local workforce development system meets the needs of employers in the local area begins with the engaged business representatives on the WorkLink Workforce Development Board. These members influence policy decisions and rulemaking within the WorkLink area in such a way that the system positively affects both employers and jobseekers.
- WorkLink also reviews relevant labor market information to ensure staff and board members are aware of current and future market trends. This information is validated through regular visits with employers and meetings with partners such as local and regional economic development entities and chambers of commerce.
- The attached Employer Service Strategy and Business Engagement Plan further outline WorkLink's business service strategy.

- Improve coordination between workforce development programs and economic development; and

STRATEGIES FOR COORDINATING WORKFORCE AND ECONOMIC DEVELOPMENT

In addition to having representation from each county's economic development entity serving on the workforce development board, WorkLink and SC Works staff maintain a robust relationship with economic development staff by communicating and meeting regularly for the purposes of:

- Coordinating business and industry outreach efforts;
- Planning hiring events and job fairs; and
- Remaining ~~up-to-date~~^{up to date} regarding recruitment and retention efforts.

Economic development representatives from all three counties participate in the quarterly Business Service Integration Team meetings with workforce development partners from around the area. WorkLink staff also provides technical support and labor market information as a means of supplementing economic development initiatives.

- Strengthen linkages between the SC Works delivery system and unemployment insurance programs.

MEMORANDUM OF UNDERSTANDING & UNEMPLOYMENT INSURANCE

The WorkLink Memorandum of Understanding (MOU) for the SC Works System states: "WIOA requires that a collaborative process exist among workforce partners and UI programs.

Some of the strategies Unemployment Insurance has agreed to in the MOU:

- **Referrals** - DEW staff provides claimants of UI programs information and assistance with filing claims and connecting with reemployment services, including referring to the services appropriate for their individual needs through SC Works partner programs.
- **Staffing** - UI shares in the cost of the workforce system through the presence of RESEA staff in all comprehensive SC Works centers.
- **UI Training Resources** - DEW makes UI-related training resources to assist all frontline SC Works staff in providing meaningful assistance with filing UI claims and correctly answering common claimant questions with ease and consistency.
- **WIP Portal Access** - The Workforce Information Portal (WIP) provides a secure method for partner staff to obtain the necessary UI data that is used to determine an individual's potential eligibility for training and employment services programs under WIOA. Partner staff are allowed to submit their information to find out if they may have access to the WIP portal for the purpose of eligibility determination.

Other strategies that SC Works has used to further coordinate with Unemployment Insurance have come about due to recent layoffs and the COVID-19 pandemic.

- **Mailers** – Unemployment Insurance has been allowed to share mailing information of those that are receiving unemployment insurance and been laid off through no fault of their own (as they have also registered with their mailing address in SCWorks Online Services). Staff mailed information about what the SC Works Centers can offer to those that may qualify for Dislocated Worker or Rapid Response funds ~~in regards to~~ regarding employment and training as well as upcoming events sponsored by the SC Works Centers.
- **Intake System** – WorkLink has also revised some of our intake systems to better accommodate those laid off during the COVID-19 Pandemic. Various partners took turns assisting with checking people into the Center and routing them to the appropriate locations. Other process and procedures were introduced to facilitate answering questions in a timely manner. Partners also provided support to employers needing assistance with filing claims for their employees.
- **Staff Training** - SC Works Center Staff have received training to better answer Unemployment Insurance related questions.
- **Information Sharing** - Information about Unemployment Insurance was shared via social media to assist with communication to those accessing our services. WorkLink also shared the UI Hub webpage DEW created for COVID with ~~partners, and~~ partners and created a local homepage on the website to share UI handouts, guides, and relevant links.

4. A description of how the strategies discussed in Question 3 above will be aligned with the priorities outlined in the State Plan; specifically:
 - Increasing participation in ~~work-based~~ work-based learning (WBL) activities, including registered apprenticeship programs;

WORK-BASED LEARNING

Youth Strategies: Alignment with State Plan

Funding will determine the increase or decrease of youth participants allowed to participate in WBL activities. WorkLink Youth Program incorporates year-round work-based learning (with emphasis on work experience) within the formula funded youth grant to meet the mandated 20% goal requirement.

Current WIOA program funding is expended at the mandated rate in the WorkLink area. All WIOA eligible youth are invited to participate in WBL classes and work experience training and are made aware of the opportunity during the recruitment, ~~eligibility~~ eligibility, and program services phase of the WIOA youth program. Registered apprenticeships have typically been a career center in-school youth/technical college partnership that has not ~~been~~ accessible to the WIOA youth program. Out of school youth are identified at the technical college level for apprenticeship programs.

The WorkLink youth provider is always looking for new opportunities and employers that align with the goals of your youth participant. Since Covid-19, the emphasis of incorporating sustainable essential work experience sites will be a focus moving forward.

Adult/Dislocated Worker Strategies: Alignment with State Plan

On-the-Job Training has been a priority for the WorkLink area for several years; however, interest in OJT has waned as the unemployment rate dipped below 3%. Employers needed immediate hires that did not allow time for extra processes that the employer and employee may have to go through. However, with unemployment rates up once again due to COVID-19, we anticipate additional companies may be interested in OJT again once social distancing measures have been finalized and the number of COVID-19 cases decreases.

Incumbent Worker Training appears to be the most successful model for our area. The employers ~~are able to~~ can train their existing workforce to remain competitive while giving their employees an opportunity to keep their jobs or advance ~~in to~~ new positions. Specifically, the use of Rapid Response IWT will likely become even more critical as a layoff aversion tool, due to the impact of COVID-19.

- Increasing the formal assessment and provision of soft-skills training;

ASSESSMENT AND SOFT SKILLS

SC Works Center Strategies: Alignment with State Plan

The SC Works Centers are equipped to provide soft skills training through workshops. Case managers are also trained to identify soft skills needs and provide career counselling to eligible participants from various partner agencies.

Adult/Dislocated Worker Strategies: Alignment with State Plan

As part of the intake process, the Adult/DW program requires that applicants complete a few steps at the beginning to help with the formal assessment stage after enrollment.

The applicant is given homework assignments at orientation. The results of these homework assignments are reviewed formally after enrollment during the assessment process. Assignments are the completion of the following: registering in SCWOS, creating a resume, collecting documents needed for the application, contacting the case manager with questions, and completing ~~the WIN/WorkKeys~~ career readiness assessment.

This process demonstrates a customer or participant's mastery of soft skills from communication skills, computer skills, basic skills, motivations, etc. As a result, the case manager can formally guide the participant towards soft skill development either through one-on-one counselling or through soft skills classes, such as workshops provided through SC Works or through Workforce Skills 21st Century for online learning.

The evaluation process is ongoing throughout program ~~participation, and participation and~~ is observed through changes or behavior and demonstration of knowledge.

In the On-the-Job Training program, contracts require that the employer ~~provide a formal feedback~~ formal feedback of occupational and soft skills achievement and demonstration at the beginning and the end of a contract period.

Youth Strategies: Alignment with State Plan

Case managers work closely with employers regarding youth work experience assignments. Youth are required to participate in Career Smart (soft skills training) classes prior to entering a work experience opportunity. They are also required to demonstrate those skills for employer evaluation during their work experience period. Employers are encouraged to give honest, helpful feedback that case managers can review and reinforce with the youth participants.

- Facilitating the development of career pathways and increasing co-enrollment across partner programs, as appropriate;

CAREER PATHWAYS AND CO-ENROLLMENT

Adult/Dislocated Worker Strategies: Alignment with State Plan

The WorkLink region has an established Business Services Integrated Team that serves as a workgroup to share and discuss on-going employer needs. We plan for someone from the WIOA service provider

team (either operator or training) to participate in these meetings. By doing so, the latest information on employer needs **areis** relayed back to the entire service provider team. As skills gaps are identified, this information is shared with participants or potential participants so that they can effectively choose an in-demand occupation from a career cluster.

~~More often than not~~**Often**, customers choose to enter the WIOA program specifically for training assistance. The WIOA staff maintain strong relationships with both secondary and post-secondary training providers and facilitate training requests according to WorkLink's identified career clusters. Participants are encouraged to not just think about the job or training they are currently seeking but to think ahead about advanced careers with increased income potential down the "career pathway". Upward movement through a career pathway is career laddering. Our Career Coach team emphasizes that where you begin is not where you **have to** end.

The Adult/DW program will continue to collaborate with partner programs in areas where co-enrollment would be beneficial to the participant and will do so in a manner that streamlines the process. We have a great line of communication with some partners that allows us to work closely with each other to see how we can both better serve the participant. Our current process with the WIOA Youth allows the Career Coaches to email each other if someone is 17-24 years of age and discuss what option would be best for the participant or if co-enrollment is best.

Youth Strategies: Alignment with State Plan

In the WorkLink Local Work Development Area, I-Best (Integrated Basic Education and Skills Training) is offered and have been adapted for Anderson, Oconee, and Pickens Counties by Tri County Technical College. I-Best programs are created, offered, and enhanced through collaborative partnerships between the college, local school districts, Adult Education Centers, and employers through the Tri-County's service area. Co-enrollment and collaboration **isare** encouraged amongst the WIOA youth program and Adult Education Centers to refer youth participants to career pathways offered via I-Best programs and occupational training courses per the youth participant's choice and goal(s) on their Individual Service Strategy (ISS) plan.

- Implement cross-program staff training to enhance service delivery to businesses and job seekers;

CROSS-PROGRAM TRAINING

The WorkLink SC Works Centers are committed to cross-training staff and partners **in order to** better serve the job seekers and employers in our service area:

- All SC Works staff are going through SC Works 101. This should help to inform each partner of the other services available.
- SC Works staff will be encouraged to participate in free and low-cost trainings from partner programs, including DEW sponsored training for Business Services, Customer Service, and similar topics.
- The operator encourages and emphasizes cross training to encourage knowledge sharing by the partners. Staff training is organized and planned for once per quarter at the beginning of the program year. All SC Works Center staff are required to attend and participate in the following types of activities: learning about partner programs and services, reviewing referral processes, participating in team-building activities, reviewing customer service and Center policies and procedures, and sharing upcoming Center events.
- Orientations are also updated as needed for better understanding of the system's services and programs.
- Workforce Development partners also come together quarterly to learn about partner services in the area, share best practices, and share upcoming and ongoing events in the area.

- Streamline intake and referral processes;

INTAKE AND REFERRALS

SC Works Centers: Alignment with State Plan

The SC Works Operator, Eckerd Connects, serves as the gatekeeper for partner information. The Operator leads discussions on referrals at partner meetings, ~~insuring~~ensuring that processes are updated as needed. Upon completion, updated referrals processes and procedures are shared among SC Works staff and workforce development partners. Partners are ~~strongly encouraged~~required to use SCWOS to send partner referrals back and forth; however, a paper referral process is still available to those that do not have access to SCWOS.

Intake processes into the SC Works Center have changed with the addition of the SCWOS greeter. Customers entering the Centers check-in via iPad kiosks, which allow Resource Room Attendants to easily check customers in and appropriately route them to services that they requested. Now services can be reported more quickly and more effectively. The orientation process is updated based on need to ensure job seekers understand what services are offered and available in the Centers. SCWOS is able to track services and case notes for the programs.

Youth: Alignment with State Plan

The Youth Program has a streamlined process in place for referrals. A simple referral form was developed that can be easily completed and forwarded to a partner for a ~~services, and~~services and can also be used in reverse by a partner agency. The referral form can be used by a partner agency for contacting a potential youth regarding interest in their services or by WIOA to schedule of next steps and eligibility determination for WIOA services.

In addition to the referral form, customers can also accept referrals in the following ways: Youth referrals are accepted via phone and walk-in, and by attending an orientation. A youth provider staff member is easily and readily available at orientations to distribute WIOA program information and promote services in-person to orientation attendees.

The referral process is only as successful as the interest level of the youth in taking part in WIOA career pathway focused education and training.

The COVID-19 National Emergency has caused the WIOA youth program to follow the remote services provision options concerning referrals and eligibility for WIOA services. During this time frame, a streamlined virtual eligibility process was utilized to include face time, email, and ~~web-based~~web-based meetings were to determine eligibility.

- Developing strategies that increase access to reliable transportation, affordable housing and access to identification and vital records;

INCREASE ACCESS TO BASIC NEEDS: TRANSPORTATION, HOUSING, DOCUMENTATION

The State Plan calls for action on identifying ways and setting policies for how to serve Priority Populations, specifically ~~in regards to~~in regard to transportation, housing, and documentation. WorkLink will support the State's initiatives by adopting State policies and adapting best practices that will benefit these populations. Some ways that we are already addressing these needs are described below.

SC Works Center: Alignment with State Plan

The SC Works Operator continually seeks ways to offer and increase access to basic needs through identification and refinement of referral processes. Upon receipt of information or identification of new

resources, the Operator shares information with the SC Works Center staff on key program elements and referral processes. In particular, we have referred participants to the Ride-to-Work program a ~~low cost~~low-cost sharing ride program started by the Golden Harvest Food Pantry. Through a partnership with Uber, Golden Harvest Food Bank, and a local bank, the customer pays a small fee (around \$5 per week) to have a guaranteed ride to work each day.

Other examples of ways we are increasing access to basic needs include:

- SC Works Centers are located strategically along bus routes.
- Bus route maps for all three communities are available in each Center.
- WorkLink recently worked with the Electric City Transit to expand access to a remote portion of Anderson County to further connect key businesses with the Belton-Honea Path residents.
- SC Works Center services can be offered at alternate sites as requested by partners. We have historically offered services at Housing Authorities and similar community organizations.
- WorkLink was recently awarded a Re-Entry Navigator Grant that will work with the pre-release inmates at the local Detention Centers on preparing for employment upon release. Some key needs that most recently release offenders need assistance with centers on documentation, housing, and transportation. As a requirement of the grant some written policies and toolkits will be developed to share with SC Works Center staff.
- Our Adult/DW program has worked with the Haven of Rest Men's ministry (alcohol and drug abuse recovery housing) to bring employment and training services to the men living there.
- SC Works Centers have recently moved many of our services to remote access due to COVID-19 pandemic. As a result, we adapted some of our documentation requirements to be provided via live online meetings, ensuring that we could match identities with documentation, but not requiring the person to arrive at the Center.

Adult/Dislocated Worker: Alignment with State Plan

The Adult/ DW training program directly provides some supportive services determined through individual need and within compliance of the local supportive service policy. The supportive service policy is reviewed regularly for to ensure participants' needs are being met.

Types of Supportive Services include:

- Transportation
- Childcare and Dependent Care
- Training Related Needs
- Work Related Needs
- Legal Aid Services
- Emergency Assistance

Community-based organizations and faith-based organizations specialize in niche training and support opportunities that can be layered into our traditional service delivery. These organizations share an invested interest in the positive development of citizens in the community. Understanding that WIOA is the payor of last resort, these valuable partnerships provide services which ~~include~~include ~~e~~Emergency housing/shelter, transportation services, ~~F~~faith-based counseling and mentorship, ~~s~~Self-sufficiency training and workshops, ~~and C~~college sponsorships. We have strong partnerships and with local social service agencies like DSS and SHARE for financial assistance with childcare, food stamps, rental assistance, utility assistance, and many other financial needs. We will continue to strengthen relationships with community and partner agencies.

The Adult/Dislocated Worker program also seeks to reduce the burden of documentation on participants. Case managers have been trained to use self-attestation in compliance with data validation when the burden of proof is too cumbersome to obtain. The case management staff also has been able to assist participants with attaining some documentation through State-level agreements to share information under the authorization of release of information signed by participants, and confidentiality agreements signed off by appropriate signatory authorities.

Youth: Alignment with State Plan

Many WIOA eligible youth in the WorkLink area have the barrier of not having a Driver's License. Driver's Training is offered as a resource by the area with a local registered driver's training provider. Interested WIOA eligible youth take advantage of this training every program year. The biggest issue is that youth do not have their own vehicle and they have issues finding others to drive them to and from training, educationeducation, or employment.

Strategies that have been utilized to assist WIOA eligible youth concerning reliable transportation include problem solving one/one with the youth and discussing with the youth participant at least three (3) means of transportation they have access to and training the youth to utilize each as needed when unforeseen circumstances occur. Assisting the youth and helping them make plans aheadplans ahead of time has helped those without a driver's license or a vehicle to be able to attend and finish training successfully.

For affordable housing, United Way's 211 data base is provided and used as a resource. Partner agencies such as The Housing Authority are provided as options, as well. Case managers have a list of affordable housing options and the steps it takes to apply for each.

Case Manager's provide written instructions on how to access vital records and prepare WIOA youth for the process to obtain vital records.

- Supporting industry-led, sector partnerships; and

INDUSTRY-LED SECTOR PARTNERSHIPS

WorkLink has consistently supported industry-led, sector partnerships over the past several years as-a way toto address both the employment needs of employers and the education and skills needs of job seekers across the region.

WorkLink has actively participated in regional meetings that include Greenville, Upper Savannah, and Upstate areas.

Members of the region-wide sector strategies have included: members of each local workforce development board, economic development entities, K-12 education, DEW, the region's four technical/community colleges, DSS, and community-based organizations such as Goodwill Industries and Able SC. As a region, the group was able to complete self-assessments and asset mapping exercises, and have held six Regional Team Meetings, during which self-assessment and asset mapping, and LMI data were reviewed. The group selected Diversified Manufacturing as our first sector to target, received tours of different education and training organizations, listened to speakers talk about different partnerships that are currently working in Diversified Manufacturing, divided into five workgroups (Data Workgroup, Career Pathways Workgroup, Sector Training Workgroup, Best Practices Workgroup, and Business and Industry Workgroup), and discussed business engagement for the sector strategy initiative. Since establishing our workgroups, several have held meetings (Data, Sector Training, Best Practices,

BusinessBusiness and Industry). Areas for improvement were identified for the workgroups so that participation increased and ~~in order to~~ memorialize the meeting discussion.

Since the initial launch meeting in March 2019, three action areas were recognized: Build a Workforce Pipeline into Manufacturing, Address Gaps in Middle-Skill Technical Jobs, and Infrastructure & Regulations. WorkLink's role is to join other partners in understanding the needs of the business community and help implement shared solutions effectively. The Greater Upstate Sector Partnership group has hosted virtual meetings during the COVID-19 pandemic to allow manufacturers to discuss and find solutions to uncharted workplace barriers ~~as a result of~~ because of the pandemic.

- Sharing best practices across partner programs ~~in order to~~ increase awareness of partner services, promote a workforce environment of growth and continuous improvement, and support a system viewpoint.

BEST PRACTICES

The State Plan calls for best practices to be shared across partners. Most sharing of best practices happens at an organic level, developing out of informal conversations between co-workers and partners. Quarterly staff meetings and partner meetings allow this to happen naturally; otherwise, most best practices are shared as staff members encounter each other in the halls and at downtimes during the workday. Each staff member is encouraged to look for new innovative ways of providing services.

In addition to this, program management-level leadership spends dedicated time researching and implementing best practices. For example, the COVID-19 pandemic has caused the WorkLink area to re-think how to provide services remotely. As a result, our program service provider, Eckerd Connects, sought ways to meet the soft skills needs of our customers and has invested in an online curriculum platform that will better serve WIOA participants in the area.

5. A description of how the local board will work with core, required, and other partners, including economic development, to implement the strategies and services discussed in Question 3.

COORDINATION WITH SC WORKS PARTNERS TO IMPLEMENT STRATEGIES

The WorkLink WDB Board members include representatives from core, required, and other partners, such as economic development. Each Board committee member is assigned to a strategic plan topic surrounding priority populations, SC Works Operations, and Youth services. Each committee will review the local and state plan and will work with WorkLink staff to develop appropriate strategic plan objectives to align with the State Workforce Development Board plan.

Further, partners and SC Works staff will adapt processes and procedures that encourage the furtherance of appropriate ~~strategies, and~~ strategies and will be able to provide feedback on the process during quarterly partner and staff meetings.

6. A description of the Adult, DW, Youth assessment processes of soft-skills and subsequent provision of soft-skills training, including descriptions of formal tools or resources utilized.

ASSESSMENT

Adult/Dislocated Worker: Alignment with State Plan

The Adult/DW program views assessment not as a singular one-time event but instead approaches assessment as a continuous process. It includes interviews, career guidance assessments, basic skills assessments, observations, and soft skills assessment.

The SCWOS Comprehensive Objective Assessment Summary is used to review academic and occupational skill levels, as well as the service needs and strengths of the customer. Information is then used to create an IEP tailored for each participant.

Through on-going assessment, we ensure that individual needs are met. Assessment tools include but are not limited to:

- **TABE:** We will utilize TABE pre-post-assessments to measure progress and learning gains in reading, and math skills. Individuals who are high school dropouts are tested with TABE by adult education.
- **Career One-Stop Interest Assessment:** www.careeronestop.org
- **Skills Profilers:** www.careeronestop.org
- **O*Net My Skills My Future:** www.myskillsmyfuture.com
- **O*Net Interest Profiles:** www.mynextmove.org
- **WIN or WorkKeys Career Assessment Testing:** Academic and employability skills testing
- **SCWOS Comprehensive Objective Assessment Summary:** The assessment includes a review of academic and occupational skill levels, as well as the service needs and strengths of the customer.
- **Employability Training Workshops:** Group and on-on one soft skills training workshops either in person or via digital platforms.

Youth: Alignment with State Plan

Initial assessment of youth soft skills takes place during enrollment of youth into the WIOA program. ~~The majority of~~ Many youth have little to no soft skills training at program entry. Youth are assessed based on their previous and current employability skills and knowledge that ~~include, but~~ include but are not limited to the following: attendance, punctuality, workplace appearance, taking initiative, quality of work, communication skills, response to supervision, teamwork skills, problem solving and critical thinking and workplace culture/safety knowledge. Case managers discuss soft skills training that utilized the Career Smart curriculum that was locally developed, as a part of the program, with the youth participant and schedules them up to attend Career Smart soft skills classes that include: Financial Literacy, Resume Writing, NIOSH safety training, Employability skills (critical thinking, dressing for success, social media, and work ethic), and Entrepreneurial skills. WIOA youth, who engage in the Career Smart classes that are a pre-requisite to hands on Work Experience training, can then be placed on work sites to gain valuable ~~real life~~ real-life experience in soft skills that will help them not only gain future employment opportunities, but maintain future employment. Due to COVID-19, Career Smart classes were able to be offered to WIOA eligible youth using virtual resources and web meetings to maintain crucial soft skills service levels for youth participants during the national emergency.

7. A description of the strategies and services for employers that may include the implementation of initiatives such as Incumbent Worker Training (IWT) programs, On-the-Job Training (OJT) programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers and support the local board's strategic vision and goals.

EMPLOYER SERVICES STRATEGIES

WorkLink Workforce Development Board adopted an Employer Service Strategy and Business Engagement Plan that outlines WorkLink's general employer service strategy. In a nutshell, the Business Service Liaison will serve as the convener of Business service partners in the community and will assist with facilitating and coordinating business services to employers. This strategy leverages existing relationships with partners ranging from Chambers of Commerce to the Department of Employment and Workforce to local chapters of the Society of

Human Resource Management. These partnerships ensure the swift dissemination of relevant information, the efficient use of resources, and the broader engagement of employers in the WorkLink area.

Our aim is to eliminate duplication of efforts and outreach to employers. A Business Service Integration Team has been formed to address this effort. A complete list of current team members for the local Business Services Integration team, whose quarterly meetings and communications are coordinated by the WorkLink staff, can be found with the Business plan. The quarterly meetings, and the relationships curated within them, serve to foster an even greater spirit of cooperation among partners.

WorkLink offers the following Employer Services:

Registered Apprenticeship (RA)

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

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

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

1. An Apprenticeship registered with Department of Labor (DOL)
2. Has applied, been approved, and placed on the Eligible Training Provider List; and
3. Has met all qualifications consistent with the **Work PlaceWorkplace** Safety checklist.

