

**WORKFORCE DEVELOPMENT BOARD
YOUTH COMMITTEE MEETING
AGENDA**

Tuesday, August 1, 2023

"Zoom Meeting"

10:00 A.M. – 11:00 A. M.

Location: SC Works Center Clemson

- | | |
|---|---------------------|
| I. Welcome | Susan Gibson, Chair |
| II. Review of Minutes (03/07/2023) * | Susan Gibson, Chair |
| III. PY 22 Final PYC Report/Dashboard (06/30/2023) | Karen Craven |
| IV. <u>New Business:</u> | |
| PY 22 (Final) New Enrollment Report | Susan Gibson, Chair |
| PY 21 & 22 Grant Expenditures (Final) – thru 06//30/23 (3) | Karen Craven |
| PY 22 3rd Qtr. WL Youth Performance | Sharon Crite |
| PY 23 Letter of Intent (until August 2023) - Information | Sharon Crite |
| PY23 Revised Youth Formula & PY22 EBY (Mod #.2) * | Renee Alexander |
| PY 22 WorkLink Youth Local Monitoring Report -Information | Susan Gibson, Chair |
| V. <u>Other Business:</u> | Susan Gibson, Chair |
| 2023 YC Meeting Dates: Oct. 3, 2023 | |
| VI. <u>Adjourn</u> | Susan Gibson, Chair |

*Vote Needed

Next Youth Committee Meeting, October 3, 2023
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WORKFORCE DEVELOPMENT BOARD
Youth Committee Meeting Summary
March 7, 2023 @ 10:00am
Webinar/Conference Call

Members