On-the-Job Training

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

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

WorkLink will reimburse according to the following:

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

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

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

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

Incumbent Worker Training

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

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

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

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

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

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

An ad hoc committee will determine the process for soliciting and allocating IWT contract awards. The committee will also be charged with highlighting the WDB's priorities by potentially including additional local priorities or preferences to the IWT award process.

Transitional Jobs

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

Transitional jobs are time-limited work experiences that are subsidized and are in the public, private, or nonprofit sectors for individuals with barriers to employment who are chronically unemployed or have an

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

Career Pathways

According to Department of Labor's Career Pathway Toolkit, "career pathway development is a broad approach for serving populations that may experience significant barriers to employment...Career pathway programs offer a clear sequence, or pathway, of education coursework and/or training credentials aligned with employer-validated work readiness standards and competencies." They put forth that there are six elements to career pathway development:

1. Build cross-agency partnerships and clarify roles
2. Identify industry sectors and engage employers
3. Design education and training programs
4. Identify funding needs and sources
5. Align policies and programs
6. Measure system change and performance

WorkLink has been involved with the development of Healthcare and Manufacturing career pathways for contextualizing Adult Education and GED programs. Our main role is providing feedback on labor market information and providing information about grant funding available in the area.

Sector-Based Strategies

Sector-based Strategies take Career Pathways one-step further, "by aligning educational offerings with business needs, career pathways systems engage business in the development of educational programs up front." Thus, the employer becomes a partner and a co-leader and co-investor in the development of the workforce, instead of a customer. WorkLink has begun to partner with employers and community agencies to convene employers in a setting that provides a voice to the employer's needs, gives them the power to develop programs that lead to the skills that they need.

The WorkLink Business Services Liaison serves as a core team member of the Link Upstate Sector Partnership Initiative. The Greater Upstate Sector Partnership team, which is comprised of 14 counties, has chosen Diversified Manufacturing as the focus industry. This industry-led partnership launched on March 14, 2019 and over 25 manufacturers participated. The forum provided these employers with an opportunity to identify shared issues, network and troubleshoot together, and to define solutions moving forward. As a result of the launch meeting, three action areas were recognized: Build a Workforce Pipeline into Manufacturing, Address gaps in Middle-Skill Technical Jobs, and Infrastructure & Regulations. WorkLink's role is to join other partners in understanding the needs of the business community and help implement shared solutions effectively. The Link Upstate Sector Partnership group has hosted virtual meetings during the COVID-19 pandemic to allow manufacturers to discuss and find solutions to uncharted workplace barriers ~~as a result of~~ because of the pandemic.

Another example of this was led by Tri-County Technical College. TCTC convened a group of Pre-Highway Construction companies in the upstate region ~~in order to~~ be able to find out what their needs were and how we as partners and education providers could meet those needs. WorkLink was at the table partnering and brainstorming how to move forward.

8. A description of how the local board will coordinate local workforce investment activities with

regional and economic development activities that are carried out in the local area, including how the local board will promote entrepreneurial skills training and microenterprise services.

REGIONAL COORDINATION EFFORTS

WorkLink is actively participating in regional efforts to collaborate and share processes and procedures. A couple of key efforts surround employer services:

- Regional Recruitment of Entry Level Applicants – the group is working to develop a region-wide strategy that increases the draw of entry level applicants from the four Local Workforce Development Areas ~~so~~ ~~as to~~ be more responsive in meeting employer demand. WorkLink has also participated and supported region-wide job fairs.
- Regional Recruitment of OJT Job Orders – another project the group is working towards is developing a region-wide strategy that increases the draw of qualified entry level OJT applicants and improves the time it takes to fill OJT vacancies. Cooperative agreements may be executed to enable local areas to invest in specific recruitment efforts and in targeted OJT openings.

ECONOMIC DEVELOPMENT EFFORTS

WorkLink actively engages with our Economic Development entities on an ongoing basis through partnerships, collaborative meetings, or through Board interaction. Our partnerships with Alliance Pickens, Anderson County Economic Development, Oconee Economic Development, and ReadySC, have varying levels of involvement based on the project or the level of activity within our region.

Two recent examples include partnerships with:

- **Anderson County Economic Development**
WorkLink ~~recently~~ collaborated with Anderson County Economic Development in planning ~~several a~~ Drive-Thru Job Fair. The Drive-Thru Job Fair ~~will host~~ ~~hosted~~ ten employers and ~~allowed~~ jobseekers to visit with them in a “drive-thru” format. WorkLink frequently partners with Anderson County Economic Development to develop events, participate in employer meetings, and provide other support as needed.
- **Oconee Economic Alliance and ReadySC**
~~Most recently,~~ WorkLink partnered with ReadySC and Oconee Economic Alliance to plan a job fair for BorgWarner, which is located in Seneca. WorkLink business services staff and ReadySC staff also partner to screen job applications for area employers, like Michelin.

ENTREPRENEURIAL AND MICROENTERPRISE SERVICES

The WorkLink area has identified small business start-up resources to share with the ~~general public~~ ~~public~~, such as the Business OneStop website (<https://scbos.sc.gov/>), the Small Business Development Center (SBDC), and the Tri-County Entrepreneurial Development Corp. The Small Business Development Center and the Tri-County Entrepreneurial Development Corp. offers free seminars and mentoring programs for those interested in starting their own small business.

Microenterprise and Entrepreneurial services are often positions listed under the Professional, ~~Scientific~~ ~~Scientific~~, and Technical industry cluster. This ~~in particular is~~ ~~is~~ one of the ~~industry~~ ~~industry~~ clusters the Board has decided to invest WIOA training dollars in. If there are participants who would like to take entrepreneurial classes, then they will be covered under this industry cluster.

Youth Service elements require that youth be provided with opportunities to engage in entrepreneurial services. To this end, classes are identified at Tri-County Technical College if appropriate for a student to engage in. They are also offered opportunities to connect with the Small Business Development Center located in Oconee County.

Section IV: Program Design and Evaluation

1. A description of the SC Works delivery system in the local area, including:

SC WORKS CENTER INTAKE PROCESS

If a customer is interested in SC Works Center services or in WIOA specifically, the customer ~~can may~~ contact staff to find out more about how to access those services. In some instances, a customer may be referred by another partner to a particular service. In general, all customers are referred to the SC Works Orientation to find out more about services ~~for which~~ they may qualify ~~for~~.

Upon entering the SC Works Centers, the customer will check-in at the greeter kiosk ~~or with the resource room attendant~~. They will fill out a basic questionnaire about who they are, services they need, and how they may be contacted for follow-up. The customer is allowed to use the computers for job search, unemployment insurance, or training related activities, or they will be routed to their appointment contact person.

WIOA ADULT/DW PROGRAM INTAKE PROCESS

Customers interested in WIOA services are scheduled for an orientation, through one of the following options: one-on-one, group, or via ~~WebEx a conference call service (for social distancing purposes or transportation issues)~~. After participating in orientation, customers are asked to establish a SCWOS account and fill out the virtual resume through the background wizard found in SCWOS. Interested applicants for the WIOA program are asked to complete ~~an O*NET Interest Profiler-SCOIS~~ assessment available free ~~online, and online and~~ begin gathering personal information for the eligibility determination process.

Customers are scheduled ~~in-person~~ appointments with career coaches for completion of the WIOA application. During the pandemic, the application process was being completed via telephone and/or WebEx as opposed to in-person. Customers are emailed a secure version of their completed application to review and sign, or they can stop by the Center to review and sign in ~~in-person~~. ~~If social distancing allows or pandemic conditions ease, the applicant will be allowed to attend eligibility determination appointments in person.~~

Once the application has been completed and documentation collected, the customer moves into the case management portion of the WIOA program. Services typically begin with an assessment interview and the drafting of an individual employment plan. Services included in the IEP ~~will be focused on employment and~~ ~~be focused on include~~ training, supportive services, and soft skills. ~~Services and~~ will be determined by the customer based on the results of their assessments and the ~~career counseling and~~ guidance the ~~case manager~~ can provide. The customer will exit at the conclusion of services and will enter a ~~twelve-month~~ ~~twelve-month~~ follow-up period to document ~~their success, the case management effectiveness, and~~ return on investment.

- How the local board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers, and jobseekers;

METHODS FOR ENSURING CONTINUOUS IMPROVEMENT

WorkLink takes the quality of services available to Anderson, Oconee, and Pickens County citizens seriously. To this end, we use the following strategies to ~~insure~~ ~~ensure~~ that our Service Providers are providing quality services in the following ways:

- **Formal annual monitoring** – The WorkLink staff conducts annual monitoring to review processes and procedures in accordance with federal statutes and regulations, state policies, local workforce development area instructions, and contract requirements. For the One Stop Operator, the State Workforce Development Board One Stop Certification Standards are used to determine ~~whether or not whether~~ **the centers are in compliance**. During the annual monitoring, the WorkLink staff looks for new and best practices and encourages those activities in the formal monitoring reports.
- **Informal ongoing monitoring** – WorkLink staff also conducts informal ongoing monitoring via desktop and **periodic** walk-throughs of the Centers and visits with program staff. WorkLink staff encourages innovation and ideas on how to better serve our customers.
- **Staff Training** – The SC Works Center Operator has established a Center training schedule that allows staff from across the WorkLink region to gather to share ideas, refresh on old polices, and be trained on new and upcoming practices and procedures.
- **Encouraging Innovation** - Staff are encouraged to bring ideas to their supervisors to share prior to implementation. One idea that has come about through the Pandemic is a drive-thru Job Fair. Employers will have information on hand to give out to interested job seekers who never leave their car.

- How the local board will target rural communities, including facilitating increased access to services provided through the SC Works delivery system through the use of technology and other means;

As described in 20 CFR 678.305(d)(3), 34 CFR 361.30S(d)(3), and 34 CFR 463.30S(d)(3), WIOA allows for services to be provided remotely within a reasonable time, by phone, or through a real-time Web-based communication, by a program staff member who can provide program **information or services or services**, including career services, to the customer.

IMPACTS OF COVID-19

The 2020 COVID-19 Pandemic brought the need for remote and technology-based services into sharp focus. WorkLink suspended walk-in access for **a period of time a period** in late March to mid-May **2020** in response to directives from the Governor of South Carolina; however, customers still needed access to both SC Works Center services and the WIOA Title I program. In response to the increased demand for services related to job searches and unemployment insurance, WorkLink adopted the SC Department of Employment and Workforce Remote Services Memorandum that laid out the ground rules for providing remote and technology-based services.

Some of the changes that we made in response to COVID-19:

- Reconfigured telephones to forward calls to knowledgeable employees, based on the options that were chosen by the caller. Unemployment Insurance questions are directed to job seeker staff in the hopes that we can assist the customers with answering questions about the UI portal.
- **Heldolding** SC Works Orientations weekly through WebEx. This Orientation **gives-gave** an overview of the SC Works system, the partners, and the WIOA program. We have posted how to sign up for the Orientation on Facebook.
- **Gaveiving** workshop information one-on-one via telephone. We recently began adapting workshops to web conferencing as well.
- Post**eding** information about job openings in SC Works Online Services, and hot jobs shared to Facebook.
- **Completing-Completed** Eligibility determination applications virtually. Career Counselling, Training approvals, and follow-up are also being completed via phone or web conferencing.

- In an attempt to provide a virtual “resource room” for job seekers and businesses, Created a web page to provide a virtual “resource room” for job seekers and businesses on our website for the public to quickly find relevant information about our services during the pandemic.
- Placed turnstiles outside each SC Works Center with tutorials on how to file for Unemployment Benefits, partner information, hotspot Wi-Fi locations, mental health tips, email basics, etc.

PROVISION OF REMOTE/VIRTUAL SERVICES TO INDIVIDUALS

WorkLink continues to offer offers the following Job Seeker services through remote or virtual means:

Via Phone	Labor exchange services; provision of labor market information; program referrals; initial referrals; initial skill assessments; career counseling; follow-up services
Via Phone & Web Conference Call	Eligibility determinations; provision of information on programs and services; specialized assessments; developing an individual employment plan; occupational skills training; skill upgrading and retraining; Job readiness training
On hold (or as requested by Employer) Via Phone & Web Conference Call	On-the-job training; work experiences; incumbent worker training; programs that combine workplace training with related instruction; customized training

MOVING FORWARD WITH RURAL COMMUNITIES

WorkLink has historically tried to remove the walls from the Centers and travel to centrally located partners within rural communities. We piloted OneStop On-the-Go for many years, but as resources have dwindled so has our ability to be mobile in serving our communities.

In an effort to maintain access for our smaller towns and cities, such as Belton, Honea Path, Starr, Iva, Westminster, West Union, Pumpkintown, and others, we have tried to locate our Comprehensive Center at the geographic center of our region versus in the largest population center, and center, and locate all of our satellite Centers in the most populous city in each County. We have also partnered with Adult Education to serve the Belton-Honea, Powdersville, Pelzer area with SC Works services as needed, and provided rapid response transition centers at local manufacturers, an example of which was Shaw Industries in Central, SC in 2018-2019. We also provide job fairs in our remote communities to give job seekers information about services available in our Centers as well as opportunities to speak with employers about job openings.

Some of the technology changes that we have locally adopted:

- **WorkLink website** – WorkLink hosts a local website that discusses our services in-depth and provides guidance to those visiting our webpage on how to access services.
- **Conference Call-in Options for meetings** – As our Board members become busier in their professional lives, attendance at meetings has decreased; in an effort to re-engage Board members in a way that better accommodates accommodate their schedules, WorkLink began offering conference call-in options for those that could not attend in person.
- **Social Media platforms** – Social media platforms have changed the way we reach the community. Advertising of events and activities the SC Works Centers are inexpensive with a high return on the investment.
- **Access Points** – WorkLink developed a page within our Website website that acts as an access point for job seekers to use from any partner location or internet enabled computer.

However, ~~the~~ pandemic has ~~also opened up~~opened new avenues and started broader conversations regarding remote access. Some positive changes that technology has ~~allowed~~allowed, and we will seek to continue even after the pandemic has faded are as follows:

- **Conference Call/Webinars** – Having the conference call-in platform for our Board members made it easy to transition our services to conference call/webinars. Workshops and Orientations to the SC Works Centers has offered us an opportunity to reach these rural communities in ways that we haven't been able to before. Eligibility Determinations have also been successful through webinars and conference calls. The camera feature allows us to verify a person's identity with their driver's license and social security card via the web conference. We have ensured that (to the best of our ability) that the conferences are private by requiring a passcode to enter.
- **Smartphones** – In addition to the conference calling feature, we have also been able to adapt many of our case management procedures to ~~technology-based~~technology-based services. Those that may not have transportation can still receive photos through their smartphone, and in most cases, find a way to print, sign, and return those documents via their phone.
- **Adobe Documents/Docusign**- We have been able to utilize Adobe and Docusign software for obtaining secure signatures.
- **21st Century Workplace Skills** – our Service Provider saw a need to provide soft skills in a remote access friendly way. They have purchased the software for 21st Century Workplace Skills which will allow participants to access soft skills remotely through learning modules. The case managers will be able to follow-up with the participants after reviewing their progress.

Although these items have been available in the market for many years, WorkLink has relied on in-person services as the primary way of providing access, even to rural communities. However, the Pandemic has encouraged us to think outside the box for the general population, and the ideas that we have implemented will be useful in continuing to serve rural communities going forward.

WorkLink also understands that there are challenges that rural communities face that we may be unable to address through our reach and our technology, such as lack of internet access. In these instances, we have tried to identify hotspots that a customer can use to access our services in remote communities. We also understand that the need for broadband access across our State is bigger than we can locally ~~address, but~~address but will support our State in their discussions on how to expand access to all of our rural communities.

- How entities within the SC Works delivery system, including center operators and partners, will comply with the nondiscrimination provisions of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (ADA) and the ADA Amendments Act of 2008 (ADAAA) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities; and

AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY

WorkLink has an EO Opportunity and ADA Compliance Officer appointed for the region to handle complaints and EO related issues. The EO Officer ~~conducts, or~~conducts or arranges for a qualified partner to conduct an EO and ADA monitoring at least annually (if not more frequently).

Our EO and ADA Officer monitors and reports the demographics of the population on WIOA caseloads and among the population in the region. Each program monitors and adjusts outreach to reflect the population as appropriate.

Our EO and ADA Officer serves as the liaison to our Priority Population committee and our safety team meetings ensuring that partners are informed of appropriate accommodations for those with disabilities and recommendations for facility access improvements are explored to the extent possible.

Outreach materials are developed to be inclusive of all individuals. WorkLink strives to reflect the populations that live within our service area through program design and our outreach materials. Outreach materials are shared with various groups of partners and Board members to review for correct information, for appropriate language, and for inclusivity prior to publishing for the general public. All outreach materials include the appropriate EO and ADA statements to ensure customers recognize that we do not discriminate, and we will provide appropriate accommodations for those needed assistive technology. WorkLink also tries to share success stories that cover all demographics and backgrounds of those that commonly use the SC Works Centers.

SC Works Center staff have been issued guidance and trained on how to serve those with disabilities using resource room equipment, proper language, and etiquette to use for those with disabilities (to include service animals), and proper procedures to use during safety team meetings for those that need additional assistance.

Policies for protecting personally identifying information, including disabilities and backgrounds, have been distributed, and case managers have received training on this as well.

- Identification of the roles and resource contributions of the SC Works partners

PARTNER ROLES AND RESOURCE CONTRIBUTIONS

SC Works Center partners share a mission in serving customers through employment and training services. Each of these partners plays a vital role in the system, while attempting to avoid duplication of efforts.

The partners seen below have distinct roles and each contributes to the SC Works system as follows:

Funding	Program Administrator	Resource Contributions
Adult, Dislocated Worker, and Youth Programs	WorkLink Workforce Development Board	Oversight, cash payment
Adult Education and Family Literacy Act Programs	Adult Education Centers: Anderson 1&2, Anderson 3,4&5, Easley, Seneca	TABE and WIN testing and Proctoring; Cash Payment
Wagner-Peyser Employment Services Programs	SC Department of Employment and Workforce	Cash Payment
Rehabilitation Programs for Individuals with Disabilities	SC Vocational Rehabilitation	Brochures, Referrals as appropriate, Cash Payments
Post-Secondary Education Programs (Perkins)	Tri-County Technical College	Reduction in SC Works Satellite Center costs
Community Services Block Grant Employment and Training Activities	SHARE	Access Point location

Native American Programs	Indian Development Council	Brochures and referrals as appropriate
HUD Employment and Training Activities	Housing Authority of Easley	Referrals as appropriate
Job Corps Programs	Dynamic Educational Systems, Inc	Brochures, referrals as appropriate
Veterans Employment and Training Programs	SC Department of Employment and Workforce	Cash Payment
Migrant and Seasonal Farmworker Programs	Telamon	Brochures, referrals as appropriate
Senior Community Service Employment Programs	AARP, Goodwill	Work experience participants to serve in the resource rooms
Trade Adjustment Assistance Programs	SC Department of Employment and Workforce	Cash Payment
Unemployment Compensation Programs	SC Department of Employment and Workforce	Cash Payment
YouthBuild Programs	Partner being identified	Referrals as appropriate
Temporary Assistance for Needy Families (TANF) Programs	SC Department of Social Services	Facilitate workshops, Business Service Representative, cash payment
Second Chance Programs	Partner being identified	Referrals as appropriate

2. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

WorkLink's SC Works Centers will help all area job seekers and employers. Eckerd Workforce Services uses technology to provide information and basic job seeking/career planning assistance to the public in a cost-effective manner. Job Seekers are encouraged to help themselves, but staff is available to answer questions.

The following types of services are available in the WorkLink local area:

BASIC CAREER SERVICES

- **Orientation to the SC Works System** - an orientation that informs individuals of the full array of services available in the Center, including all partner services conducted at the SC Works site and any other pertinent resources to ensure successful return to employment. The orientation also includes an overview of the processes and procedures for participating in the WorkLink WIOA program.
- **Referrals to partner programs** – SC Works staff refer individuals to partner agencies to determine **whether or not whether** their services will meet their needs.

- **Initial assessments** – Assessments can be used to identify skills, strengths, and deficiencies, and attitudes relating to vocational training, basic education, and employment. Assessments may be used for career discovery and specific job applications.
- **Labor exchange services** - Staff Assisted Labor Exchange Services: include job search assistance, job development assistance and job referrals, and can be characterized as service which is conducted one-on-one or in small groups.

INDIVIDUALIZED CAREER SERVICES

- **In-depth assessment** - A thorough assessment of a participant should identify ~~whether or not~~ whether a participant has:
 - Adequate basic education, skills, and work background for their choice of WIOA services or employment opportunities.
 - Required occupational tasks and any skills the participants must develop to achieve their employment goals.
 - Realistic job seeking skills and the work maturity (attitude) to get and keep a job.
 - Sources of additional support needed for success and the agencies that can provide this support.
- **Development of an individual employment plan** – The Individual Employment Plan (IEP) is developed with the participant based on the results of the completed comprehensive assessment. The IEP shall:
 - Identify all educational and employment goals to be achieved.
 - Describe the training activities and appropriate services the Adult or Dislocated Workers will receive to achieve those goals and overcome existing barriers.
 - Include objectives and planned outcomes, including specifics (who, what, when, where, and how) should be identified.
 - Detail non-WIOA funded services received during participation in WIOA and marked as a partner funded service (i.e. Pell Grant).
- **Counseling** - Adults (those 18 and older) and Dislocated Workers who cannot find a suitable job may wish to participate in career counseling sessions in a one-on-one atmosphere. Enhanced, individualized career services offered by SC Works Center partners are available to those that qualify. These career counseling services assist those that have barriers to getting and keeping a job.
- **Short-term skills upgrading** - Workshops, job clubs, short-term skills upgrading, GED preparation, and work experience assignments may be part of the individualized career services offered through the Centers. Some participants may need additional services to assist their vocational training, such as job readiness training, literacy activities including English language training, and customized training.
- **Follow-Up Services** - Appropriate follow-up services will be conducted for a minimum of 12 months following the participant's first date of employment. Follow-up services can be useful for participants ~~in order to~~ maintain employment. SC Works Center staff can provide workplace information and tips for success in a workplace environment. Additionally, follow-up services provide a continuing link between the participant and workforce system; these services allow the one-stop to assist with other services the participant may need once he or she obtains employment. Examples may include assistance with employer benefits, health insurance, and financial literacy and budgeting assistance.

TRAINING SERVICES

Training services are provided to equip individuals to enter the workforce and retain employment. Training services may include, for example, occupational skills training, OJT, registered apprenticeship which incorporates both OJT and classroom training, incumbent worker training, pre-apprenticeship training, workplace training with related instruction, training programs operated by the private sector, skill upgrading and retraining, entrepreneurial training, and transitional jobs. Training services are available for individuals who, after interview, evaluation or assessment, and case management are determined to be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone. The participant must be determined to ~~be in need of~~ need training services and to possess the skills and qualifications to successfully participate in the selected program.

3. A description of how the local board will coordinate workforce development activities carried out in the local area with statewide rapid response activities.

RAPID RESPONSE

Rapid Response Services, as mandated by DOL, are services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the State. The Department of Employment and Workforce operates the Trade Adjustment Assistance program and coordinates the Rapid Response teams across the State of South Carolina. The Operator participates as necessary in Rapid Response outreach teams, arranging for WIOA Services to be presented on-site as requested by the Employer.

The WorkLink SC Works Centers provide the following Rapid Response Services to employees of businesses issuing WARN notices, in conjunction with the Department of Employment and Workforce and the local Economic Development offices in the WorkLink region. Services include:

- Developing a plan for averting layoff(s) with the affected business and/or in consultation with State or local economic development agencies, including private sector economic development entities;
- Reviewing affected workers' assistance needs;
- Coordinating and conducting Rapid Response workshop presentations to assist with career transition, job search tools and skills, résumé preparation, and interviewing techniques;
- Assessing re-employment prospects for workers in the WorkLink region;
- Providing information on available resources to meet the short and long-term needs of affected workers;
- Establishing a process of referring affected employees to the SC Works System;
- Developing recruitment/job development activities including job fairs, positive recruitments, job lead development, and general recruitment notifications;
- Providing Rapid Response Information Packets with appropriate information relating to potential dislocations, available adjustment assistance, and the effectiveness of Rapid Response strategies; and when appropriate, including information on TAA program; and
- Developing a business visitation program that improves service coordination, or a workforce transition committee comprised of representatives of the employer, the affected workers and the local community.

In the early part of 2020, the Local areas agreed to further integrate our services with the Rapid Response team at DEW by coordinating information and services for smaller layoff events (such as those that have fewer than 50 individuals that have been affected). We contact the employer, at the behest of the DEW Rapid Response team leader, to set up a Rapid Response time and coordinate information for the affected workers. DEW has provided videos and materials to communicate key pieces of information in a consistent manner, and local staff have been trained to answer questions or give the appropriate contact information for their questions to be answered.

During the pandemic, we are prepared to continue offering Rapid Response services and will implement social distancing measures or conference call options as appropriate.

4. A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.

YOUTH SERVICES

Out-of-School Youth (WIOA Program)

Palmetto Youth Connections provides case management to ensure all youth are successful. Case Management is a participant-centered, goal-oriented approach to the delivery of services designed to coordinate

comprehensive educational, employment, career pathway goals, and plans to ensure that participants have access to necessary training and support services. The Fourteen (14) Youth Program Elements is the foundation of the youth comprehensive delivery of services. WorkLink Local Area focus on serving out-of-school youth ages 17-24 in our three counties (Anderson, Oconee, and Pickens) that are WIOA eligible. WorkLink does not currently offer In-School WIOA program services.

Due to Covid-19 (Coronavirus) or extenuating circumstances: The youth service provider may need to transition to remote delivery of services for the WIOA Youth Program. The youth service provider will adhere to the Provisions of Remote WIOA Services Memo (SCDEW issued 03/2020) and follow further guidance from the WorkLink Staff and/or Local WDB.

Serving Youth with Disabilities

The WorkLink WIOA Youth program allows the Board to make policies that benefit Youth with disabilities by giving youth a chance to self-identify as considering themselves to have a disability. Each youth who applies for WIOA services is asked to self- identify on the WIOA application in SCWOS during the eligibility determination process. Youth who self-identify can be identified by a youth characteristic report in the SCWOS system. This gives the Board information by which they can identify appropriate partnerships and service delivery methods to benefit youth with disabilities.

As a Board, WorkLink has sought to place Vocational Rehabilitation, a provider of services to those with disabilities, in key roles within the Board and its committee structure to influence services for Youth with disabilities. The Anderson Vocational Rehabilitation Area Manager serves on the Board as well as the chair of the WorkLink Priority Populations Committee while the Oconee/[Pickens](#) County Vocational Rehabilitation Area Manager serves as an active member of the Youth Committee. The Priority Population Committee has also sought to identify and include key partners that provide services to those with disabilities, such as AbleSC, on the committee, to educate the committee regarding services available in the community for those with disabilities, and to procure relevant resources for the WIOA programs to insure those with disabilities have access to the tools and resources they need to be successful.

Successful Model

As a result of Board leadership, the WorkLink Youth WIOA program has previously explored partnerships to serve out-of-school youth with disabilities, specifically Project Search. The Project Search partnership was with Vocational Rehabilitation and the Department of Disabilities and Special Needs to provide Work Experience in a specific setting such as a local hospital. The WorkLink Local Youth Program is open to partnerships that would provide WIOA services to youth with disabilities.

In-School Services (Partner based programs)

In addition to services for out-of-school youth with disabilities, school districts' have programs to serve their youth population that have disabilities. As an example of one of these programs, Vocational Rehabilitation have in-school counselors that work with students with disabilities throughout the school districts, providing support services, assistive technology, and career guidance.

5. A description of how the fourteen youth program elements are integrated in program design, including a description of partnerships or formalized agreements in place for the provision of program elements not provided by the local program.

14 YOUTH ELEMENTS

Intensive case management must be provided to ensure all youth are successful. Services provide transitional support including occupational information, job search assistance, placement, job development, and follow-up (retention) services. Participants who are eligible for more structured occupational training will be provided information, and where appropriate, referred or assigned to the following:

1. Tutorial, Study Skills Training, Basic Skills:

Palmetto Youth Connections (PYC) uses Learning Express-Workforce Skills for 21st Century Success. Learning Express offers a multitude of items: GED test prep, practice for career certification exams, tutorials for computer skills and software, comprehensive job search platform, resume and letter writing, workplace and job skills improvement, and offers progressive lessons to improve skills. This approach offers constant immediate feedback reporting for each student to acknowledge his/her progress.

In the WorkLink area all Basic Skills Remediation, GED preparation, High School Diploma preparation, study skills, and tutoring support are provided and/or coordinated by Adult Education in all three counties. PYC focuses on small group or individualized instruction through direct instructor support and the use of interactive software that will accelerate outcomes. Academic deficiencies are addressed, and each online learning platform is documented to establish benchmarks for progress. The software ensures positive feedback, detailed administrative reporting, and proper documentation will be placed in the participant's hard file.

Students work independently and as a group in instructor led activities. PYC provides ongoing, consistent support to maximize each student's effort and performance.

2. Alternative Secondary School or Drop-Out Recovery Services:

As a primary task, PYC assists enrolled youth to attain a level of academic proficiency needed to succeed in the workplace. The partnership with the Adult Education Centers in the three counties provides a unique opportunity for participants to receive GED preparation with a familiar community based organization. Adult Education staff is highly trained to work with all levels of learners and resources to provide a quality academic program.

At the direction of the Local WDB and/or Youth Committee, formal collaboration with the Alternative Schools or Education Programs such as Title-One High Schools and At-Risk programs within the School Districts will be developed when the option to serve in-school youth is a focus, with those most in need as the priority. Alternative Schools or Education Programs will continue to be a referral resource if a student should leave/drop-out of school. High School students will be targeted in the spring of each school year to increase WIOA awareness in the area to reach graduates who need one-on-one career coaching to move forward towards a Career Pathway.

3. Paid and Unpaid Work Experiences, including Internships, Job Shadowing, On-the-Job Training or Pre-Apprenticeships:

PYC seeks Work Experience opportunities year-round for youth beginning with the PYC Career Coach input, evaluation, identification, preparation, and referral of youth who are in need of obtaining work experience before entering the workplace, and/or for work related to the identified Career Pathway. Hourly Stipends are paid to participants during work experience. Private, Public and Non-Profit Businesses offer these work experience opportunities. The PYC Workforce Specialist establishes these opportunities and seeks businesses that may offer the opportunity for full time employment afterwards. Unpaid work experience will be a component of the program as needed, and/or as a teaching method for soft skills after verbal and written opportunities for improvement have been given to the participant.

At the direction of the Local WDB Youth Committee, PYC will pursue the establishment of Pre-apprenticeship programs, Internships and On-the-Job training. Job shadowing opportunities will be offered, as warranted by the chosen Career Pathway.

A Summer Work Experience component will be offered based on the need and funding available. Our Out-of-School Youth program model runs **year-round/year-round** and does not include a designated summer

component. We do focus on these months for placement into work experiences and/or employment as there is often an influx of part-time opportunities to gain necessary work experience prior to permanent job placement. Summer related services can also include GED/high school diploma classes, **Career Assessment/exploration, WIN/WorkKeys assessment/classes**, work related soft skills training, and academic tutoring.

4. Occupational Skills Training:

Local area in-demand industry sectors or occupations drive occupational skills training and are a part of the Career Pathway process. PYC has developed a voucher system in which participants seeking short-term vocational training at the Technical College or through any approved training provider. All of our participants will have the opportunity for career exploration and planning based on the desired outcome of self-sufficiency. Staff will work with each student to provide them with the necessary knowledge including labor market information to pursue post-secondary education programs and will assist students in linking with the local resources available to assist them in completing Free Application for Federal Student Aid (FAFSA) applications, Pell Grant application, and Lottery Tuition Assistance if they choose to pursue post-secondary education. PYC provides occupational skills training by using the structured guidance of the WorkLink Workforce Development Board approved high growth, high demand industries: Administrative and Support, Health Care and Social Assistance, Manufacturing, Professional, Scientific and Technical Services, Information Technology, and Construction. Youth participant training requests outside of the WDB approved in-demand industries must be verified to be in- demand, allowable, and submitted for final approval by WorkLink Executive Director.

Effort is placed on training for jobs requiring competencies to compete in the labor market. Particular emphasis is placed on training for jobs requiring skill and technology offering higher wages, benefits, and self-sufficiency.

5. Education Offered Concurrently with and in the Same Context as Workforce Preparation Activities and Training for a Specific Occupation or Occupational Cluster:

PYC provides education with concurrent workforce preparation within the local in demand career clusters (as funding allows). Palmetto Youth Connections provides/offers integrated education and training that includes workforce preparation activities, basic academic skills and hands on occupational skills training that are taught within the same timeframe and connected to training in a specific occupation, occupational cluster, or career pathway.

6. Leadership Development Opportunities, which may include such Activities as Positive Social Behavior and Civic Behaviors, Soft Skills, Decision-Making, and Team Work:

The Grantee provides leadership development activities to all youth.

Leadership Development may include, but is not limited to, the following:

- Exposure to post-secondary educational opportunities
- A tour of the regional technical college, which includes financial aid information and exploration of their resource center.
- A tour of other local post-secondary institutions, which includes financial aid information and exploration of their resource center.
- A presentation of military service opportunities by recruiters representing all branches.
- Peer centered activities including peer mentoring and tutoring
- Tutoring provided through peer groups, such as the National Honor Society of the participant's school.

Citizenship training

- Attending a City or County Council meeting(s) within the participant's home community.

- Registering to vote.
- Workforce Skills Citizenship Component
- Budgeting of Resources

Employability Activities

- At least one tour of the local SC Works to explore the employability resources available to participants
- Positive social behaviors and training in decision-making, including determining priorities
- Presentation of local Drug and Alcohol Abuse programs
- Presentation of Pregnancy Prevention/Safe Sex programs
- Motivational/self-esteem programs
- Career Development programs
- Participation on the Youth Committee

All Leadership Development Opportunities are developed in conjunction with the county's appropriate agencies through linkages, and should be designed to be fun, informative, and motivational.

7. Supportive Services:

PYC understands many of the needs of the youth population. As these participants' may not have adequate resources, we look to community linkages to assist each youth. One of the most important linkages we help put in place for every youth is knowledge of and registration with the SC Works Center where many community resources are co-located. This also brings other professionals into our network of support and opens the door for a variety of referral services. We feel that this strategy is the most effective in that it prevents duplication of services being provided in any area and helps to connect the youth to a system that can assist them in their adulthood.

Whether we have to coordinate a tour for our youth at a SC Works facility or if their staff can visit our classroom sites, we make certain every youth is offered opportunities to learn of all available SC Works resources. Certainly every youth have access to and will be made aware of the 211 community resources system as a guide to services and learn how to access needed services.

PYC provides supportive services based on the funding available and the direction of the WDB Youth Committee. Examples of supportive services include, but are not limited to transportation reimbursement, child care, purchase of work related clothing/equipment, work related pre-screenings, and emergency assistance.

Based on the WorkLink Workforce Development Board's Supportive Service Policy, childcare and transportation assistance is an allowable supportive service. However, childcare needs are coordinated first by the participant through referrals to other applicable agencies. The participant may request supportive services through the Grantee only after documenting that no other resources are available in the local area and that such supportive services are required in order for eligible youth to participate in Title I WIOA. Supportive Services are identified and driven by the youth participants Individual Service Strategies (ISS) plan.

Note: A separate service from supportive services that is offered and allowed are incentives earned and designed around the youth participant's benchmarks and attainment of goals they have established on their ISS. (See attachment of the Local Youth Supportive Services and Incentive Policy)

8. Adult Mentoring:

Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months that may occur both during and after program participation.

PYC provides youth with adult mentoring through teachers, instructors, job shadowing or work site supervisors, tutors, and community organizations. An established partnership with a community based agency that provides mentoring is a referral source for interested youth. The Grantee will be responsible for identifying and developing these relationships in Anderson, Oconee, and Pickens counties. Mentors will develop a mentoring schedule and meet with their mentoring students at least two times per month to discuss goal setting, school issues, and problem solving.

Key to the success of any youth program or activity is an adult or adults within the community who are committed to serving as mentor(s) or role model(s) for all participating youth. Adult mentors should serve as role models and impart standards or expectations for these youth with respect to employment decisions, life skills, self-sufficiency and/or education achievement.

The adult mentors assigned to participants at the completion of the PYC program will have the responsibility of contacting participants approximately two (2) times per month (by telephone or in person) during the year. The role of the adult mentor is that of coach, advocate, counselor, and friend. The parent/guardian will be notified for participants under the age of 18, and/or when appropriate and together (participant, parent and mentor) will attempt to identify community resources that might provide assistance.

9. Follow-up (Retention) Services:

Follow-up (Retention) services are provided by PYC for each participant, and may occur both during and after WIOA program participation. Every exited participant will have a 12-month follow-up completed, which reviews his/ her needs, status, and progress. PYC documents such services in the participants' files and SC Works Online Services. All youth must receive follow-up services.

Follow-up (Retention) services may be different for each individual based on his/her needs. Follow-up (retention) services, for not less than 12 months after completion of participation, include but are not limited to, the provision of on-going support, encouragement, counseling, tutoring, mentoring, and other non-financial support and personal assistance as necessary to enable these youth to obtain or retain employment, enroll and attend training, enlist in the military, maintain their grades in school or training, etc.

PYC will provide 12 month follow-up tracking on all participants who complete the year round training components. Quarterly progress reports will be obtained on all participants. These reports/documentation will be maintained in participant's files and SC Works Online Services.

10. Comprehensive Guidance and Counseling:

To include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual.

PYC provides comprehensive guidance counseling to youth that will take place in the form of follow-up calls, coordination of services, ISS updates, issuance of support services, mentor updates, etc.

Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, must be provided to each youth participant in any youth activity and tracked to ensure assistance is received and needs met.

Comprehensive guidance and counseling strategies should include, but are not limited to:

- Regularly scheduled contact with the participants (a minimum of bi-weekly).
- Support and intervention in time of crisis, assistance in development and implementation of a crisis plan.
- Intensive and personal follow-up activities which will be based upon the needs of the individual and documented in the case notes.

- Use of the ISS benchmarks to measure progress
- Provision of linkages, coordination of services, and resources that support the achievement of participants individualized goals (ISS).

The basic objective of this component is to monitor participant progress in fulfilling the ISS. Where progress is slow or in reverse, Career Coaches must be proactive in identifying the problem and solving it before the participant quits without achieving a recorded positive outcome. Referrals to outside agencies may be needed.

11. Financial Literacy Education:

PYC currently has a Financial Literacy component requirement through the Career Smart workshops offered to students as a pre-requisite to work experience training. Participants are exposed to financial management techniques that are building blocks to lifelong self-sufficiency and **long-term long-term** financial planning. PYC will pursue other community resources, such as financial institutions, as appropriate, to provide financial guidance and education in the form workshops/Seminars to youth in the service area.

PYC has numerous and free online financial literacy education and training resources available, for one/one and self-directed training options. Examples of these money smart resources are: fdic.gov and khanacademy.com. Other resources will be explored based on the differing learning styles of the youth served and the available funding.

12. Entrepreneurial Skills Training:

Palmetto Youth Connections currently has an entrepreneurial component requirement through the Career Smart Workshops offered to youth as a pre-requisite to work experience training.

PYC has numerous and free online entrepreneurial skills training resources available for one-on- one and self-directed training options to be offered to the youth in the service area. Examples of these resources are: [Business Majors.about.com](http://BusinessMajors.about.com) and myownbusiness.com. Other resources will be explored based on the differing learning styles of the youth served and the available funding. For students who are on the career pathway to own their own business, a certificate course option can be explored through corporate and community education and the local technical college.

13. Service that Provides Labor Market and Employment Information about Local In-Demand Industry Sectors or Occupations:

As a part of the Career Pathway process, each participant is required to review one/one with their career coach the local in-demand career clusters for informed decision making concerning the local job market. Other resources, such as Careeroutlook.us, can also be used to provide self – directed virtual career coaching and state by state career outlook information/comparisons.

14. Activities that Help Youth Prepare for and Transition to Post-Secondary Education:

As a part of the Career Pathway exploration process, the steps to enter post-secondary are reviewed. Students are encouraged to pursue post-secondary education as related to the career pathway. Participants have the support of a one/one career coach to assist with the following: scheduling tours, financial aid workshops through the institution, and follow up and support during the transition to college. Staff will also outreach to the post-secondary education institutions and career institutes to expose youth to the various options they have to continue their education.

PYC staff will also connect youth who are interested to the armed forces and Job Corps.

6. If using the basic skills deficient definition contained in WIOA Section 3(5)(B), what is the LWDAs policy that further defines how to determine if a youth is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society. If your area continues to use TABE for determining youth basic skills deficiency, a local policy is not required.

BASIC SKILLS DEFICIENCY POLICY FOR YOUTH SERVICES

The WorkLink area continues to use the TABE Assessment for determining youth basic skills deficiency. The WorkLink youth provider will follow the TABE Assessment Guidance provided initially by SCDEW at the onset of the COVID-19 pandemic and, if appropriate, will implement this guidance during other special circumstances.

7. A description of how the local board will coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.

COORDINATION WITH SECONDARY AND POST-SECONDARY EDUCATION

The WorkLink Workforce Development Board has coordinated with secondary and post-secondary education programs in the following ways:

- Adult Education Centers house our Palmetto Youth Connections WIOA Youth program, as well as host a member of the Adult/DW WIOA program staff only a weekly if not permanent basis. This allows students participating in a GED program to have easy access to case managers.
- Tri-County Technical College has provided facilities to us at a reduced rate for the **three-two** SC Works Satellite Centers in **Anderson**, Seneca and Easley. These facilities offer mutual customers access to short-term training, job search services, and case managers in one place.
- The Clemson SC Works Center offers GED classes throughout the school year as a service provided by Adult Education of Pickens County.
- The Eligible Training Provider List is maintained locally as well as State-wide to ensure that prospective students through the WIOA program will be gaining access to quality, relevant programs of study. The Board votes to establish criteria for Providers to serve the local area, and the types of training in which we will invest funds.
- WorkLink and Tri-County Technical College have partnered on several grant applications in order to enhance services for our community.
- We also have worked together to coordinate strategies in serving mutual customers (jobseekers and employers) through our annual Job Fair as well as attending each other's Orientations to talk with customers.
- We have also periodically participated in or hosted strategic planning sessions to coordinate how we will serve a local business through ReadySC or Corporate and Community Education.
- WIOA Training Services pays training costs associated with WIOA-approved training programs. WIOA funds are coordinated with other resources, such as Trade Adjustment Assistance (TAA), federal Pell Grants and partner funds.

8. A description of how the local board will coordinate the WIOA Title I workforce investment activities with the provision of transportation, child-care, and other appropriate supportive services in the local area.

ADULT/DISLOCATED WORKER SUPPORTIVE SERVICES

The WorkLink Workforce Development Board issued a Supportive Service Policy (WL Instruction Letter **PY21-0619-02**) that details how we will coordinate supportive services such as transportation, child-care, and other supportive services under the Adult /Dislocated Worker funding.

At this time supportive services are capped at no more than \$3,000 per customer per program year. We have also established criteria and limitations on who may receive supportive services.

Any that are eligible for WIOA assistance, determined in need of assistance, and participating in an approved WIOA activity may use the following supportive services: transportation assistance, training support materials, medical or related assistance (necessary to gain employment or enter training), background checks, interpreter services, or legal aid services.

For those that are eligible for WIOA assistance, are low-income, determined in need of assistance, participating in a WIOA service, they may also access emergency or specialized assistance and child-care assistance. During COVID-19 pandemic conditions, low-income participants may also be provided a personal computer or laptop and internet access to allow them to participate in programs of study that are requiring an online presence.

Needs-Related payments are allowable for low-income participants that may have otherwise exhausted or are ineligible for Unemployment Insurance. At this time, Needs-Related Payments are not funded in our Service Provider's budget.

YOUTH SUPPORTIVE SERVICES

The Youth Services provider utilizes a portion of the WorkLink Workforce Development Board's funding for supportive services. These supportive services are used to coordinate transportation, child-care, and other supportive services (such as one-time emergency costs and training related materials). The youth participant must be determined in need and identified on the youth participant's Individualized Service Strategies (ISS).

9. A description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the SC Works delivery system.

COORDINATION WITH WAGNER-PEYSER SERVICES

Wagner-Peyser is a key partner in the SC Works Center, serving as the initial point of contact when a customer comes to visit.

- **Resource Room** – Wagner-Peyser plays a critical role in the Resource Rooms.
 - Coordinating and facilitating access for job seekers to basic career services in the Resource Room.
 - Offering guidance to ensure customers are registered and their resume started in the SCWOS database.
 - Conducting an initial informal assessment that many of the partners cannot provide prior to enrollment.
 - Providing information on partners and job listings.
 - Providing basic information through workshops on soft skills and ensure that customers are referred to the appropriate partner for assistance.
- **Employment Services** – Wagner-Peyser plays a major role in employer services by providing job listings and coordinating job fairs. They also offer key outreach to employers regarding job openings, and keeping partners and customers updated on the latest labor market information.

Some strategies that we have used to maximize coordination, improve service delivery, and avoid duplication:

- **Center Management Team** – The SC Works Centers adopted early on a management team effort in overseeing the Centers. Our Operator is responsible for ensuring the seamless coordination of these efforts, but efforts but relies heavily on Wagner-Peyser to assist in the management efforts of the Centers. Therefore, the DEW Regional Manager is part of our management team, providing input into Center decisions and leadership for DEW staff. The Center Management Team is focused on maximizing the coordination and improvement of service delivery.
- **Quarterly Meetings** - Our Operator meets with the SC Works Center Partners at least quarterly to map out ways to better serve our customers.

- **Partner Meetings** - During these meetings each partner discusses referral processes, eligibility requirements and the like.
- **Staff Meetings** - Further we have instituted quarterly training for SC Works Center staff that communicates partner program information and referral processes.
- **Business Service Team** - WorkLink has also developed a Business Services team that also meets quarterly to address employer needs in the community. This team comes together to collaborate and coordinate efforts in order to avoid duplication.

10. A description of how the local board will coordinate the WIOA Title I workforce investment activities with adult education and literacy activities under the WIOA Title II, including how the local board will carry out the review of local applications submitted under Title II consistent with WIOA requirements.

COORDINATION WITH ADULT EDUCATION AND LITERACY

The WorkLink Workforce Development Board over the years has established **good** relationships with our Adult Education providers in the WorkLink region. The Adult Education Centers have been designated in such a way that residents are referred to the closest Adult Education Center to them. The Adult Education Centers currently offer **services for WorkKeys, Literacy, High School Diploma** and equivalencies, and English as a Second language.

The following services and collaborations are currently in place in the WorkLink area:

- Adult Education Centers house our Palmetto Youth Connections WIOA Youth program, as well as host a member of the Adult/DW WIOA program staff only a weekly if not permanent basis. This allows students participating in a GED program to have easy access to Career Coaches.
- The Clemson SC Works Center offers High School Diploma equivalency and English as a Second Language classes throughout the school year as a service provided by Adult Education of Pickens County.

REVIEW OF ADULT EDUCATION RFP SUBMISSIONS

WorkLink has received instructions regarding the review process for the Adult Education service providers. The review process will be facilitated through the SC Works Operations Committee or designated ad hoc committee of the WorkLink WDB. The process will be as follows:

- WorkLink will receive notification from the SC Department of Employment and Workforce or SC Department of Education, which will include the following:
 - Information on the upcoming Adult Education RFP and WIOA requirements for the WDB's review of proposals; and
 - An outline of the proposal review process and timeline.
- The WorkLink Board staff will work with the WorkLink Board Chair to determine who will serve on the Adult Education RFP review committee.
- WorkLink WDB will receive Proposal Review Training via live webinar.
 - During the webinar, WorkLink WDB members will be provided with an overview of the proposals, instructions on how to review proposals, and how to use the proposal review rubric. WorkLink WDB members will have an opportunity to ask questions during the webinar. A webinar playback option will be available.
 - WorkLink staff will provide training to the RFP ad hoc committee members of the Board if they do not attend the State Training.
- A point of contact will be available during the review process to answer questions and to clarify any information.
- Any WorkLink WDB members with potential conflicts of interest will recuse themselves from the review process. For example, technical college representatives should not review any proposals if a technical college within their area submits a proposal.
- Upon receipt of all grant applications, SCDE - Office of Adult Education staff will screen all applications to determine eligibility to apply for funds. All applications deemed eligible will be sorted by and forwarded to the WorkLink area for distribution.

- Board members will use the rubric to review each proposal for alignment with their Local Plan.
- Once the review process is complete, all forms and other supporting documentation will be forwarded to the Office of Adult Education for consideration in the grant competition process.
- SCDE - Office of Adult Education staff will review WorkLink WDB comments and feedback on Local Plan and one-stop alignment and consider the results of the review.

11. A description of how the local board will coordinate with partner programs to conduct affirmative outreach to include members of groups protected by the Equal Opportunity provisions of WIOA § 188, including individuals of various religions, racial and ethnic backgrounds, individuals of limited English proficiency, individuals with disabilities, and individuals of different age groups and sexes.

OUTREACH: AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY

Outreach materials are developed to be inclusive of all individuals. WorkLink strives to reflect the populations that live within our service area through program design and our outreach materials. We are currently sharing our outreach materials with various groups of partners and Board members to review for correct information, for appropriate language, and for inclusivity. All outreach materials include the appropriate EO and ADA statements to insure customers recognize that we do not discriminate and we will provide appropriate accommodations. WorkLink also tries to share success stories that cover all demographics and backgrounds that commonly use the SC Works Centers.

Further WorkLink has an EO Opportunity and ADA Compliance Officer appointed for the region to handle complaints and EO related issues. The EO Officer conducts, or arranges for a qualified partner to conduct, an EO and ADA monitoring at least annually if not more frequently. Our EO Officer monitors and reports on the demographics of the population on the WIOA caseloads and in the region. Each program monitors and adjusts outreach to reflect the population as appropriate.

Section V: Operations and Compliance

1. Copies of executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local SC Works system. This includes agreements between the local board or other local entities with respect to efforts that will enhance the provision of services to individuals with disabilities, such as the cross-training of staff, technical assistance, the use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

SEE ATTACHED DOCUMENTATION

2. A description of the entity responsible for the disbursement of grant funds as determined by the chief elected official(s).

WORKLINK'S ADMINISTRATIVE ENTITY

The Appalachian Council of Governments (ACOG) is a voluntary organization of local governments in the Northwest corner of South Carolina, serving a region that includes the counties of Anderson, Cherokee, Greenville, Oconee, Pickens, and Spartanburg.

Since its formation in 1965, the Council has served the dual mission of tackling issues of regional significance and providing services to local governments. Economic and community development, transportation, infrastructure development, resource management, aging services, and workforce development are all issues of regional

importance in which ACOG takes an active role. At the local level, the agency's services include general administration, technical assistance, training, planning, grantsmanship, and information/mapping services. As the administrative entity for the WorkLink Workforce Development Board, the ACOG provides the financial functions and activities of the Board and the human resources role for the staff to the Board. These functions and activities include:

- Budget preparation and administration
- Cost allocation
- Payroll/Fringe Benefits
- Grants and Contract administration
- Monitoring and Technical assistance to service providers
- Accounts Payable and Billing
- Property inventory, General accounting and fixed assets records
- Custody of funds
- Distribution of pass-through funds
- Cash flow
- Investments
- Debt administration and Risk management
- Internal and External financial reports, statutory and tax reports.

3. A description of the competitive process that will be used to award the sub grants and contracts for WIOA Title I activities.

BOARD'S ROLE IN COMPETITIVE PROCUREMENT PROCESS

Each Fall/Winter the WorkLink Board reviews the progress of the Service Provider to determine the adequacies of services delivered to participants and customers in the SC Works Centers and WIOA programs. Upon review, the Board will determine whether or not to extend the contract (unless the maximum number of extensions has been reached) or to release a request for proposals to the public.

Once a determination has been made to release a request for proposals, a committee is formed to review how the services should be delivered and what the expected outcomes should be as a result of a grant award. The RFP is then released for approximately 6-8 weeks.

Upon the closing of the RFP process, all proposals are reviewed by the RFP committee and a recommendation is made to the full Board. The Board votes to enter into negotiations with the recommended service provider, and then votes to accept the final budget upon completion of negotiations.

DURING PANDEMIC (COVID-19) CONDITIONS

All in-person meetings will be moved to conference call platforms in order to insure social distancing measures are maintained.

APPALACHIAN COUNCIL OF GOVERNMENTS PROCUREMENT POLICY

WorkLink's administrative entity, the SC Appalachian Council of Governments (ACOG), issued a procurement policy that details how to insure that grants are awarded under a competitive process.

WorkLink also follows this policy. Below is a snapshot of how WorkLink procures services in accordance with guidance from the ACOG:

The acquisition of all services, equipment, or construction by the Council of Governments in an amount of \$15,000 or more will be acquired according to the following procedures.

Step	Action
1	The staff member will prepare and submit a completed check requisition to the WorkLink Executive Director in advance of the time goods or services are required. The cost of the item or service is indicated on the form.
2	The WorkLink Executive Director will determine that the item or service is authorized by the budget and that funds are available for purchase. The check requisition will be sent to the Finance Director of the COG for review and authorization by the COG Director, attaching necessary supporting information
3	The COG shall check to see if the item can be purchased on State contract.
4	The Staff member responsible for the project that will benefit from the purchase will prepare request for bids and specifications or request for proposals, list the potential vendors, and prepare proposed newspaper legal advertisement. The newspaper advertisement includes: 1) Brief scope of services; 2) Name and telephone number of the person to contact for a copy of the RFP or bid specifications; 3) Deadline for submitting proposal or bids; and 4) Statement that the Council of Governments does not discriminate.
5	The WorkLink Executive Director shall review and approve the requests for bids and specifications or RFP's, list of vendors and proposed newspaper advertisement.
6	The staff member shall send out RFP's or bid request to list of vendors and advertise in Anderson, Greenville, and Spartanburg papers. He/she shall allow a minimum of ten (10) calendar days for submission of proposals or bids.
Process for Bidding	
7	The staff member will hold public bid opening at time and place announced, and tabulate bids, and the WorkLink Executive Director will submit results to the WorkLink Committee that oversees the project that will benefit for selection of a successful bidder.
8	The WorkLink Executive Director shall award a contract to the vendor most advantageous to the Board. The staff member will maintain records of quotes for at least one year. (WorkLink staff will follow procedures 6-9 of the COG's Small Purchases Procedure (Policy 9-3) that details how invoices, checks, and reconciliation will be handled.)
Process for Proposals and Subcontracting	
7	The staff member that will oversee the grant will conduct a preliminary review of proposals and submit them to the WorkLink Board's RFP ad hoc committee for approval.
8	The appropriate committee shall select the best proposal.
9	The WorkLink Executive Director will submit committee recommendations to the WorkLink Board for approval.
10	The WorkLink Board reviews and approves selection.
11	In the event that there is only one proposal submitted, the Executive Director shall, if appropriate, request approval from the funding agency for employment of the contractor.
12	The staff member shall prepare draft contracts with successful bidder using Grant Award forms or the "Guide Form for Personal Services Contract" and "Additional Provisions" as appropriate and submit the draft grant or contract to the WorkLink Executive Director
13	The WorkLink Executive Director shall review and approve or require revisions to draft grant award or contract and return to appropriate staff member. The staff member will finalize the contract, attach a Document Certification Form, and will submit to the WorkLink Executive Director for final approval.
14	The WorkLink Executive Director will submit to the COG Finance Director.
15	The COG Finance Director shall review the final contract and submit it to the COG Executive Director for signature.
16	The COG Executive Director will sign the contract
17	Following the signature by the COG Executive Director, the staff member will obtain the subcontractor's signature.
18	The staff member will have an original copy of the contract filed in the finance department and in central files.

4. Agreed upon local performance goals after negotiations are finalized.

LOCAL WIOA PERFORMANCE MEASURES

The local WIOA performance measures have not yet been finalized for PY2020 and PY2021. However, State Performance Measures have been listed below:

WorkLink Performance Measures	PY2022	PY2023
WIOA Title I Adult		
Employment Rate - 4th Quarter After Exit	81.1	81.1
Employment Rate - 2nd Quarter After Exit	81.8	81.8
Median Earnings - 2nd Quarter After Exit	\$6,200	\$6,200
Credential Attainment	73.8	73.8
Measurable Skill Gains	55.2	55.2
WIOA Title I Dislocated Worker		
Employment Rate - 4th Quarter After Exit	83.3	83.3
Employment Rate - 2nd Quarter After Exit	83.4	83.4
Median Earnings - 2nd Quarter After Exit	\$7,935	\$7,935
Credential Attainment	67.1	67.1
Measurable Skill Gains	60.2	60.2
WIOA Title I Youth		
Employment Rate - 4th Quarter After Exit	83.5	83.5
Employment Rate - 2nd Quarter After Exit	82	82
Median Earnings - 2nd Quarter After Exit	\$2,900	\$2,900
Credential Attainment	76.9	76.9
Measurable Skill Gains	60.6	60.6

STATE PERFORMANCE MEASURES	PY2020	PY2021
WIOA Title I Adult		
Employment Rate 2nd quarter after exit	77.3%	77.8%
Employment Rate 4th quarter after exit	73.5%	74.0%
Median Earnings in the 2nd quarter after exit	\$5,300	\$5,350
Credential Attainment Rate	60.0%	60.5%
Measurable Skill Gains	49.5%	50.5%
WIOA Title I Dislocated Worker		
Employment Rate 2nd quarter after exit	80.6%	81.1%
Employment Rate 4th quarter after exit	76.5%	77.0%
Median Earnings in the 2nd quarter after exit	\$7,300	\$7,300
Credential Attainment Rate	60.0%	60.5%
Measurable Skill Gains	48.0%	48.5%
WIOA Title I Youth		
Education or Training Activities or Employment in the 2nd quarter after exit	77.1%	77.6%
Education or Training Activities or Employment in the 4th quarter after exit	69.5%	70.0%
Median Earnings in the 2nd quarter after exit	\$3,250	\$3,250
Credential Attainment Rate	68.6%	69.1%
Measurable Skill Gains	48.0%	49.0%
WIOA Title III Wagner-Peyser Employment Services		
Employment Rate 2nd quarter after exit	68.0%	68.5%
Employment Rate 4th quarter after exit	67.5%	68.0%
Median Earnings in the 2nd quarter after exit	\$4,700	\$4,750

5. A description of actions the local board will take toward becoming or remaining a high-performing workforce area, including:

- The effectiveness and continuous improvement criteria the local board will implement to assess their one-stop centers;

ONE STOP EFFECTIVENESS AND CONTINUOUS IMPROVEMENT CRITERIA

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.

These standards address Management, Job Seeker, and Business Services, and require that a current Business Engagement Plan and a current SC Works Operational Plan be included in the final documentation process.

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

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. 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.

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 receipt and** will communicate with the Operator(s) for corrections or clarifications to be given at the time of the on-site evaluation visit.

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-day10-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.

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~~ whether 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.

Committee and Board Consideration

Upon receipt of all final documentation a formal report will be presented to the SC Works 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~~ period that the Centers will be certified for. Each Center will display their Certification for the public to view.

- A description of fiscal and program performance goals beyond the federal measures and how progress will be tracked and made ~~publically~~ publicly available;

PROGRAMMATIC

- As part of budget negotiations, the Service Provider submits a participant cost tool along with a projected number of customers to be served by the program.
 - *The Service Provider is monitored by the WorkLink Board ~~in regards to~~ in regard to the number of individuals actually served versus planned. Note: Although this is a negotiated number based on best estimates, actual numbers of participants to be served will follow the amount of funding available in the Service Provider's approved budget.*
- The Strategic Plan WorkLink developed for the period of 2015-2020 included goals ~~in regards to~~ in regard to Workshop attendance, WIN/WorkKeys testing, and profiling of jobs.
 - *The Board reviews the status of the Strategic Plan goals throughout the year in SC Works Committee meetings and Board meetings.*

Adult and Dislocated Worker Specific

- The local area is required to serve at least 70% of WIOA program customers that are basic skills deficient, or low income.
 - *This is tracked monthly and reported out to the Board at each meeting.*

FISCAL

- The Service Provider must expend at least 90% of their grant ~~award in order to~~ be in compliance with their grant.
 - *This measure is monitored monthly by WorkLink Board staff and presented to the WorkLink Board at each Board meeting.*

Adult and Dislocated Worker Specific

- The Adult/DW Service Provider is tasked with assisting the WorkLink Board in reaching its goal of 30% expenditures on participant-related costs. To this end, the Service Provider is required to dedicate a minimum of 40% of the program budget to participant-related costs.
 - *This is monitored during each budget modification ~~request, and~~ request and must be approved by the WorkLink Board. Expenditures and goal progress are tracked and reported to the Board on an ongoing basis.*

Youth Specific

- The Youth Service Provider is tasked with assisting the WorkLink Board in reaching its goal of 20% expenditures on work experience related costs.
 - *This is monitored as part of the monthly invoice review process. Expenditures and goal progress are tracked and reported to the Board on an ongoing basis.*

- A description of the methodology used by the local board to allocate SC Works center infrastructure funds; and

METHODOLOGY

WIOA and its related regulations and guidance establish, as a starting point, the expectation that Partners will share proportionately in the infrastructure and shared services cost of the SC Works system. Therefore, the Partners in the SC Works WorkLink region agree that costs will be shared based on the Full-time Equivalency (FTE) model. Shared costs will be allocated on the basis of a partner's number of staff assigned to work in a facility (enjoying the benefits of being in the building) on a weekly basis and counted proportionately by day as defined below:

- One Day - .20 (20% of a work week);
- Two Days - .40 (40% of a work week);
- Three Days - .60 (60% of a work week);
- Four Days - .80 (80% of a work week); and
- Five Days - 1 (100% of a work week).

Staff assigned to work only "half-days" in a facility on a weekly basis will be counted proportionately as defined below:

- One Day - .10 (half of 20% of a work week);
- Two Days - .20 (half of 40% of a work week);
- Three Days - .30 (half of 60% of a work week);
- Four Days - .40 (half of 80% of a work week); and
- Five Days - .50 (half of 100% of a work week).

Affiliate locations where services are provided only on a monthly basis will not be included in the proportionate share.

Staffing levels will determine the proportionate share percentage of infrastructure and additional shared services costs for which each Partner will be responsible for by location and program. Billing of each individual Center's costs will be based on the staff count as indicated in the Staffing Addendum attached to the Memorandum of Understanding. The addendum must be completed and signed by all cost-sharing Parties with the execution of this MOU. Staff counts must be based on planned staffing levels for the duration of the PY at the time of signature. Permanent adjustments to staffing levels for the duration of the PY (outside those of routinely occurring vacancies) will require the addendum and effective date to be revised and signed by all Parties. Any Party may request a new staffing addendum be executed at any time based on permanent staffing changes. The staffing addendum will be submitted to the Parties with invoices and supporting documentation reflecting actual expenses for payment.

- A description of the roles and contributions of SC Works partners, including cost allocation.

PARTNER ROLES

Each WorkLink SC Works Partner agrees to:

- (a) Provide access to its programs or activities through the SC Works delivery system;

(b) Use a portion of funds made available to the partner's program, to the extent consistent with the Federal law authorizing the partner's program and with the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards in 2 CFR Part 200 and as supplemented by specific Federal agency Parts and CFRs, to:

(1) Provide applicable career services; and

(2) Work collaboratively with the State and Local Board to establish and maintain the SC Works delivery system. This includes jointly funding the one-stop infrastructure costs through partner contributions that are based upon:

(i) A reasonable cost allocation methodology by which infrastructure costs are charged to each partner in proportion to use and relative benefits received; and

(ii) Federal cost principles;

(c) Enter into an MOU with the Local Board relating to the operation of the SC Works system; and

(d) Participate in the operation of the SC Works system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements.

The development and implementation of this System will require mutual trust and teamwork between the Parties all working together to accomplish shared goals and in keeping with the main purposes and priorities of WIOA.

Purposes:

- Increasing access to and opportunities for the employment, education, training, and support services that individuals need, particularly those with barriers to employment;
- Supporting the alignment of workforce, education, and economic development systems;
- Improving the quality and labor market relevance of a demand-driven workforce that meets the needs of businesses and job seekers;
- Promoting improvement in the structure and delivery of services; and
- Providing workforce development activities that increase opportunities of participants and that increase post-secondary credential attainment and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet skill requirements of employers, and enhance productivity and competitiveness of the nation.

The Partners agree to:

- Actively participate in the strategic planning process for the local SC Works system;
- Serve on the Business Services team and participate in industry or sector partnerships, as applicable;
- Participate in SC Works Partner meetings, as appropriate;
- Coordinate and integrate activities so that individuals seeking assistance will have access to information and services that lead to positive employment outcomes; and
- At a minimum, provide electronic access to programs, activities and services:
 - Services provided through electronic means will supplement and not supplant those provided through the physical SC Works delivery system. The term "electronic" includes Web sites, social media, internet chat features, and telephone.

COST ALLOCATION

Each partner agrees to provide the resources necessary to fund their proportionate share of the costs as contained in the Shared Operating Budget which is attached to the MOU. The IFA should include, but is not limited to the following infrastructure cost items:

- Lease/Rent
- Utilities
- Landscaping
- Janitorial and cleaning maintenance

- Building maintenance and repairs
- HVAC maintenance
- Equipment rental expenses
- Security System
- Pest Control
- Supplies (public access and common spaces only)

The Partners may also share other costs that support the operations of the centers, as well as the costs of shared services that are authorized for and may be commonly provided through the SC Works partner programs to any individual, such as initial intake, assessment of needs, identification of appropriate services to meet such needs, evaluation of basic skills, referrals to other partners, and business services.

6. A description of how adult and dislocated worker training services will be provided through the use of individual training accounts (ITAs), including:

INDIVIDUAL TRAINING ACCOUNTS

Under the Workforce Innovation and Opportunity Act (WIOA), classroom training for individual adults and dislocated workers must be provided through Individual Training Accounts (ITAs). [PL 113-128 Section 134 (c) (3) (G)]. ITAs can only be issued for training programs that are listed on the South Carolina State Eligible Training Provider list (ETPL).

The Service Provider manages the Individual Training Account (ITA) funds disbursements and balances in accordance with Generally Accepted Accounting Principles and with policies and procedures established by the WDB. Funds authorized under an ITA are paid directly to the training provider using the Service Provider's fiscal system for tracking obligations, vouchers, and purchase orders. The Service Provider is required to track all expenditures, obligations, and encumbrances in a timely, accurate fashion; and report obligations and encumbrances accurately across program years and across program fund streams.

The State has issued a Training Cap of \$14,000 for a participant's lifetime. However, WorkLink has further defined the Training Cap as not to exceed \$5,000 per program year, and not to exceed \$10,000 in a lifetime. (WorkLink WIOA Instruction letter 10-07, Participant Lifetime Training Account (ITA) Cap) The Service Provider is tasked with not exceeding these limits without written authorization from WorkLink to do so.

- If contracts for training services will be used;

CONTRACTS FOR TRAINING

At this timeCurrently, WorkLink has no immediate plans to offer contracts for training services. However, depending on availability of training during the COVID-19 pandemic, WorkLink will pursue other avenues such as contracts for training services to be able to serve participants in WIOA.

- How the use of training service contracts will be coordinated with the use of ITAs; and

COORDINATION OF CONTRACTS FOR TRAINING WITH ITAS

In the event thatif contracts for Training become necessary, WorkLink will identify whether or not the training program is available through the Eligible Training Provider List. If the program of study leads to an in-demand occupation and is only offered by one training provider in the area, WorkLink will negotiate a contract with the Training Provider to a set number of students.

By only offering training contracts to 9a Training Provider that offers unique programs of study, we will **insure**ensure that Training Providers offering similar programs of study are treated equitably and have the same opportunities to serve customers on our WIOA caseloads through ITAs. The only exception to

this would be if an employer requests a particular program of study at a particular Training Provider and has committed to hiring individuals from that training class.

- How the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

CUSTOMER CHOICE

Customer choice is a guiding principle of WIOA where participants have freedom in making informed decisions about their ITA training/occupational goal. Participants are expected and required to take an active role in managing their employment future ~~through the use of~~ ITA's. Adults and dislocated workers who request an ITA must complete career exploration activities to ensure that they obtain the information they need to choose training for a demand occupation. Career exploration activities include comprehensive assessment, informational interviews with employers, and research of the labor market, demand occupations and Eligible Training Providers. [PL 113-128, Section 107(d)(11)]

The State has made SCPath.org a user-friendly searchable website with the approved Eligible Training Providers listed. The customer is shown how to explore the ETPL through SCPath.org and encouraged to look at Labor Market Information associated with the program of study in which they are interested. As part of the learning process, the Service Provider requests that the participant conducts a job search with the desired occupation in mind, explore what the job duties will be, and talk with the Training Provider before they make the choice to enroll. The Service Provider has also established relationships with each Eligible Training Provider in the local ~~region, and region and~~ is able to guide participants to appropriate programs of study based on likelihood of participant success, cost of training, Training Provider success rates (placement in unsubsidized employment), and ~~whether or not~~ whether the program of study will lead to self-sufficient, sustainable wages in an in-demand occupation.

Although the Board can set limitations on what training will be invested in and how much to invest, it is ultimately the customer that makes the final decision on which training they will participate in based on information they have ~~explored~~ explored, and guidance provided to them by case managers.

7. A description of the process used by the local board to provide a 30-day public comment period prior to submission of the plan, including an opportunity to have input into development of the local plan, particularly for representatives of the businesses, labor organizations, and education.

30-DAY PUBLIC COMMENT PERIOD

WorkLink will post the local and regional plans on our website (www.worklinkweb.com) with instructions for submitting comments, and will also send notices to the local newspapers for printing, email the local and regional plans to our Board members and partners, and post information on social media platforms to inform stakeholders and the general public of the 30-day public comment period. We will encourage those receiving the information to share the links to the regional and local plans with others.

~~Traditionally, We~~ have provided an in-person option ~~for sharing comments; however, due to COVID-19 pandemic concerns, we will make a~~ and zoom conference call available for any that would like to provide comments ~~"in-person"~~ on 12/6/2022 9/10/20 from 10:00AM until 11:00AM at the WorkLink SC Works Comprehensive Center in Clemson.

~~In an effort to~~ reach Business, Labor and Education, WorkLink will utilize existing relationships with chambers of commerce and economic development entities to ensure those representatives of business had ample opportunity to review the local and regional plans. A similar strategy will be employed to reach members of the K12, Adult Education and Higher Education entities in the local area, as well as direct contact with representatives of labor that serve on the WorkLink Board.

8. A description of how the local area SC Works centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by SC Works partners.

INTAKE AND CASE MANAGEMENT INFORMATION SYSTEMS

Technology is one of the primary tools we use for breaking down the ~~brick and mortar~~ walls of the SC Works Centers to serve hard-to-reach areas, and also to communicate with other partners in real-time.

Case Management

SC Works WorkLink has implemented SC Works Online Services (SCWOS), the Management Information system (MIS) by Geographic Solutions (www.scworks.org), as our primary database for intake and case management. WIOA, Wagner-Peyser, and Trade Adjustment Assistance ~~have signed on to~~ **adopted SCWOS -utilize our system to the fullest extent possible as their primary case management tool**, while other partners have opted to maintain a separate system. The SCWOS database has four levels of security so that those that are not fully integrated may have viewing rights. Partners can use a Staff Account Request Form and Confidentiality Agreement to apply for viewing access. WorkLink offers training and technical assistance to service providers and partners that have or request access to SCWOS.

Intake System

Integrated into the SCWOS database is a Visitor kiosk that has allowed WorkLink to set up iPad kiosks for customers to check into the SC Works Centers. The customer ~~is able to~~ **can** tell us what services they are visiting the Center for and allows staff to quickly access their information or be able to prompt the customer to register for work if they do not have an account.

9. A description of how the local board ensures compliance with the adult priority of service requirements under WIOA Title I.

ADULT PRIORITY OF SERVICE POLICY

WorkLink has issued an Adult Priority of Service policy for the local area and has trained our Service Provider to internally monitor this on an ongoing basis.

All adult funded enrollments are completed in order of the priority listing below:

- First Priority - Low-Income Veterans and Eligible Spouses
 - Veterans and eligible spouses who are low-income, to include recipients of public assistance, or who are basic skills deficient. All Veterans and eligible spouses must meet the WIOA definition of a Veteran and provide a valid DD-214.
- Second Priority - Low-income Individuals, including Public Assistance Recipients or Basic-Skills Deficient
 - Individuals who are low-income, to include recipients of public assistance, or basic skills deficient.
- Third Priority - Veterans and eligible spouses who are not low-income, or are not recipients of public assistance, and are not basic skills deficient.
- Last Priority - Individuals outside of the groups listed in the priorities
 - Eligible individuals who do not meet the above priorities may still be enrolled as participants in the WIOA adult program. However, effective July 1, 2016, seventy percent (70%) of newly enrolled adult participants must be low-income, to include public assistance recipients, or basic skills deficient.

Monitoring Tool

WorkLink and our Service Provider use the Priority of Service ad hoc report to capture the most recent status for Adult Priority of Service.

Internal Service Provider Monitoring

Our Service Provider is actively tracking Adult eligible ~~applicants, and~~ ~~applicants and~~ monitoring the number of Adults that fall in the “Third Priority” and “Last Priority” categories. They have created an Excel spreadsheet that allows them to accurately determine which applicants should be enrolled as soon as a slot is available. Veterans that fall into the “Third Priority” category automatically rise to the top of the list in order of eligibility determination date, followed by non-Veterans in the “Last Priority” category.

Informal Monitoring

Adult priority of service is informally monitored on a monthly ~~basis, and~~ ~~basis and~~ included in a report out to the WorkLink WDB as part of a snapshot summary of WIOA services provided to participants.

Formal Monitoring

WorkLink formally reviews the Adult priority of service annually as part of the Service Provider’s monitoring. A status update is usually included in the formal monitoring report to let Service Providers know how they are tracking as it relates to compliance with the established priorities.

10. A description of how the local board is serving priority populations, including those with barriers to employment, as required by WIOA.

PRIORITY POPULATIONS SERVICES

SC Works WorkLink strives to assist any individual that visits our SC Works Center and to be inclusive of all individuals.

Strategies to Serve Priority Populations:

- Outreach materials are reviewed for correct information, for appropriate language, and for inclusivity prior to publishing for the ~~general public~~ ~~public~~.
- Outreach materials include the appropriate EO and ADA statements to ~~insure~~ ~~ensure~~ customers recognize that we do not ~~discriminate~~ ~~discriminate~~, and we will provide appropriate accommodations.
- Success stories are shared about individuals that reflect various demographics and backgrounds of those that commonly use the SC Works Centers. For example, we have a series of success stories that reflect a variety of age, race, disability, gender, and backgrounds that are promoted within our SC Works Centers.
- Program design and outreach materials are constantly reviewed and adjusted to serve priority populations. For example, COVID-19 has influenced how we are serving the public ~~in order to~~ ~~to~~ protect those most vulnerable to the virus. The brochures and materials were uploaded to our website, whereas before they were only available in print.
- Dedicated EO Opportunity and ADA Compliance Officer appointed for the region to handle complaints and EO related issues.
- Annual review and monitoring of ADA access. The EO and ADA Officer conduct, or arranges for a qualified partner to conduct, an EO and ADA monitoring at least annually (if not more frequently). The EO and ADA Officer recommends improvements and purchases for expanding access to priority populations. For example, we recently purchased new ADA equipment for our resource rooms ~~in order to~~ ~~to~~ provide those with disabilities with updated equipment.
- Training and guidance provided annually on EO, etiquette to use when serving those with disabilities (including service animal etiquette) or language barriers, and safety team procedures for those that may need additional assistance during an emergency.

- Policies for protecting personally identifying information, including disabilities and backgrounds, have been distributed, and case managers have received training on this as well.

WorkLink is willing to change and adapt to meet the needs of those we serve. Below are a couple of initiatives that have not been mentioned above:

Limited ~~English-Speaking~~English-Speaking Services

For example, a WorkLink area employer recently laid off close to 200 employees, a large percentage of them Spanish speaking. As a ~~result~~result, we worked with DEW and Spanish translators to insure that Spanish related materials and interpreters were available to work with this population. We are in the process of continuing to update our materials to reflect the growing Spanish speaking population within our area.

Services for those with Backgrounds

Another example of how WorkLink is working to conduct outreach to priority populations comes through the form of the Re-Entry Navigator grant we were ~~just~~awarded by the State Workforce Development Board. The Anderson County Detention Center, Anderson County Economic Development Office, SC Works, and SC Vocational Rehabilitation ~~will work~~worked together to ~~map out services -serve for~~pre-release inmates and those that have backgrounds ~~in-to re-entering~~society and the workplace. Many of these individuals have disabilities and ~~will first begin working~~with Vocational Rehabilitation and then with wraparound services through the SC Works Centers. As a result of the grant, a toolkit ~~will has been~~be developeddeveloped, and best practices ~~will were~~be shared with SC Works Center and partner staffs on how to assist those with a background and / or a disability overcome common issues that they may encounter in returning to society or to the workplace.

11. A description of the local area's fiscal and programmatic monitoring process.

OVERVIEW OF MONITORING

The purpose of monitoring is (1) to assist grantees in reaching the desired goals that lead to program efficiency and effectiveness, (2) to identify strengths and weaknesses in the operation of programs and delivery of services, and (2) to ensure compliance with the federal statutes and regulations, state policies, local workforce development area instructions, and contract requirements.

WorkLink monitors each of our service providers ~~in regards to~~regarding their implementation of the programs, services, and administrative and financial procedures outlined in their grant and in accordance with a formal monitoring guide that was issued June 2019.

The monitoring guide includes the tools and procedures used to monitor each grant for the following types of activities:

- SC Works Operations* as it relates to program delivery
- Adult/Dislocated Worker (DW) Program Delivery
- Youth Program Delivery
- Eligibility Determination
- Assessment
- Adult and Dislocated Worker Activities and Procedures
- Youth Elements, Activities and Procedures
- Follow-Up Procedures
- Equal Opportunity (EO) Law Requirements
- ADA Compliance
- SC Works Online Services
- Data Validation
- Financial Practices
- Property, ~~Procurement~~Procurement, and Inventory

*SC Works Operations is monitored under the SC Works Certification Standards issued by the State Workforce Development Board.

Notification of Monitoring

Monitoring begins as soon as the grant is fully executed and is on-going throughout the life of the grant award. At least one (1) visit to the grantee's office/training site will be made during the grant period. A formal monitoring schedule is issued at the beginning of each program year detailing the dates of that year's monitoring. A courtesy reminder email is sent out, with detailed instructions on items to be submitted to the WorkLink staff, at least 30 days prior to the start of the monitoring period. However, announced and unannounced monitoring visits may be conducted. Primarily announced visits will be made when the monitoring requires staff input.

Methods of Review

WorkLink conducts monitoring via desk-top review and on-site visits or remote monitoring. WorkLink Staff visits or conduct remote monitoring for each SC Works Center, Adult/DW program delivery site, and Youth program delivery site throughout the time period scheduled for monitoring.

1. Desk-Top Review

Desk-top reviews are conducted on an ongoing basis by the monitor to gather and analyze data for various purposes, including follow-up and investigations. The desk-top review may consist of the following:

- Grantee's compliance documentation
- Contract and subsequent modifications
- Financial reports and supporting documentation
- SC Works Online Services participant and performance data
- The Act and Regulations
- WIOA Ad Hoc Reports in accordance with the most recently issued LWDA instructions.

2. On-Site-Review and/ or Remote Monitoring Review

On-site reviews are conducted at the grantee's site and may be performed during a monitoring visit, when providing technical assistance, or when conducting an investigation. On-site monitoring consists of the following:

- Review of participant files
- Interviews of grantee staff, participants, training site supervisors, and/or instructors
- Attending group activities, such as Orientation or workshops
- Review of program and financial records
- Observation of training facilities, instruction, etc.
- Inventory of property

Monitoring File

A monitoring file will be established and will include:

- a. The applicable sections of the monitoring guide.
- b. A letter to the grantee's signatory official summarizing the accomplishments and corrective action required, including a deadline date for the grantee's response in regard to corrective action.
- c. A response from the grantee, particularly when corrective action is required.
- d. Documentation of follow-up by the LWDA staff to ensure corrective action implementation, if necessary.

Monitoring Exit

An exit meeting will be conducted with the Program Management staff. The exit conference will be conducted to discuss accomplishments and to initiate corrective action, as required, without waiting for the written monitoring report. This also provides an opportunity for exchanging additional information, comments, and explanations.

Issuance of Monitoring Report

An official report is written and forwarded to the signatory official within forty-five (45) days of the on-site visit. The report identifies any deficiencies noted ~~as a result of~~**because of** the monitoring, as well as outstanding areas of operation and program accomplishment.

The letter transmitting the report will:

- a. Request a response and corrective action plan within thirty (30) days of the date of the transmittal letter, if deficiencies are noted; or
- b. Advise the grantee that there were no deficiencies noted.

The WorkLink LWDA will review the response and notify the grantee of its decision within thirty (30) days of the date of the response:

- If the response is satisfactory, the grantee will be notified that no further action is required, aside from implementation of the corrective action plan.
- If the proposed corrective action plan is deemed unsatisfactory, the grantee will be so notified and asked to submit a revised corrective action plan within ten (10) days of the date of the transmittal letter.

The revised corrective action plan will be ~~reviewed~~**reviewed**, and the grantee will be notified of a disposition within thirty (30) days of the date of the response. Failure of any grantee to respond within the established time period will automatically trigger sanctions.

If necessary, the WorkLink LWDA will conduct a follow-up review within ninety (90) days of the date of the final disposition. Additional follow-up reviews may be conducted on an as-needed basis, depending on the Grantee's response and may include site visits.

Types of Monitoring and Frequency

- The **Administrative, SCWOS File Management, and** ~~Financial~~**Financial** portions of monitoring are conducted in an on-going process (typically monthly or quarterly) throughout the contract period.
- **Performance Monitoring**, done at least quarterly, will allow a more frequent review of documents reflecting performance and may or may not be so structured as to require "formal" reports to be written. Grantees will be required to provide corrective action plans for areas of deficiency noted during the quarterly performance reviews.
- **Equal Opportunity Monitoring** is conducted on an ongoing basis by the WorkLink LWDA to ensure compliance with equal opportunity requirements. A formal review/self-assessment will be conducted at least annually.
- **Property Monitoring** is conducted at least once annually.
- **Data Validation Monitoring** will be conducted at least once annually in conjunction with the programmatic monitoring. Grantees must ensure that all data elements requiring documentation are supported by the sources outlined in the Data Element Validation Guide.

During Pandemic (COVID-19) Conditions

Monitoring will be conducted with CDC recommended social distancing measures in place. WorkLink will conduct as much of the monitoring as possible remotely in an effort to ~~insure~~**ensure** customers are given priority access to site locations. Site visits will be scheduled for low traffic days or while the offices are closed to the public. Depending on the severity of the pandemic, staff, partner, and customer interviews will be conducted through a conference call platform, such as Zoom or WebEx.

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

- Supportive Services policy
- OJT reimbursement policy;

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

SEE ATTACHED DOCUMENTATION

13. Copies of current local workforce area documents, including:

- Memorandum(s) of Understanding, including signature sheets;
- Resources Sharing Agreements, including signature sheets;
- All service provider grants, including statements of work and budgets;
- Statements of work for in-house operational staff (where applicable);
- Current or most recent Grant Application Request(s)/Request(s) for Proposals;
- LWDB By-Laws
- LWDB and Committee meeting schedules;
- LWDB budgets; and
- Local monitoring schedules.

SEE ATTACHED DOCUMENTATION

Local Plan Signatures

Local Workforce Development Board:

WorkLink Workforce Development Board

~~Danny Brothers~~ Melanie McLane, Board Chair

Signature

Date

Local Grant Recipient Signatory Official:

WorkLink Workforce Development Area

Steven R. Pelissier, COG Executive Director

Signature

Date

Attachment B-1

WIOA Local Workforce Development Board Membership

		Business (per Section 107(b)(2)(A))			
No.	Name	Term Ends	Affiliation and Title	Contact Phone and Email	Address
1	Danny Brothers	2022	Duke Energy – Large Business Account Manager	864.260.6051 danny.brothers@duke-energy.com	1636 Pearman Dairy Road Anderson, SC 29626
2	David Bowers II	2024	JM Mold South – CEO	864.855.0450 david.bowers2@jmmoldsouth.com	807 Sheffield Road Easley, SC 29642
3	David Collins	2024	Blue Ridge Electric Co-op – Manager of Finance	864.898.2017 david.collins@blueridge.coop	P.O. Box 277 Pickens, SC 29671
4	Stephanie Collins	2024	AnMed Health – Human Resources Manager	864.512.1633 stephanie.collins@anmedhealth.org	800 North Fant Street Anderson, SC 29621
5	Vacant – Pending	2022			
6	Melanie McLane	2023	Arthrex – Human Resources Manager	864.260.2046 melanie.mclane@michelin.com	6301 Hwy. 76 Sandy Springs, SC 29677
7	Shonna Williams	2024	Engineered Plastic Components, Inc. – Human Resources Manager	864.633.4007 shonna.williams@epcmfg.com	105 Clemson Research Blvd. Anderson, SC 29625
8	Vacant - Pending	2024			
9	Ed Parris	2023	Phillips Staffing - President	864.298.3442 eparris@sbphillips.com	P.O. Box 5664 Greenville, SC 29615
10	Mike Wallace	2024	Print It – Owner	864.882.3609 Mike@printitincolor.com	P.O. Box 1707 Seneca, SC 29678
11	Jennifer Lannom	2023	First Quality – Human Resources Manager	864.437.2025 jlannom@firstquality.com	441 Masters Blvd. Anderson, SC 29626
12	Brooke Garren	2023	Itron – Human Resources Manager	864.718.6557 brooke.garren@itron.com	313 N. Hwy. 11 West Union, SC 29696
13	Robert Halfacre	2024	Carolina Alliance Bank – Senior Vice President	864.644.0301 rhalfacre@carolinaalliancebank.com	6501 Calhoun Memorial Hwy. Easley, SC 29640
14					
15					
16					

17					
18					
19					
20					

		Not Less Than 20% (per Section 107(b)(2)(B))			
No.	Name	Term Ends	Affiliation and Title	Contact Phone and Email	Address
1	Edgar Brown	2024	International Brotherhood of Electrical Workers (IBEW)(Labor)	731.298.1086 Thewalkingman852@yahoo.com	P.O. Box 537 Sandy Springs, SC 29677
2	Billy Gibson	2022	SC Firefighters Association (Labor) – Director of Emergency Services	864.868.7381 pickenschiefel@gmail.com	299 Pine Grove Church Rd. Sunset, SC 29685
3	Grayson Kelly*	2024	Tri-County Technical College – Vice President (Apprenticeship)	864.646.1773 gkelly@tctc.edu	P.O. Box 587 Pendleton, SC 29670
4	Kristi King-Brock	2023	Anderson Interfaith Ministries – Executive Director (CBO)	864.224.9256 Kristi.king-brock@aimcharity.org	P.O. Box 1136 Anderson, SC 29622
5	Susan Gibson*	2024	Pickens County Adult Education – Director	864.397.3833 susangibson@pickens.k12.sc.us	201 South Fifth Street Easley, SC 29640
6					
7					

		Education & Training (per Section 107(b)(2)(C))			
No.	Name	Term Ends	Affiliation and Title	Contact Phone and Email	Address
1	Susan Gibson*	2024	Pickens County Adult Education – Director	864.397.3833 susangibson@pickens.k12.sc.us	201 South Fifth Street Easley, SC 29640
2	Galen DeHay	2024	Tri-County Technical College – President	864.646.1773 gdehay@tctc.edu	P.O. Box 587 Pendleton, SC 29670
3					
4					
5					

		Governmental, Economic, and Community Development (per Section 107(b)(2)(D))			
No.	Name	Term Ends	Affiliation and Title	Contact Phone and Email	Address
1	Teri Gilstrap	2023	Anderson County Economic Development – Existing Industries Manager (Economic Development)	864.260.4386 tgilstrap@andersoncountysc.org	126 N. Mc Duffie Street Anderson, SC 29621
2	Patrick Pruitt	2022	SC DEW – Regional Manager (Wagner Peyser)	864.722.8268 ppruitt@dew.sc.gov	1376 Tiger Blvd. Clemson, SC 29631
3	Lisa Gillespie	2024	SCVRD – Area Supervisor (Rehabilitation Act)	864.224.6391 Lgillespie@scvrd.state.sc.us	3001 Martin Luther King Jr., Blvd. Anderson, SC 29625
4					
5					
6					

		Others as Chief-Elected Officials Determine Appropriate (per Section 107(b)(2)(E))			
No.	Name	Term Ends	Affiliation and Title	Contact Phone and Email	Address
1	Vacant – Pending				
2	Jeromy Arnett	2023	Alliance Pickens – Existing Industry Manager (Economic Development / Other)	864.898.1500 jarnett@alliancepickens.com	P.O. Box 149 Liberty, SC 29657

Denote multiple representation with an asterisk (*).

Total Number of Seats Filled	25*
Number of Seats Filled Representing Business	13
Percentage of Seats Filled Representing Business	52%
Number of Seats Filled Representing Not Less than 20%	
Percentage of Seats Filled Representing Not Less than 20%	
Number of Seats Filled Representing Education & Training	
Number of Seats Filled Representing Gov't, Economic & Comm. Dev.	
Number of Seats Filled Representing Others by Chief Elected Officials	

One Stop Operations – Yellow

Youth – Green

Finance – Light Blue

Priority Populations – Purple

**Local Administrative Entity
Roster of Workforce Staff**
(Non-operational Staff)

Name: Trent Acker	Workforce Job Duties/Responsibilities: Provides strategic leadership on Board initiatives. Also serves as Chief Operating Officer. Oversees the financial management of WorkLink funds. Serves as liaison to the Steering and Finance Committees.
Job Title: Executive Director	
Name: Sharon Crite	Workforce Job Duties/Responsibilities: Oversees all aspects of youth program offering WIOA and other services to our youth population in the WorkLink region. Serves as liaison to the Youth Committee. Provides education outreach efforts to the public and private education sectors of our tri-county area. Oversees the financial management of Youth contracts.
Job Title: Youth Services Manager/Education Outreach	
Name: Windy Graham	Workforce Job Duties/Responsibilities: Oversees contracts and customer tracking system, provides training and technical assistance, and analyzes performance reports. Also serves as liaison to the Priority Populations Committee and EO Officer. Maintains inventory control system. In-house accounts payable.
Job Title: WIOA Performance & Reporting Manager	
Name: Jennifer Kelly	Workforce Job Duties/Responsibilities: Oversees SC Works System, Operations and WIOA Title I-B Adult and Dislocated Worker programs and grants. Serves as liaison to the SC Works Operations Committee. Oversees the financial management of Adult/DW contracts.
Job Title: Assistant Director	
CONTRACTUAL	
Name: Brandi Runion	Workforce Job Duties/Responsibilities: Provides financial monitoring, technical assistance, in-house OJT monitoring, and supports financial reporting efforts.
Contract Position: Financial Consultant	
Name: Meredith Durham	Workforce Job Duties/Responsibilities: Provides clerical, administrative, and support services to the staff and Board. Coordinates the Business Services Integration Team. Manages Incumbent Worker Training Grants and On-the-Job Training contracts. Develops and implements strategic marketing and outreach.
Contract Position: Business Services & Administrative Support	

Satellite SC Works Center

Name:	SC Works Anderson Center
Address:	1428 Pearman Dairy Rd, Anderson, SC 29625
Phone Number:	1-864-643-0071
Website:	www.worklinkweb.com
Hours of Operation:	8:30am-12:00pm, 1:00pm-5:00pm, Monday thru Friday
List of All Co-located Partners and Available Center Services:	<p>WIOA, Wagner-Peyser (co-located) UI, Vet Rep, TAA, and VR (rotating) All other partners linked electronically</p> <p><i>For job seekers</i> Resource Room to include the following:</p> <ul style="list-style-type: none"> • Labor exchange tools • Computer applications software • Résumé writing software • Career exploration software • Job, career, and skill self-assessment tools • Career, job, and labor market information • Career planning information • Job search information • Interviewing information • Information on writing résumés and cover letters • Information on job retention • Directories • Periodicals (may be print or electronic) • SC Works Center Orientation • Workshops for job seekers and employers <p><i>For employers</i></p> <ul style="list-style-type: none"> • Interview facilities at the Site; • Access to labor market and related information through SC Works Online System (SCWOS); • State and/or federally generated information on the ADA; • Information regarding workplace accommodations for persons with disabilities; • Information and referral to business start-up, retention and expansion services; • Information and referral to sources for developing customized training programs; • Information on career preparation activities; • Information on Trade Adjustment Act (TAA) and certification; • Information about incentives such as OJT programs, based on worker eligibility; • State and/or federally generated information on tax credits for new hires; • State and/or federal program information on Federal bonding; • Access to information and services through the Center and online;

	<ul style="list-style-type: none"> • Referrals of well-qualified SC Works customers including all served populations; • Basic job matching of résumés and applications; and • Other WDB approved business services.
During COVID-19:	<p>WIOA, UI, Vet Rep, TAA, Wagner-Peyser All other partners linked electronically</p> <p><i>For jobseekers</i> Resource Room services prioritized for job search and Unemployment insurance, all other resource room offerings available as social distancing allows or via telephone.</p> <ul style="list-style-type: none"> • SC Works Center Orientation (conference call or one-on-one); and • Workshops for job seekers and employers (virtual or conference call). <p><i>For employers</i> The following services are offered as social distancing allows or electronic means can be utilized:</p> <ul style="list-style-type: none"> • Interview facilities; and • Industry specific job fairs.

Comprehensive SC Works Center

Name:	SC Works Clemson Center
Address:	1376 Clemson Blvd, Suite 102, Clemson, SC 29631
Phone Number:	1-864-643-0071
Fax Number:	1-864-722-9250
Website:	www.worklinkweb.com
Hours of Operation: During CO	8:30am – 5:00pm, Monday thru Friday 8:30am-12:00pm, 1:00pm-5:00pm, Monday thru Friday
List of All Co-located Partners and Available Center Services:	<p>WIOA, UI, Vet Rep, TAA, Wagner-Peyser, DSS (Co-Located) Adult Ed, VR, Goodwill Industries SCSEP (rotational basis) All other partners linked electronically</p> <p><i>For job seekers</i> Resource Room to include the following:</p> <ul style="list-style-type: none"> • Labor exchange tools • Computer applications software • Résumé writing software • Career exploration software • Job, career, and skill self-assessment tools • Career, job, and labor market information • Career planning information • Job search information • Interviewing information • Information on writing résumés and cover letters • Information on job retention • Directories • Periodicals (may be print or electronic) • SC Works Center Orientation • Workshops for job seekers and employers <p><i>For employers</i></p> <ul style="list-style-type: none"> • Interview facilities at the Site; • Access to labor market and related information through SC Works Online System (SCWOS); • State and/or federally generated information on the ADA; • Information regarding workplace accommodations for persons with disabilities; • Information and referral to business start-up, retention and expansion services; • Information and referral to sources for developing customized training programs; • Information on career preparation activities; • Information on Trade Adjustment Act (TAA) and certification; • Information about incentives such as OJT programs, based on worker eligibility;

	<ul style="list-style-type: none"> • State and/or federally generated information on tax credits for new hires; • State and/or federal program information on Federal bonding; • Access to information and services through the Center and online; • Access to media to address the employment and training needs of businesses; • Avenues to place job openings as well as access to SCWorks.org; • Referrals of well-qualified SC Works customers including all served populations; • Staff-assisted employee pre-screening; • Basic job matching of résumés and applications; • Preliminary basic skills and other assessments; • Industry specific job fairs; • Positive recruitments; • Relevant business seminars and information sessions; • Job developer referrals and workshops; and • Other WDB approved business services.
During COVID-19:	<p>WIOA, UI, Vet Rep, TAA, Wagner-Peyser All other partners linked electronically</p> <p><i>For jobseekers</i> Resource Room services prioritized for job search and Unemployment insurance, all other resource room offerings available as social distancing allows or via telephone.</p> <ul style="list-style-type: none"> • SC Works Center Orientation (conference call or one-on-one); and • Workshops for job seekers and employers (virtual or conference call). <p><i>For employers</i> The following services are offered as social distancing allows or electronic means can be utilized:</p> <ul style="list-style-type: none"> • Interview facilities; • Preliminary basic skills and other assessments; • Industry specific job fairs; • Relevant business seminars and information sessions; and • Job developer referrals and workshops.

Satellite SC Works Center

Name:	SC Works Easley Center
Address:	1774 Powdersville Rd, Easley, SC 29642
Phone Number:	1-864-220-8990
Fax Number:	1-864-220-8995
Website:	www.worklinkweb.com
Hours of Operation:	8:30am-12:00pm, 1:00pm-5:00pm, Monday & Tuesday
List of All Co-located Partners and Available Center Services:	<p>WIOA, Wagner-Peyser (co-located) UI, Vet Rep, TAA, and VR (rotating as needed) All other partners linked electronically</p> <p><i>For job seekers</i> Resource Room to include the following:</p> <ul style="list-style-type: none"> • Labor exchange tools • Computer applications software • Résumé writing software • Career exploration software • Job, career, and skill self-assessment tools • Career, job, and labor market information • Career planning information • Job search information • Interviewing information • Information on writing résumés and cover letters • Information on job retention • Directories • Periodicals (may be print or electronic) • SC Works Center Orientation • Workshops for job seekers and employers <p><i>For employers</i></p> <ul style="list-style-type: none"> • Interview facilities at the Site; • Access to labor market and related information through SC Works Online System (SCWOS); • State and/or federally generated information on the ADA; • Information regarding workplace accommodations for persons with disabilities; • Information and referral to business start-up, retention and expansion services; • Information and referral to sources for developing customized training programs; • Information on career preparation activities; • Information on Trade Adjustment Act (TAA) and certification; • Information about incentives such as OJT programs, based on worker eligibility;

	<ul style="list-style-type: none"> • State and/or federally generated information on tax credits for new hires; • State and/or federal program information on Federal bonding; • Access to information and services through the Center and online; • Referrals of well-qualified SC Works customers including all served populations; and • Basic job matching of résumés and applications
During COVID-19:	<p>WIOA, Wagner-Peyser (co-located) UI, Vet Rep, TAA (rotating only as needed) All other partners linked electronically</p> <p><i>For jobseekers</i> Resource Room services prioritized for job search and Unemployment insurance, all other resource room offerings available as social distancing allows or via telephone.</p> <ul style="list-style-type: none"> • SC Works Center Orientation (conference call or one-on-one); and • Workshops for job seekers and employers (virtual or conference call). <p><i>For employers</i> The following services are offered as social distancing allows or electronic means can be utilized:</p> <ul style="list-style-type: none"> • Interview facilities; and • Industry specific job fairs.

Satellite SC Works Center

Name:	SC Works Seneca Center
Address:	104 Vocational Drive, Seneca, SC 29678
Phone Number:	1-864-646-1741
Fax Number:	1-864-646-1749
Website:	www.worklinkweb.com
Hours of Operation:	8:30am-1:00pm, 2:00pm-5:00pm, Monday thru Friday
List of All Co-located Partners and Available Center Services:	<p>WIOA, Wagner-Peyser (co-located) UI, Vet Rep, TAA, and VR (rotating) All other partners linked electronically</p> <p><i>For job seekers</i> Resource Room to include the following:</p> <ul style="list-style-type: none"> • Labor exchange tools • Computer applications software • Résumé writing software • Career exploration software • Job, career, and skill self-assessment tools • Career, job, and labor market information • Career planning information • Job search information • Interviewing information • Information on writing résumés and cover letters • Information on job retention • Directories • Periodicals (may be print or electronic) • SC Works Center Orientation • Workshops for job seekers and employers <p><i>For employers</i></p> <ul style="list-style-type: none"> • Interview facilities at the Site; • Access to labor market and related information through SC Works Online System (SCWOS); • State and/or federally generated information on the ADA; • Information regarding workplace accommodations for persons with disabilities; • Information and referral to business start-up, retention and expansion services; • Information and referral to sources for developing customized training programs; • Information on career preparation activities; • Information on Trade Adjustment Act (TAA) and certification; • Information about incentives such as OJT programs, based on worker eligibility;

	<ul style="list-style-type: none"> • State and/or federally generated information on tax credits for new hires; • State and/or federal program information on Federal bonding; • Access to information and services through the Center and online; • Referrals of well-qualified SC Works customers including all served populations; • Basic job matching of résumés and applications; and • Other WDB approved business services.
During COVID-19:	<p>WIOA, Wagner-Peyser (co-located) UI, Vet Rep, TAA, and VR (rotating) All other partners linked electronically</p> <p><i>For jobseekers</i> Resource Room services prioritized for job search and Unemployment insurance, all other resource room offerings available as social distancing allows or via telephone.</p> <ul style="list-style-type: none"> • SC Works Center Orientation (conference call or one-on-one only); and • Workshops for job seekers and employers (virtual or conference call only). <p><i>For employers</i> The following services are offered as social distancing allows or electronic means can be utilized:</p> <ul style="list-style-type: none"> • Interview facilities; and • Industry specific job fairs.

SC Works WorkLink Access Point(s)

Host Name (e.g., Goodwill, Library, etc.)	Address	Phone Number	Fax Number	Days and Hours of Operation (for Workforce Services)	Workforce Services Available
Goodwill Industries	2901 S Main St. Anderson, SC 29624	864-296-9034	864-964-8209	8:30 – 5:00pm Monday - Thursday	Resource room material, flyers
Anderson Interfaith Ministries	1202 S Murray Ave Anderson, SC 29624	864-226-2273	864-225-0349	8:30am – 5:00pm Monday – Friday	Computer access for job searches and partner information
United Way of Anderson	907 N Main St # 202 Anderson, SC 29621	864-226-3438	864-226-3430	8:30 – 5:00pm Monday - Thursday	Resource room material, flyers
United Way of Pickens County	PO Box 96. Easley, SC 29641	864-850-7094	864-306-8675	8:30 – 5:00pm Monday - Thursday	Computer access for job searches and partner information
Pickens County Library System	304 Biltmore Rd Easley, SC 29640	864-850-7077		9:00am – 6:00pm Monday – Friday	Resource room material, flyers
Oconee County Public Library System	501 West South Broad Street, Walhalla, SC 29691	864-638-4133		9:00am – 6:00pm Monday - Friday	Computer access for job searches and partner information
Anderson County Library System	300 South McDuffie Street, Anderson, SC 29621	864-260-4500		9:00am – 6:00pm Monday - Friday	Resource room material, flyers
The Dream Center of Pickens	111 Hillcrest Drive Easley, SC 29640	864-644-8885	864-644-8882	9:00am-4:00pm Monday - Friday	Computer access for job searches and partner information
SHARE of Oconee County	708 E Main St, Seneca, SC 29678	864-882-3495		8:30am-5:00pm Monday-Friday	Computer access for job searches and partner information

Local Plan Comments: WorkLink Local Plan Modification PY2020-2023

Comment 1	
Originating Entity:	
Comment:	
Comment 2	
Originating Entity:	
Comment:	
Comment 3	
Originating Entity:	
Comment:	
Comment 4	
Originating Entity:	
Comment:	

WorkLink Workforce Development Area Service Providers

Entity Name	Contract Period	Program/Function
Eckerd Connects	7/1/2022 to 6/30/2023 (with grant extension options)	<ul style="list-style-type: none"> - Adult Program Services - Dislocated Worker Program Services - OneStop Operator - Youth Program Services

MEMORANDUM OF AGREEMENT

Eckerd Connects Workforce Development Services (ECWDS) (SC Works & Palmetto Youth Connections Programs) AND

Anderson 1, 2 Adult Education Programs/County Adult Education Programs

Purpose:

To establish the provision of academic and educational services for the **Eckerd Connects Workforce Development Services (ECWDS)** (SC Works & Palmetto Youth Connections Programs) and to ensure state certified and credentialed services are provided to all Anderson County WIOA eligible Adults, Dislocated Workers, and Youth served under this program.

Services: Adult Education Program will provide:

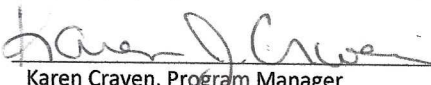
1. Academic & Educational Services
 - a. Provide Basic Skills Remediation as deemed necessary to increase a student's educational functioning level to enable them to participate in GED or HSD Preparation through the SDE approved curriculums.
 - b. Provide SDE sanctioned Pre-GED and GED Preparation courses and High School Diploma courses.
 - c. Provide **WorkReady** Assessment (when available) and/or South Carolina Essential Soft Skills Assessment at **no cost** for the **first exam and re-credentialing** in accordance with the SC Ready to Work Credential and/or SC Essential Soft Skills Credential state guidelines.
2. Disseminate WIOA Program and Services information in regular AE orientations.
3. Provide academic assessment utilizing the TABE locator, Reading Comprehension, Math Applications and Math Computation assessments combined to reflect a total Math score for pre-tests, progress tests, and post tests.
4. Counsel students for proper placement based on academic level.
5. Recommend and furnish appropriate materials and textbooks.
6. Maintain all records, progress reports, attendance, as mandated by the State Department of Education.
7. Provide WIOA Program Time & Attendance Forms to **ECWDS** Staff signed by Adult Education instructors as required by the WIOA Program.
8. Include **ECWDS** staff in organization briefings when appropriate.
9. Provide registration for the Official GED Exam for WIOA Participants that have scored at or above a satisfactory level on the Official Practice in accordance with the fees outline in Addendum A.
 - a. Please note that for purposes of the MOA, the Satisfactory Progress Policy limiting Official GED testing fee coverage to two (2) times for a WIOA Eligible Participant must be followed as defined in the WorkLink Employment and Training Instruction Letter No. 11-06 which is available on request as a reference. PYC will not be obligated to pay the GED test registration fees to Adult Education for students who are registered for the GED test by Adult Education and have not met the EFL and/or GED READY guidelines.

Eckerd Connects Workforce Development Services (ECWDS) will:

1. Provide information to Adult Education to distribute during orientation to ensure that WIOA services are available for those who wish to apply for eligibility determination for the WIOA services available in the WorkLink area that covers Anderson, Oconee and Pickens Counties in South Carolina.
2. Coordinate with all Adult Education programs and refer all WIOA eligible participants who meet Adult Education entry requirements for the following services: Basic Skills Remediation, Pre-GED and GED Preparation, High School Diploma courses, Work Ready Certificate Skill Enhancement Training (when available), and Computer Application Training
3. Recommend, encourage, and refer all students to adult education as deemed appropriate and pay for GED testing fees
4. Coordinate student schedules to enable them to attend Adult Education programs.
5. Coordinate with Adult Education TABE assessments within 90 days of participants' enrollment into WIOA or as needed to comply with local WIOA Statement of Work requirements and SCDEW requirements for testing.
6. Provide appropriate case management, career coaching, and job placement and/or post-secondary placement services to students leading to positive outcomes for Adult Education, **ECWDS**, the WorkLink WDB, and most importantly the student.
7. Provide twelve (12) months of follow up to exited WIOA participants to document retention in employment or post-secondary
8. **ECWDS** agrees to pay Program Fees and Costs as outlined in Addendum A.

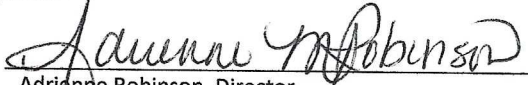
Understandings:

All parties are committed to serving WIOA Participants seeking services and agree to make available an instructional program that addresses the academic, workplace, life, and social skills needed to lead to competitive, gainful, self-sufficient employment. This agreement is effective for **7/1/2022** through **6/30/2023**. All parties will periodically review progress during the year regarding this collaborative endeavor to ensure that the mutual efforts are responsible to the students being served. Any party may terminate the agreement at any time for any or no reason by providing a thirty (30) day advance written notice of termination to all other parties.


Karen Craven, Program Manager

Eckerd Connects Workforce Development Services

7-15-22
Date


Adrienne Robinson, Director

Anderson 1&2 Adult Education

7-19-2022
Date

ADDENDUM A

INSTRUCTIONAL COSTS

Eckerd Connects Workforce Development Services (EWDS) agrees to pay Adult Education tuition for academic services as outlined below based on WIOA Eligibility and voucher submission for payment by invoice.

Academic Services	Cost Per Participant/Student
1. GED/HSD Preparation	\$56 per quarter
2. WorkReady Preparation/Remediation (when available)	\$25 (onetime fee)
3. WorkReady Test/Retest (when available)	No Charge for approved implementation partners (Reading, Math, & Locating Information)

Eckerd Connects Workforce Development Services (ECWDS) Program Staff will issue Vouchers to Adult Education at the time a WIOA Participant is eligible and approved to attend training or receive this service. Adult Education in coordination with **ECWDS** Administrative Staff will invoice **Eckerd Connects Workforce Development Services (ECWDS)** for the vouchers received by the dates outlined below.

1. First Quarter - Friday, September 23, 2022
2. Second Quarter - Friday, December 9, 2022
3. Third Quarter - Friday, March 19, 2023
4. Fourth Quarter - Friday, June 4, 2023 (All invoices must be submitted by June 30, 2022)

MEMORANDUM OF AGREEMENT

Eckerd Connects Workforce Development Services (ECWDS) (SC Works & Palmetto Youth Connections Programs) AND

Anderson 3, 4 5, Adult Education Programs/County Adult Education Programs

Purpose:

To establish the provision of academic and educational services for the Eckerd Connects Workforce Development Services (ECWDS) (SC Works & Palmetto Youth Connections Programs) and to ensure state certified and credentialed services are provided to all Anderson County WIOA eligible Adults, Dislocated Workers, and Youth served under this program.

Services:

Adult Education Program will provide:

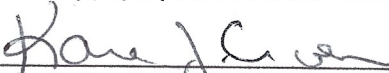
1. Academic & Educational Services
 - a. Provide Basic Skills Remediation as deemed necessary to increase a student's educational functioning level to enable them to participate in GED or HSD Preparation through the SDE approved curriculums.
 - b. Provide SDE sanctioned Pre-GED and GED Preparation courses and High School Diploma courses.
 - c. Provide WIN Ready to Work Assessment and/or South Carolina Essential Soft Skills Assessment at **no cost** for the first exam and re-credentialing in accordance with the SC Ready to Work Credential and/or SC Essential Soft Skills Credential state guidelines.
2. Coordinate with ECWDS staff to disseminate WIOA Program and Services information in regular AE orientations.
3. Provide academic assessment utilizing the TABE locator, Reading Comprehension, Math Applications and Math Computation assessments combined to reflect a total Math score for pre-tests, progress tests, and post tests.
4. Counsel students for proper placement based on academic level.
5. Recommend and furnish appropriate materials and textbooks.
6. Maintain all records, progress reports, attendance, as mandated by the State Department of Education.
7. Provide WIOA Program Time & Attendance Forms to ECWDS Staff signed by Adult Education instructors as required by the WIOA Program.
8. Provide space and internet access for ECWDS staff as outlined in Addendum A.
9. Include ECWDS staff in regularly scheduled meetings and/or organization briefings when appropriate.
10. Provide registration for the Official GED Exam for WIOA Participants that have scored at or above a satisfactory level on the Official Practice in accordance with the fees outline in Addendum B.
 - a. Please note that for purposes of the MOA, the Satisfactory Progress Policy limiting Official GED testing fee coverage to two (2) times for a WIOA Eligible Participant must be followed as defined in the WorkLink Employment and Training Instruction Letter No. 11-06 which is available on request as a reference. PYC will not be obligated to pay the GED test registration fees to Adult Education for students who are registered for the GED test by Adult Education and have not met the EFL and/or GED READY guidelines.

Eckerd Connects Workforce Development Services (ECWDS) will:

1. Be responsible for any and all equipment, supplies, and staff items housed within the Adult Education facilities.
2. Coordinate with all Adult Education programs and refer all WIOA eligible participants who meet Adult Education entry requirements for the following services:
 - a. Basic Skills Remediation, Pre-GED and GED Preparation, High School Diploma courses, WIN Skill Enhancement Training (when available), and Computer Application Training
3. Recommend, encourage, and refer all students to adult education as deemed appropriate and pay for GED testing fees
4. Coordinate student schedules to enable them to attend Adult Education programs.
5. Coordinate with Adult Education TABE assessments within 90 days of participants' enrollment into WIOA or as needed to comply with local WIOA Statement of Work requirements and SCDEW requirements for testing.
6. Provide appropriate case management, career coaching, and job placement and/or post-secondary placement services to students leading to positive outcomes for Adult Education, ECWDS, the WorkLink WDB, and most importantly the student.
7. Provide twelve (12) months of follow up to exited WIOA participants to document retention in employment or post-secondary
8. ECWDS agrees to pay for facility cost as outline in Addendum A and Program Fees and Costs as outlined in Addendum B.


Understandings:

All parties are committed to serving WIOA Participants seeking services and agree to make available an instructional program that addresses the academic, workplace, life, and social skills needed to lead to competitive, gainful, self-sufficient employment. This agreement is effective for 7/1/2022 through 6/30/2023. All parties will periodically review progress during the year regarding this collaborative endeavor to ensure that the mutual efforts are responsible to the students being served. Any party may terminate the agreement at any time for any or no reason by providing a thirty (30) day advance written notice of termination to all other parties.


Karen Craven, Program Manager

Eckerd Connects Workforce Development Services

6-23-22
Date


Katie Brown, Director
Anderson 3, 4, 5 Adult Education Director

6/23/2022
Date

ADDENDUM A FACILITY COSTS

Adult Education agrees to provide administrative space for **Eckerd Connects Workforce Development Services (ECWDS)** (Palmetto Youth Connections) staff on a fulltime basis within the Adult Education Centers for an annual cost of \$2400 to be paid quarterly to the Adult Education facility as outlined by the following dates.

1. First Quarter - Friday, September 23, 2022 (\$ 600)
2. Second Quarter - Friday, December 9, 2022 (\$ 600)
3. Third Quarter - Friday, March 19, 2023 (\$ 600)
4. Fourth Quarter - Friday, June 4, 2023 (\$ 600) (All invoices must be submitted by June 30, 2022)

ADDENDUM B INSTRUCTIONAL COSTS

Eckerd Connects Workforce Development Services (ECWDS) agrees to pay Adult Education tuition for academic services as outlined below.

Academic Services	Cost Per Participant/Student
1. GED/HSD Preparation	\$56 per quarter
2. WorkReady Preparation/Remediation (when available)	\$25 (onetime fee)
3. WorkReady Test/Retest (when available)	No Charge for approved implementation partners (Reading, Math, & Locating Information)

Eckerd Connects Workforce Development Services (ECWDS) Program Staff will issue Vouchers to Adult Education at the time a WIOA Participant is eligible and approved to attend training or receive this service. Adult Education in coordination with **ECWDS** Administrative Staff will invoice **Eckerd Connects Workforce Development Services (ECWDS)** for the vouchers received by the dates outlined below.

1. First Quarter - Friday, September 23, 2022
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3. Third Quarter - Friday, March 19, 2023
4. Fourth Quarter - Friday, June 4, 2023 (All invoices must be submitted by June 30, 2022)

MEMORANDUM OF AGREEMENT

Eckerd Connects Workforce Development Services (ECWDS) (SC Works & Palmetto Youth Connections Programs) AND

Oconee Adult Education Programs/County Adult Education Programs

Purpose:

To establish the provision of academic and educational services for the Eckerd Connects Workforce Development Services (ECWDS) (SC Works & Palmetto Youth Connections Programs) and to ensure state certified and credentialed services are provided to all Oconee County WIOA eligible Adults, Dislocated Workers, and Youth served under this program.

Services:

Adult Education Program will provide:

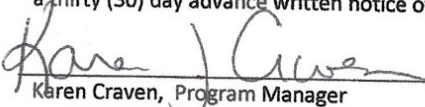
1. Academic & Educational Services
 - a. Provide Basic Skills Remediation as deemed necessary to increase a student's educational functioning level to enable them to participate in GED or HSD Preparation through the SDE approved curriculums.
 - b. Provide SDE sanctioned Pre-GED and GED Preparation courses and High School Diploma courses.
 - c. Provide WIN Ready to Work Assessment and/or South Carolina Essential Soft Skills Assessment at **no cost** for the first exam and re-credentialing in accordance with the SC Ready to Work Credential and/or SC Essential Soft Skills Credential state guidelines.
2. Coordinate with ECWDS staff to disseminate WIOA Program and Services information in regular AE orientations.
3. Provide academic assessment utilizing the TABE locator, Reading Comprehension, Math Applications and Math Computation assessments combined to reflect a total Math score for pre-tests, progress tests, and post tests.
4. Counsel students for proper placement based on academic level.
5. Recommend and furnish appropriate materials and textbooks.
6. Maintain all records, progress reports, attendance, as mandated by the State Department of Education.
7. Provide WIOA Program Time & Attendance Forms to ECWDS Staff signed by Adult Education instructors as required by the WIOA Program.
8. Provide space and internet access for ECWDS staff as outlined in Addendum A.
9. Include ECWDS staff in regularly scheduled meetings and/or organization briefings when appropriate.
10. Provide registration for the Official GED Exam for WIOA Participants that have scored at or above a satisfactory level on the Official Practice in accordance with the fees outline in Addendum B.
 - a. Please note that for purposes of the MOA, the Satisfactory Progress Policy limiting Official GED testing fee coverage to two (2) times for a WIOA Eligible Participant must be followed as defined in the WorkLink Employment and Training Instruction Letter No. 11-06 which is available on request as a reference. PYC will not be obligated to pay the GED test registration fees to Adult Education for students who are registered for the GED test by Adult Education and have not met the EFL and/or GED READY guidelines.

Eckerd Connects Workforce Development Services (ECWDS) will:

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7. Provide twelve (12) months of follow up to exited WIOA participants to document retention in employment or post-secondary
8. ECWDS agrees to pay for facility cost as outline in Addendum A and Program Fees and Costs as outlined in Addendum B.


Understandings:

All parties are committed to serving WIOA Participants seeking services and agree to make available an instructional program that addresses the academic, workplace, life, and social skills needed to lead to competitive, gainful, self-sufficient employment. This agreement is effective for 7/1/2022 through 6/30/2023. All parties will periodically review progress during the year regarding this collaborative endeavor to ensure that the mutual efforts are responsible to the students being served. Any party may terminate the agreement at any time for any or no reason by providing a thirty (30) day advance written notice of termination to all other parties.


Karen Craven, Program Manager

Eckerd Connects Workforce Development Services


Date


Steve Moore

Oconee County Adult Education Director


Date

ADDENDUM A FACILITY COSTS

Adult Education agrees to provide administrative space for **Eckerd Connects Workforce Development Services (ECWDS)** (Palmetto Youth Connections) staff on a fulltime basis within the Adult Education Centers for an annual cost of \$2400 to be paid quarterly to the Adult Education facility as outlined by the following dates.

1. First Quarter - Friday, September 23, 2022 (\$ 600)
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MEMORANDUM OF AGREEMENT

Eckerd Connects Workforce Development Services (ECWDS) (SC Works & Palmetto Youth Connections Programs) AND Pickens County Adult Learning Center/ County Adult Education Programs

Purpose:

To establish the provision of academic and educational services for the **Eckerd Connects Workforce Development Services (ECWDS)** (SC Works & Palmetto Youth Connections Programs) and to ensure state certified and credentialed services are provided to all Pickens County WIOA eligible Adults, Dislocated Workers, and Youth served under this program.

Services:

Adult Education Program will provide:

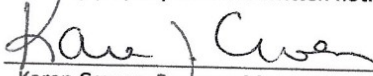
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4. Counsel students for proper placement based on academic level.
5. Recommend and furnish appropriate materials and textbooks.
6. Maintain all records, progress reports, attendance, as mandated by the State Department of Education.
7. Provide WIOA Program Time & Attendance Forms to **ECWDS** Staff signed by Adult Education instructors as required by the WIOA Program.
8. Provide space and internet access for **ECWDS** staff as outlined in Addendum A.
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Understandings:

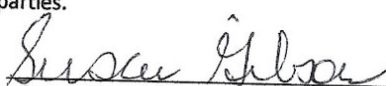
All parties are committed to serving WIOA Participants seeking services and agree to make available an instructional program that addresses the academic, workplace, life, and social skills needed to lead to competitive, gainful, self-sufficient employment. This agreement is effective for **7/1/2022** through **6/30/2023**. All parties will periodically review progress during the year regarding this collaborative endeavor to ensure that the mutual efforts are responsible to the students being served. Any party may terminate the agreement at any time for any or no reason by providing a thirty (30) day advance written notice of termination to all other parties.


Karen Craven, Program Manager

Eckerd Connects Workforce Development Services

6-21-22

Date


Susan Gibson, Director

Pickens County Adult Learning Center

6/21/2022

Date

ADDENDUM A FACILITY COSTS

Adult Education agrees to provide administrative space for **Eckerd Connects Workforce Development Services (ECWDS)** (Palmetto Youth Connections) staff on a fulltime basis within the Adult Education Centers for an annual cost of \$2400 to be paid quarterly to the Adult Education facility as outlined by the following dates.

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ADDENDUM B INSTRUCTIONAL COSTS

Eckerd Connects Workforce Development Services (EWDS) agrees to pay Adult Education tuition for academic services as outlined below.

Academic Services	Cost Per Participant/Student
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2. Second Quarter - Friday, December 9, 2022
3. Third Quarter - Friday, March 19, 2023
4. Fourth Quarter - Friday, June 4, 2023 (All invoices must be submitted by June 30, 2022)

Memorandum of Agreement
Between
Tri-County Technical College
AND
SC Appalachian Council of Governments (a.k.a. WorkLink)
AND
Eckerd Workforce Development

Purpose:

In an effort to enhance the services provided by the area Quickjobs Centers (operated by Tri-County Technical College) in Pickens, Anderson, and Oconee County we have agreed on a partnership with Eckerd Workforce Development & the SC Appalachian Council of Governments to staff the Quickjobs Centers in Anderson, Oconee, and Pickens Counties. These staff members will be provided office space to be based onsite at the Quickjobs Centers. Office space will be provided for (1) SC Works Employee and (1) Eckerd Workforce Development employee. In addition, Eckerd will be allowed to use classroom training space as outlined below.

Tri-County Technical College will:

1. Provide use of the Quickjobs Centers in Oconee County 5 days per week (Monday through Friday) and use of the Pickens County Quickjobs Development Center 2 days per week (Monday and Tuesday)
2. Provide office space for servicing of the citizens of the service area to Eckerd Workforce Development Services & SCDEW (1 office per agency), operational space, and classroom facility space (as outlined below on a space available basis). Classroom space will be scheduled with the Easley Campus Director/Administrator of CCE Centers or his/her designee.
3. Provide classroom/lab space at the Oconee Center (8am-5pm, 5 days per week*). Classroom/Lab space at the Quickjobs Centers will be scheduled in collaboration with Tri-County Technical College's Corporate and Community Education Division on a weekly basis. CCE Class schedules will take precedence over all other activities within the facility. Space allocation will be scheduled by the Tri-County Tech Easley Campus Office Manager as designated by the Easley Campus/CCE Site Administrator.

*Note: Business and Industry courses sponsored by CCE can be scheduled/rescheduled on a last minute basis (note: classes take precedence over any activity being held in the building).

4. Provide each employee occupying the center a key to the center and alarm codes (with the understanding that they are to return the keys upon request, separation from Eckerd / SCDEW, or upon termination of this agreement).
5. Provide utilities, Internet service, phone service and copier service (based on charges outlined below).
6. Provide janitorial/cleaning services for each facility.
7. Allow WorkLink to place more permanent signs near the Quickjobs facility signs at each location (sign and location must be approved by Tri-County Technical College personnel).
8. Provide a code for copier/printer usage and long-distance phone calls for Eckerd staff and SCDEW staff (Eckerd / SCDEW staff will be responsible for costs associated with long distance calls).

SC Appalachian Council of Governments (WorkLink) will:

1. Compensate Tri-County Technical College for facility usage of the Quickjobs Centers on a monthly basis July 2022 through June of 2023 (with the right of both parties to terminate with a 30 day notice) based on the calculations below.

(Note: The chart below outlines the total cost for the Quickjobs Center rental, minus 7.69% of the shared partner cost of all Workforce Development services in the tri-county area. **This generous deduction from Tri-County Technical College is given in support of workforce development initiatives in the WorkLink region.** This deduction is also to be considered Carl D. Perkins contribution to the SC Works System as outlined in the State Instruction Memorandum number 15-11. requiring local Workforce Development Boards to develop a Memorandum of Understanding with workforce system partners as referenced in the Workforce Innovation and Opportunities Act (WIOA).

Quick Job Center Costs	Total Costs per Year	Shared Partner Cost (45% of Total cost)	Fair Share Carl D. Perkins (7.69% of Shared Partner Costs)
Easley Quick Jobs Center <i>Hours: Monday-Tuesday (8:30am - 5:00pm)</i>	\$4,800 (\$400 monthly)	\$2,400	\$185
Seneca Quick Jobs Center <i>Hours: Monday-Friday (8:30am - 5:00pm)</i>	\$13,728 (\$1,144 monthly)	\$4,576	\$352
Subtotal	\$18,528	\$6,976	\$537

Clemson SC Works Costs	Total Costs per Year	Shared Partner Cost	Fair Share Carl D Perkins
Clemson SC Works Center <i>Hours: Monday-Friday (8:30am - 5:00pm)</i>	\$110,010	\$49,018	\$3,771
Operational Costs <i>Includes security, utilities, janitorial/maintenance, landscaping, general repair, pest control, & HVAC Maintenance</i>	\$43,720	\$19,674	\$1,513
Subtotal	\$153,730	\$68,692	\$5,284
Telecommunications*	Total Costs per Year	Shared Partner Cost	Fair Share Carl D Perkins
Telephones <i>Anderson \$1200, Clemson \$7590, Seneca \$1200</i>	\$9,990	\$1,898	\$146
Equipment Maintenance Rental <i>Copier/Fax/Scanner Combos</i>	\$2,200	\$2,200	\$169
Subtotal	\$12,190	\$4,098	\$315
Universal Access**	Total Costs per Year	Shared Partner Cost	Fair Share Carl D Perkins
<i>Common Area Supplies \$1800, Hiring Events \$3250, Training Materials \$600; Outreach Branding \$2500; SC Works Online Services \$2516; Receptionist \$32000 (Clemson Only), PC Costs \$9880 (Resource Room only)</i>	\$52,546	\$52,546	\$4,042
Subtotal	\$52,546	\$52,546	\$4,042

Anderson SC Works Costs	Total Costs per Year	Shared Partner Cost	Fair Share Carl D Perkins
Anderson Center (1428 Pearman Dairy Rd) <i>Hours: Monday-Friday (8:30am - 5:00pm)</i>	\$13,728 (\$1,144 monthly)	\$4,576	\$352
Subtotal	\$13,728	\$4,576	\$352
GRANDTOTAL COSTS	\$250,722	\$136,888	\$10,530

Total Invoiced by Tri-County each month

TCTC's fair share of costs comes to \$10,530. The use of Easley and Seneca Quick Jobs Center costs is valued at \$18,528. A generous rental reduction of an annual \$6,976 will be billed to WorkLink/Eckerd at a monthly amount of \$581 as Carl D. Perkins share of costs towards workforce initiatives in the WorkLink region.

2. Pay for Copier usage (.04 cents per copy for B/W copies / .08 cents per copy for color copies) for SCDEW staff
3. Reimburse Tri-County Technical College for any long-distance phone calls for Eckerd / SCDEW staff

Eckerd Workforce Development will:

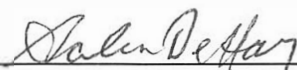
1. Maintain a current list of names and contact information of each staff member using a Tri-County Tech facility.
2. Ensure keys and building security at each Tri-County facility is maintained by confirming the Administrator of CCE Centers is informed of any staff changes at each location.
3. Ensure keys are distributed to each employee of Eckerd Workforce Development & SCDEW that will utilize the Center. Ensuring keys are collected upon termination of agreement, termination of the employee's employment, or if they cease to use the facility.
4. Pay for Copier usage (.04 cents per copy for B/W copies / .08 cents per copy for color copies) for Eckerd staff
5. Reimburse Tri-County Technical College for any long-distance phone calls for Eckerd staff
6. Ensure facilities are kept looking professional (no tape or thumbtacked papers to the walls, chalkboards, or doors)
7. Ensure care is taken with facility furniture and be responsible for any furniture/facility damage that is incurred by Eckerd / SC Dew during their operations
8. Ensure maintenance / IT problems are reported to the CCE Center Administrator and/or his/her representative
9. Adhere to Tri-County Technical Colleges policies/procedures with regard to parking at each center and the no-smoking policy that will be adopted effective August 1, 2014

Understandings:

This agreement is effective 7/1/2022 – 06/30/2023. All parties will periodically review this agreement throughout the year in a collaborative endeavor to service the citizens of our service area. Any party may terminate the agreement at any time for any or no reason by providing a thirty (30) day advanced written notice of termination to all other parties.



Kalen Kunkel, VP of Operations
Eckerd Workforce Development



Dr. Galen DeHay, President
Tri-County Technical College

Steve Pelissier
Executive Director, SC Appalachian Council of Govts.

Trent Acker
Executive Director, WorkLink



Cara Hamilton
VP Business Affairs, Tri-County Technical College

WorkLink

WIOA INSTRUCTION LETTER NO.: PY'18-07, change 2 (replaces Instruction Letter 18-07, change 1)

SUBJECT: Youth Local Supportive Service Policy and Incentive Payment Guidelines

ISSUANCE

DATE: 02/02/2022

EFFECTIVE

DATE: 02/02/2022

EXPIRATION

Date: Indefinite

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

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

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

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

POLICY: WIOA is a payer of last resort, and so, only if a participant cannot obtain services by other means should WIOA provide supportive services. Case managers must document in case notes efforts to access non-WIOA sources to justify providing supportive services through WIOA. It will be left to the discretion of the case manager that all non-WIOA sources of funding have been exhausted. Also, WIOA participants must check with local agencies regarding emergency relief funds to address any one-time emergency costs.

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

Budgetary Plan:

When youth participants request supportive services, the case manager must assist the participant with a budgetary plan to ensure that the participant has the means to pay for the services in the future. The budgetary plan also justifies the need to provide supportive services. This plan and the justification are kept in the participant's hard file and documented in a SCWOS case note.

Supportive Service Log:

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

Supportive Services Needs Determined at Assessment:

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

Supportive Service Payment Overview:

All supportive service assistance payments issued on behalf of WIOA enrolled participants within the WorkLink Workforce Development Area will be issued based on an established and documented need, identified as follows:

- a. Supportive Service assistance payments are limited to the amount necessary to satisfy the emergency and permit the WIOA enrolled participants to continue or complete the applicable WIOA activity. Payments cannot exceed \$3,000 per program year without written approval of the Administrative Entity.
- b. A supportive service need that was identified during Assessment.

- c. A need that is identified due to an emergency occurring after the individual became a WIOA enrolled participant. Payments can only be made toward relief of situations continuing after the individual becomes a WIOA enrolled participant and cannot be made retroactive.
- d. Except for transportation reimbursement, all supportive service assistance payments will be issued directly to the vendor providing the needed assistance or service to the WIOA enrolled participants (i.e., childcare provider, automotive repair shop, gas, or electric utility company, etc.). Under no circumstances will supportive services assistance payments be made directly to the WIOA enrolled participants.

Who May Receive Supportive Services:

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

- a. Those who are actively participating in a WIOA activity for which he or she may not otherwise be able to continue or complete without supportive services assistance. There must be at least one open activity in SCWOS.
- b. For participants in follow-up, there is no need for an open activity. In these cases, an entry in the case notes and supporting documentation in case file is required.
- c. Those who have established a supported or documented allowable need for assistance.
- d. Those who have presented documentation or evidence that all other reasonable means for getting non-WIOA assistance/support have been exhausted.
- e. Those who need employment related assistance during their normal 12-month follow-up period.
- f. Those who are not qualified for unemployment insurance compensation as well as those who have exhausted unemployment while registered in a WIOA activity.

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

- **Medical Assistance** - Limited funding is available to provide medical services required for an individual to participate in youth activities and/or training also to obtain or retain unsubsidized employment. Payments for medical assistance should be made to the provider not the participant. The maximum amount that can be paid per participant is \$500 during participation in the program.
Allowable Medical Assistance
 - Pre-employment/training physicals required by an employer or training program
 - Immunizations
 - Pre-employment drug tests
 - Dental extractions and dentures
 - Eyeglasses but not contact lenses or any type of eye surgery
- **Work Clothing or Uniforms** - Supportive Service funding can be provided for work clothing or uniforms required, but not paid by an employer or training program. Clothing and uniforms include steel-toed shoes, hard hats, smocks, etc. Individuals needing general-purpose clothing should be referred to a community clothes bank or other agencies. The maximum amount for work clothing is \$150 during participation in the program.
- **Training Related Equipment** - Pays for training related equipment not already covered, such as books and supplies.
- **Background Checks** - Pays for background checks, such as, motor vehicle records check, criminal records (SLED), etc. when required by the occupation or employer.
- **Test fees** - Pays for fees related to obtain certification, such as real estate license, driver's license, GED fees, etc.
- **Driver's Training** – Pays for driver's training. This does not include CDL's.

- **One-time Emergency Costs *** - A one-time minor car repairs should not exceed \$1000. A one-time utility cost of electric, water or gas bill, excludes telephone bills. A one-time housing costs, includes rent but excludes mortgage payments.
- **Child Care or Dependent Care** - Participants who have out-of-pocket expense(s) associated with attending training/activities may receive childcare assistance. Reimbursements are linked to attendance if a participant is absent from training, a reimbursement may not be made for that day. For childcare supportive service assistance, vendor agreements and invoices are required documents that must be kept in the participant's hard file.

\$20 a day for pre-school children

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

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

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

- **Direct Transportation** - If a participant is unable to attend an activity or training because he or she lacks a driver's license and/or access to a car, the case manager may provide or procure transportation. Transportation will be provided temporarily while participants make a transition plan to provide their own transportation.

Case managers should consider cost when procuring transportation. Public transportation should be utilized when available. Arrangements may be made with other agencies that transport participants a for profit businesses may be utilized. The grantee should have an agreement with the transportation provider specifying the cost and billing arrangements. Grantees may choose to pay private individuals selected by participants to provide transportation. Prior to using a private individual to provide transportation, the grantee must verify the individual has a valid driver's license and insurance.

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

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

Rates:

Less than 75 miles	\$40
76 -150 miles	\$80
151 – 224 miles	\$120
225 miles or greater	\$160

- **Legal Aid Services:**

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

Note: Any Expungement fees beyond the cap stated above must have approval by WorkLink Executive Director on an as needed basis.

Driver's License Reinstatement Fees – Pay for fees associated with reinstatement of driver's license with a **maximum cap of \$500.00.**

Supportive Services NOT Allowable for WIOA Participants:

- a. Punitive services costs, which includes child support or driver's license reinstatement fees.
- b. Payments for food or food items.
- c. Payments for automobile payments, insurance, taxes, or tags.
- d. Personal debt or obligation that occurred before WIOA registration.

Incentive Budgetary Plan:

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

Tracking/Distribution/Log of Earned Incentives/Transportation and Other Supportive Services:

1. The youth provider will track incentives/transportation and other supportive services in the SCWOS Advance Individual Fund Tracking (AIFT) data system and a separate voucher payment system and pay participant earned incentives/transportation and/or any other applicable supportive services in the form of a check.
2. The career coach has a signature log which participants sign upon receipt of their earned incentives/transportation (in the form of a check).
3. The career coach enters the incentive/transportation and other supportive services activity code (which coincides with appropriate youth activity completed) into SCWOS to reflect date incentive/transportation is requested for the participant which should match/align with the created date on the signature log in the case file.

Incentive Payments Guidelines:

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

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

Please copy and distribute this information appropriately within your agency.

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



Mr. Trent Acker, Executive Director
WorkLink Workforce Development Board

DISTRIBUTION: All WIOA staff

ATTACHMENTS: Youth Supportive Services Reference Sheet

Youth Supportive Service Reference Sheet

Maximum amount allowable in one year	\$3,000.00
Childcare/dependent care each day	
Pre-School Children	\$20
School-age Children up to 12 years old	\$8
Dependent Adults	\$8
One Time Emergency Costs	
Minor Car Repair (maximum cap)	\$1000
Transportation Reimbursement	
Less than 75 miles	\$40
76-150 miles	\$80
151-244 miles	\$120
225 miles or greater	\$160
Supportive Services available after enrollment and before other activities	
Work or Training Related Expenses	
Test Fees	
Childcare/Dependent Care	
One-Time Emergency Costs (with specified cap)	
Transportation	
Legal Aid Services (with specified caps)	

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

WorkLink

WIOA INSTRUCTION LETTER NO.: PY'21-06 (Replaces Revised PY'19-02)

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

ISSUANCE

DATE: February 2, 2022

EFFECTIVE

DATE: Immediately

EXPIRATION

DATE: Indefinite

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

BACKGROUND: The goal of the Workforce Innovation and Opportunity Act is to ensure access for all individuals, of every skill level, the opportunity to pursue the skills, training, and education they need to obtain employment that will lead to financial stability and economic security for themselves and their families. The Act authorizes supportive services for individuals registered in WIOA programs who are receiving WIOA services.

POLICY: The term "Supportive Services" refers to those financial-based or physical accommodations that are reasonable and necessary, and required, in order for a participant to participate in activities authorized under Title I of the Workforce Innovation and Opportunity Act (WIOA). In addition, any adult or dislocated worker who is enrolled and receiving WIOA services may be eligible for supportive services if they are unable to obtain assistance from other programs providing such services. Participants enrolled in youth funded WIOA services should follow the Youth Supportive Service policy. In general, supportive services may include needs-related payments, childcare, transportation, housing assistance, and a variety of other related expenses.

SECTION 1 - MAXIMUM ALLOWABLE LIMITS

Supportive Services for adults and dislocated workers are available up to a maximum total of \$3,000 per program year. Please review each individual type of supportive service for additional caps.

SECTION 2 - ADMINISTERING SUPPORTIVE SERVICES

Payor of Last Resort

WIOA is a payer of last resort and so only if a participant cannot find financial relief by other means should WIOA provide supportive services.

The availability of and referral to non-WIOA sources is one of the services that must be made available to adults and dislocated workers through the One-Stop delivery system. Case Managers are expected to make appropriate referrals for supportive services on behalf of participants to partner agencies. It will be left to the discretion of the Case Manager that all appropriate non-WIOA sources of funding have been explored or exhausted.

Documentation Requirements: Case Managers must document in case notes efforts to access non-WIOA sources to justify providing supportive services through WIOA. All referrals to partners should be issued through the SCWOS system and a hard copy provided to participants. In the event that the referral cannot be made through SCWOS, the case manager may provide a paper referral form to the participant and place a copy in the participant's hard file.

Supportive Service Payments

With the exception of transportation reimbursement and Needs-Related Payments, all supportive service assistance payments should be issued directly to the vendor on behalf of the participant (i.e. childcare provider, automotive repair shop, gas or electric utility company, etc.). As an alternative, the service provider may instead pay the cost on behalf of the participant and be reimbursed through the monthly billing process. All appropriate documentation should be available as part of reconciliation and appropriate documentation included in the participant's hard file.

In emergency situations - the participant may receive reimbursement based on an itemized receipt or current bill (a copy should be maintained in the participant's hard file). The service provider must verify that the receipt or bill is for the supportive service and from the vendor agreed upon by the participant and the case manager, and that the receipt or bill is dated within the appropriate timeframe of the supportive service code. A case note must justify the emergency situation.

Supportive Service Tracking

A Supportive Services Report for each supportive service recipient will be maintained by the WIOA service provider and made available upon request. The WIOA Program Manager will verify that the maximum amount of funded supportive services is not exceeded.

SECTION 3 - DETERMINING SUPPORTIVE SERVICES FOR PARTICIPANTS

Eligibility for Supportive Services - Who May Receive

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

- The service provider's grant has supportive service funding available to accommodate the request.
- Total supportive service expenditures (including vouchers issued to vendors, but the resulting invoice has not yet been paid) has not exceed \$3,000 during the current program year for the participant.
- A supportive service need was identified for the participant to complete a qualifying WIOA activity. The need for supportive services is documented in the assessment, IEP, and case notes.
- The participant is currently active. Supportive services cannot be paid for activities occurring prior to WIOA enrollment and cannot occur after exit (TEGL 19-16).

- Documentation or evidence shows that all other reasonable means for obtaining or receiving non-WIOA assistance/support have been explored or exhausted.
 - For childcare assistance – applicant must have proof of ABC Voucher eligibility determination
 - For transportation – applicant must have proof of valid driver’s license only in the case of those requesting gas reimbursement
 - For car repairs – applicant must provide two quotes from licensed repair facilities and proof of ownership (i.e., name listed as a driver on insurance, registration, car title, etc.)
- *Childcare/Dependent Care, One-Time Emergency Assistance, and Needs-Related Payment recipients must be Low Income* - Those who are determined low-income, as described in “WIOA Family Income Guidelines For South Carolina,” as outlined in the current Instruction Letter: Updated Family Income Guidelines.

Documentation: Initial determination for Childcare/Dependent Care, One-Time Emergency Assistance, and Needs-Related Payments will be based on low-income status as notated on the Eligibility Determination application for WIOA assistance.

If a participant is not low-income at the time of application, a participant may re-apply for supportive services at any time. WIOA staff should use the same procedures as that of Eligibility Determination to determine low-income. Documentation should be dated and kept in the participant’s hard file.

SECTION 4 - ALLOWABLE SUPPORTIVE SERVICES FOR WIOA PARTICIPANTS

For both adult and dislocated worker services

A. TRANSPORTATION ASSISTANCE

To receive transportation assistance, the participant is not required to be low income.

- **Direct Transportation**

If a participant is unable to attend a WIOA activity or training because they lack a driver’s license and/or access to a car, the case manager may provide or procure transportation. Transportation will be provided temporarily while participants make a transition plan to provide their own transportation.

Bus, ride share, car service, taxi, and other fare fees are allowable costs.

Case managers should consider cost when procuring transportation. Public transportation should be utilized when available. Arrangements may be made with other agencies that transport participants or with for-profit businesses. The service provider should have an agreement with the transportation provider specifying the cost and billing arrangements.

The service provider may choose to pay private individuals selected by participants to provide transportation. Prior to using a private individual to provide transportation, the service provider must verify the individual providing transportation has a valid driver’s license and car insurance. In this instance, the service provider will follow the Transportation Reimbursement procedure outlined in this

policy. Mileage should be calculated based on the driver's home address to the participant's address to the location of the activity.

- Transportation Reimbursement

Participants not receiving Direct Transportation supportive services may receive transportation assistance to help defray the out-of-pocket expenses associated with WIOA activities or training.

Reimbursement is available to those participants (1) attending full-time training (or other qualifying WIOA activities), (2) not receiving other transportation funds from partner programs, AND (3) traveling from night-time residence to a training provider at the following mileage and rates:

- 0 to 24 miles one way - \$10 per day
- 25 to 50 miles one way - \$15 per day
- 51+ miles one way - \$20 per day

Transportation will only be reimbursed for days that the participant attended training. The WIOA participant must submit time and attendance sheets to their assigned case manager by the required deadlines in order to be reimbursed. Each time and attendance sheet must be signed by an authorized training instructor at their approved training provider.

For trainings that require the participant to stay multiple nights near the training provider, mileage will be calculated from the closest hotel with a reservation available or from the local residence at which they are staying.

B. TRAINING RELATED ASSISTANCE

To receive training-related assistance, the participant is not required to be low income.

- Driver's Training

Pays for driver's training. This does not include CDLs.

- Lodging

For participants attending on-site training more than 75 miles away from the participant's night-time residence, the participant may receive up to \$94 per night for a hotel. In order to receive this, the participant must be scheduled to attend training for three or more days per week. The lodging facility must be approved in advance by WorkLink staff. Payments may be made in advance only to the lodging facility.

Classroom Training

- Training-Related Costs

Service providers may approve expenses for training related items not already covered under an Individual Training Account, such as books, fees, school supplies, uniforms, and other necessary items.

- Fees, Permits, Certifications or Licenses

Service providers may pay for fees related to obtain certifications, such as real estate license, driver's license, GED fees, etc.

- Miscellaneous

Service providers may pay for training-related applications, tests, and certifications not otherwise described above, but required for participation in training.

Employer Required or Work-Based Learning

- Work Clothing or Uniforms

The maximum amount for work clothing is \$250.

Supportive Service funding can be provided for work clothing or uniforms required, but not paid by an employer or training program. Clothing and uniforms include steel-toed shoes, hard hats, protective eyewear, smocks, etc.

- Work-Related Tools

The maximum amount for work-related tools should not exceed \$500.

Service providers may pay for work-related tools required by an employer. The employer must provide a letter or policy detailing the work-related tools to be provided by the participant. Case managers may purchase the minimum required tools as long as they are necessary for continued participation or a condition of employment. The WIOA manager must insure that procurement procedures are followed.

- Miscellaneous

Service providers may pay for employment and work-based learning related fees, permits, applications, tests, licenses, and certifications not otherwise described above, but required for participation in training.

C. CHILDCARE OR DEPENDENT CARE

To receive childcare or dependent care related assistance, the participant is required to be low income.

Participants who have out-of-pocket expenses associated with childcare or dependent care while attending activities or training may receive assistance to defray the cost.

Due to the limited amount of funds available, it is important that case managers insure that WIOA participants seeking childcare or dependent care assistance exhaust all available community resources available to them. If there is adequate proof that the case manager and the participant have exhausted those community resources, then child care assistance may be provided.

Documentation Required

For childcare or dependent care supportive service assistance, vendor agreements, invoices, and time and attendance sheets are required documentation that must be kept in the participant's hard file.

Childcare or dependent care will only be paid to the child care or dependent care provider. Documentation and/or invoices must be collected by the service provider. The documentation or invoice must be itemized, showing the following information:

- The child or children in daycare;
- The name of the parent(s) or legal guardian(s);
- Times and dates covered; and
- Total charges.

No late fees will be paid with WIOA funding.

Childcare or dependent care assistance will only be reimbursed for days that the participant attended training. The WIOA participant must also submit time and attendance sheets to their assigned case manager by the required deadlines to ensure timely payment to their child or dependent care provider. Each time and attendance sheet must be signed by an authorized training instructor at their approved training provider.

Age Limitations

- Child care assistance for those under age 13 when the care is provided. The program manager may permit child care payments thru age 14 if expressly requested by the participant.
- Dependent care is not limited by age.

Reimbursement Amounts

Reimbursement is available to those participants attending approved activities at the following rates:

- Childcare

During the school year:

- \$25 per day for each pre-school aged child
- \$10 per day for each school-aged child 12 years old and younger

During the summer:

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

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

- Dependent Care

- \$10 per day for each dependent adult

D. EMERGENCY ASSISTANCE

To receive emergency assistance, the participant is required to be low income.

- One-time Emergency Costs

- Minor Car Repair - Minor Car Repair should not exceed \$500.00.
- Utilities - Pays for electric, water or gas bill. Excludes telephone, cell phone, and internet bills.
- Housing - Pays for housing cost, such as rent. Mortgage payments may not be paid with WIOA funding.

One-time emergency costs exceeding \$1,000 must be approved by the Administrative Entity.

E. MEDICAL OR RELATED ASSISTANCE

To receive medical or related assistance, the participant is not required to be low income.

- Reasonable accommodations for those with disabilities – Pays for a reasonable accommodation that a participant needs in order to participate in training. The accommodation should not exceed \$1,000.
- Medical Assistance – Limited funding is available to provide medical services required for an individual to participate in individualized career services and/or training. Payments for medical assistance should be made to the provider, not the participant. The maximum amount that can be paid per participant is \$500 during participation in the program.

Allowable Medical Assistance

- Pre-employment/training physicals required by a training program
- Immunizations
- Pre-employment drug tests
- Dental extractions and dentures
- Eyeglasses but not contact lenses or any type of eye surgery
- Hearing devices

F. OTHER ASSISTANCE

To receive other assistance, the participant is not required to be low income.

- Background Checks – Pays for background checks, such as motor vehicle records check, criminal records (SLED), etc. when required for training.
- Translation Services – Pays for translation services on behalf of an English language learner.

G. LEGAL AID SERVICES ASSISTANCE

To receive legal aid services assistance, the participant is not required to be low income.

- Expungements - Assistance for an expungement may be offered in situations where a single offense is prohibiting a participant from obtaining employment and the participant is unable to pay for expungement themselves. In determining whether or not to provide expungement assistance, the case manager should consider whether or not the participant will be employable upon the conclusion of the expungement process and any career and training services they may be participating in. The following conditions must exist:
 1. The participant must first complete the expungement application and submit the expungement application to the solicitor's office. The participant must then provide to the case manager confirmation from the solicitor's office that the offense is eligible for expungement.
 2. Assistance is limited to a one-time payment made to the solicitor's office.

3. Assistance is capped at \$500. If total cost of the expungement is more than \$500, participant would need to pay any difference to the solicitor's office and provide confirmation of this payment.
- Driver's License Reinstatement Fees – Pays for fees associated with reinstatement of a driver's license.

H. COVID-19 Supportive Services

To receive COVID-19 supportive services, the WIOA participant must be low-income.

During State of Emergency declarations by the Governor of South Carolina due to the COVID-19 pandemic, the following described supportive services can be made available to WIOA participants.

1. Personal computers or laptops (with printer optional) may be purchased for WIOA participants meeting the following requirements:
 - Either is currently participating in training or has a start date for training in a course of study that is offered online or traditionally offered in-person, but has been adapted for online learning;
 - Is considered low-income;
 - Does not have access to a working computer or laptop in their residence; and
 - Does not have access to a working computer or laptop in an alternate location that complies with executive orders and maintains social distancing requirements as mandated by the Governor of South Carolina.

Purchasing Requirements - Personal computers or laptops should meet minimum requirements of the Training Provider, and if available, purchased through the Training Provider. A minimum of three informal quotes (printouts from websites) should be considered prior to purchase. The Service Provider is required to maintain those quotes in the participant's file and clearly label which computer was purchased. If the participant cannot purchase the needed equipment and submit documentation for reimbursement, Eckerd should attempt to establish a vendor agreement with local companies that will accept vouchers. If this option fails, Eckerd may purchase the equipment on behalf of the participant, and request reimbursement via the monthly invoices submitted to WorkLink.

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

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

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

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

Reimbursement Requirements – The case manager may reimburse the **total** cost of the internet bill as long as signed attendance sheets indicate that the WIOA participant attended online classes during the timeframe covered by the internet bill. The case manager must validate that the WIOA participant resides at the address listed on the internet bill (may be through state issued id, self-attestation, family member included in family size, etc.). Only standard internet costs will be reimbursed, anything above standard internet costs, such as cable and phone packages or higher download/upload speed packages will be the WIOA participant’s responsibility. Any bills received for timeframes where the participant did not attend classroom training (either class had not yet begun, class ended, or they failed to attend) will not be reimbursed. Timely set-up and cancellation of internet service is the WIOA participant’s responsibility. **No late fees will be paid.**

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

All vouchers issued for exceptions listed in this section on behalf of participants must fall within the State of Emergency declaration dates.

SECTION 5 - ALLOWABLE NEEDS-RELATED PAYMENTS (NRP) FOR WIOA PARTICIPANTS

For both adult and dislocated worker services – can be received in conjunction with other supportive service payments and is subject to the \$3,000 supportive service cap per year.

To receive Needs Related Payments, the participant is required to be low income.

Needs-related payments are designed to provide a participant with financial assistance for the purpose of enabling them to participate in training services. Many individuals in need of training services may not have the resources available to participate in the training; therefore, needs-related payments can help individuals meet their non-training expenses and help them to complete training successfully (Reference TEGL 19-16).

Eligibility for Needs Related Payments (NRP)

NRP are available for adults and dislocated workers who meet the following criteria:

- A. Specific eligibility requirements for adults
 1. Must be unemployed; and

2. Does not qualify for, or has ceased to qualify for, unemployment compensation; and
3. Must be enrolled in a program of training services under WIOA.

B. Specific eligibility requirements for dislocated workers

1. Must be unemployed; and
2. Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
3. Be enrolled in a program of training services under WIOA Section 134 (c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed six months.

C. Specific eligibility requirements for dislocated workers not eligible above.

1. Must be unemployed; and
2. Did not qualify for unemployment compensation or trade readjustment allowance under TAA; and
3. Be enrolled in a program of training services under WIOA Section 134(c)(3).

Administering Needs-Related Payments

The level of a needs-related payment made to an adult or dislocated worker must not exceed the greater of:

- (1) The applicable weekly level of unemployment compensation benefits for participants who were eligible for unemployment compensation benefits; or
- (2) If such worker did not qualify for unemployment compensation, an amount equal to the poverty line for an equivalent period, the amount should be adjusted to reflect changes in total family income. (Reference the most current "Updated Federal Income Guidelines" Instruction Letter issued by WorkLink, attachment titled "Poverty Level Guidelines for South Carolina" used to determine NRP.)

Eligible Participants may be issued Needs Related Payments as follows:

- Adults (Category A) and Dislocated Workers (Category C) - Needs-related payments will be limited to \$5 per hour in training, not to exceed \$150 per week.
- Dislocated Workers (Category B) – Needs related payments will be the same as their most recent exhausted UI or TAA/TRA payment not to exceed \$150 per week.

NRPs are included in the overall Supportive Service cap of \$3,000 per program year.

Documentation Requirements: Case managers should ensure that the participant's most recent UI determination showing lack of eligibility, or the most recent UI or TAA/TRA benefit amount (that is currently exhausted) is included in the participant's file.

Only those enrolled in a program of training services under WIOA Section 134(c)(3) are eligible for Needs Related Payments; therefore, time and attendance sheets are to be used to ensure adequate participation in training services and are to be kept in the participant's hard file. In order to receive this payment, WIOA participants

are required to abide by the Training Provider's attendance policy and turn in time and attendance sheets by the case manager's deadlines.

May needs-related payments be paid while a participant is waiting to start training classes?

Yes, NRP may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. Documentation from the Training Provider confirming the participant's start date in the approved training must be included in the participant's hard file.

SECTION 6 - REQUESTS FOR EXCEPTIONS

When requesting an exception to any part of this policy, the service provider's program manager, or designated appointee, should fill out the Request for Exception form (Attachment A) and submit it to the Adult/DW grant point of contact for approval.

SECTION 7 - SUPPORTIVE SERVICES NOT ALLOWABLE FOR WIOA PARTICIPANTS

- Fines and penalties such as traffic violations, late finance charges, and interest payments;
- Entertainment including tips;
- Contributions or donations;
- Vehicle payments;
- Refundable deposits;
- Alcohol or tobacco products;
- Pet products;
- Supplies for plants;
- Membership fees (e.g., fitness or social club memberships, annual fees on personal credit cards);
- Out-of-state job search and relocation expenses that are paid for by the prospective employer or by the employer who has laid-off the individual;
- Child support;
- Legal consultation fees;
- Payments for food or food items; and
- Personal debt or obligation that occurred before WIOA registration.

ACTION: WorkLink Workforce Development Board Service Providers must abide by the policy as stated. All staff must be familiar with the policy. All other forms of supportive service requests not listed must be made in writing to the Administrative Entity using the Request For Exception Form (Attachment A).

Please copy and distribute this information appropriately within your agency.

INQUIRIES: Direct all inquiries on this Instruction Letter to Jennifer Kelly, WorkLink Workforce Development Board, 1376 Tiger Blvd., Suite 102, Clemson, SC 29631, telephone 864.646.5898, fax 864.646.2814, or e-mail jkelly@worklinkweb.com.



Trent Acker, Executive Director
WorkLink Workforce Development Board

DISTRIBUTION: All WIOA staff

SUPPLEMENT: SUPPORTIVE SERVICE POLICY

ATTACHMENT A: REQUEST FOR EXCEPTION FORM

Attachment A

Supportive Service Policy - Request for Exception Form

WIOA Participant Username: _____ State ID: _____ Date: _____

Supportive Service Needs: Check all that are being requested.

If not included in the Supportive Service Policy, please check other and describe the services needed in the space provided below.

	Supportive Service	Amount Requested		Supportive Service	Amount Requested
<input type="checkbox"/>	Direct Transportation		<input type="checkbox"/>	Childcare or Dependent Care	
<input type="checkbox"/>	Transportation Reimbursement		<input type="checkbox"/>	One-time Emergency Costs	
<input type="checkbox"/>	Lodging		<input type="checkbox"/>	Medical Assistance	
<input type="checkbox"/>	Driver's Training		<input type="checkbox"/>	Reasonable Accommodation	
<input type="checkbox"/>	Classroom Training Related		<input type="checkbox"/>	Other Assistance	
<input type="checkbox"/>	Employer Required or WBL Related		<input type="checkbox"/>	Legal Aid Services	
<input type="checkbox"/>	Work Clothing or Uniforms		<input type="checkbox"/>	Expungements	
<input type="checkbox"/>	Work-Related Tools		<input type="checkbox"/>	Needs Related Payments	
<input type="checkbox"/>	Other		<input type="checkbox"/>	Other	

If Other, describe requested supportive service need:

Attach supporting documentation (quotes, invoices, etc.) or show your calculation here:

Total Amount Requested: _____

Based on the type of Supportive Service requested for the participant:

Yes No Will the request exceed the Supportive Service type's expenditure limit?
(i.e. Expungement limit is \$500, participant needs \$650)

Enter current Program Year supportive service type expenditures = _____

Based on the Board's \$3,000 cap for all supportive services for the participant:

Yes No Will the request exceed the Supportive Service Cap of \$3,000 for the current Program Year?

Enter total current Program Year supportive service expenditures = _____

Other Supportive Service Resources Exhausted

Yes No Have all other sources for the requested types of supportive services been exhausted to the best of the Case Manager and participant's knowledge?
Appropriate referrals or explanations should be entered in SCWOS via the partner referral screens and/or in case notes.

Justification for Supportive Service Need

Yes No Is the participant scheduled to attend a career or training service associated with the supportive service?

Describe the associated activity or activities including dates.

Yes No Is this a request to make an exception to the low-income requirement for applicable supportive services?

Explain how this exception will support the participant in completing IEP goals and activities listed above.

WorkLink Staff	Date:	<input type="checkbox"/>	Approved	<input type="checkbox"/>	Denied
Reason(s) if not approved:					

WL Supportive Service Policy 21-06 - Supplement		CAP	\$	3,000
	Per Diem	Max	Low Income	
TRANSPORTATION ASSISTANCE			No	
Direct Transportation				
Bus tickets, ride share, car service, taxi, other fares	\$ -	\$ -		
Transporation Reimbursement (one way)	\$ -	\$ -		
0 to 24 miles per day	\$ 10.00	\$ -		
25 to 50 miles	\$ 15.00	\$ -		
51+ miles	\$ 20.00	\$ -		
TRAINING RELATED ASSISTANCE			No	
Driver's Training	\$ -	\$ -		
Lodging (training provider is more than 75 miles away)	\$ 94.00	\$ -		
Classroom Training (costs not included in ITA)				
Fees, Permits, Certifications, Licenses	\$ -	\$ -		
Miscellaneous	\$ -	\$ -		
Employer Required or Work-Based Learning				
Work Clothing or Uniforms	\$ -	\$ 250		
Work-Related Tools	\$ -	\$ 500		
Fees, Permits, Certifications, Licenses	\$ -	\$ -		
Miscellaneous	\$ -	\$ -		
CHILD AND DEPENDENT CARE ASSISTANCE			Yes	
Rates for Summer				
Per each child 12 and under	\$ 25.00	\$ -		
Rates for School Year				
Per each pre-school aged child	\$ 25.00	\$ -		
Per each school aged child 12 and under	\$ 10.00	\$ -		
Dependent Care - per dependent	\$ 10.00	\$ -		

EMERGENCY OR SPECIALIZED ASSISTANCE				Yes
One-time Emergency Costs			\$ 1,000	
Minor Car Repair	\$ -	\$ 500		
Utilities (<i>electric, gas, water bills only</i>)	\$ -	\$ -		
Housing (<i>no mortgage payments</i>)	\$ -	\$ -		
MEDICAL OR RELATED ASSISTANCE				No
Medical Assistance	\$ -	\$ 500		
Pre-employment/training physicals	\$ -	\$ -		
Immunizations	\$ -	\$ -		
Pre-employment drug tests	\$ -	\$ -		
Dental extractions and dentures	\$ -	\$ -		
Eyeglasses (<i>no contact lenses, no eye surgery</i>)	\$ -	\$ -		
Hearing devices	\$ -	\$ -		
Reasonable Accomodations	\$ -	\$ 1,000		
OTHER ASSISTANCE				No
Background Checks	\$ -	\$ -		
Interpreter Services	\$ -	\$ -		
LEGAL AID SERVICES ASSISTANCE		-		No
Expungements	\$ -	\$ 500		
Driver's License Reinstatement Fees	\$ -	\$ -		
NEEDS RELATED PAYMENTS	Per Week			Yes
Adults (Category A) - \$5 per credit hour	\$ 150.00	\$ -		
Dislocated Worker (Category B) - UI/TRA payment amt	\$ 150.00	\$ -		
Dislocated Worker (Category C) - \$5 per credit hour	\$ 150.00	\$ -		

WorkLink

EMPLOYMENT AND TRAINING INSTRUCTION LETTER NO.: 15-007

SUBJECT: Work Based Learning Policy for Adults and Dislocated Workers

ISSUANCE

DATE: November 11, 2015

EFFECTIVE

DATE: November 11, 2015

EXPIRATION

DATE: Indefinite

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

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

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

Registered Apprenticeship (RA)

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

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

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

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

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

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

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

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

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

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

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

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

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

On-the-Job Training

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

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

WorkLink will reimburse according to the following:

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

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

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

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

Incumbent Worker Training

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

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

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

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

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

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

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

Transitional Jobs

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

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

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

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

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

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

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

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



Trent Acker, Executive Director
WorkLink Workforce Development Board

DISTRIBUTION: All WIOA Staff

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

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

ISSUANCE

DATE: November 1, 2018

EFFECTIVE

DATE: November 1, 2018

EXPIRATION

DATE: Indefinite

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

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

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

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



Mr. Trent Acker, Executive Director
WorkLink Workforce Development Board

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

WIOA Incumbent Worker Training Program Guidelines

PROGRAM DESCRIPTION

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

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

BUSINESS ELIGIBILITY

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

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

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

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

INCUMBENT WORKER DEFINED

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

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

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

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

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

TRAINING SERVICES

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

REIMBURSABLE TRAINING EXPENSES

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

NON-REIMBURSABLE COSTS

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

APPLICATION, EVALUATION AND AWARD:

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

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

BUSINESS/ TRAINING CONSORTIUM MATCH

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

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

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

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

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

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

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

Total Training Consortium Share = \$25,000

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

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

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

BUSINESS REPORTING REQUIREMENTS

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

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

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

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

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

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

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

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

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

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

LWDA REPORTING

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

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

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

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

FAILURE TO TIMELY COMPLY WITH REQUIREMENTS:

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

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

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

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

RAPID RESPONSE FUNDED LAYOFF AVERSION IWT

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

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

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

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

Employer Assessment

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

Worker Group Assessment

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

STATE INSTRUCTION LETTER – 17-03

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

RATING FORM

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

Applicant: _____

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

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

WorkLink

WIOA INSTRUCTION LETTER NO.: PY' 21-08

SUBJECT: WIOA Participant Lifetime Training Account (ITA) Cap (Replaces WorkLink Instruction Letter 10-07)

ISSUANCE

DATE: 2/2/2022

EFFECTIVE

DATE: Immediately

EXPIRATION

DATE: Indefinite

PURPOSE: This guidance provides additional detail on implementation of the Workforce Innovation and Opportunity Act (WIOA) participant lifetime ITA cap imposed by the State Workforce Development Board (SWDB).

BACKGROUND: In response to the South Carolina Legislative Audit Council review of the WIOA program, the SWDB established a lifetime maximum training cap to ensure consistent and effective use of WIOA training dollars throughout the state. The State's lifetime ITA cap for classroom training is set at a maximum of \$14,000 per WIOA participant.

POLICY: The ITA cap for the WorkLink region is limited to no more than \$5,000 per program year and no more than \$10,000 per a participant's lifetime.

Additional Policy Considerations

- Supportive services are not included in ITA caps.
- Any portion of the total training costs paid with non-WIOA funds (i.e. PELL, Lottery, TAA, etc.) will not count towards the WorkLink area training cap.
- *Occupational training with GED and/or basic skills training* is included in the lifetime ITA cap. Therefore, using the most expeditious and cost-efficient means of acquiring these prerequisites is imperative.
- Allowing participants to attend training on a part-time basis increases the cost of training and the time it takes to complete training. Therefore, full-time training should be the norm.

Requesting Exceptions to the ITA Cap

The Board has approved up to ten (10) ITA training cap exceptions per year to be approved at the discretion of the WorkLink Executive Director.

The service provider may request an exception to the ITA cap on behalf of the participant. The service provider must submit the request with accompanying cost details and justification to the appropriate

program manager. An email approving the request will be sent to the Service Provider and should be placed in the participant's hard file for monitoring purposes.

Tracking Participant Related Costs

The WorkLink local area ITA cap effects all participants receiving training under an ITA from May 1, 2011 to present. The Service Provider has been and will continue to be required to track participant costs to comply with this policy.

Beginning on July 9, 2021 and in compliance with State Instruction Letter 21-01, each local area and their Service Providers are required to track all participant related costs utilizing the SC Works Online Services (SCWOS) Advanced Individual Fund Tracking (AIFT) module. Prior to this, SCWOS was encouraged, but not required to track participant costs.

This mandate does not prohibit the Service Provider from using a separate participant cost tracking system in conjunction with AIFT; however, **participant records must be accurately and timely reported in SCWOS to ensure that the ITA cap policy has been followed.**

ACTION: Please copy and distribute this information appropriately within your agency.

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 864.646.5898, fax, 864.646.2814, or e-mail jkelly@worklinkweb.com.



Trent Acker, Executive Director
WorkLink Workforce Development Board

DISTRIBUTION: All WIOA staff

Board Action:

February 2, 2022 – Approved an additional 5 exceptions to the Training Cap policy for PY2021.



Self-Sufficiency Definition

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

Training Cap

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

Locally Defined Youth Barriers

WorkLink Youth Local Barrier is defined as:

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

Deficient in Basic Literacy Skills is defined as:

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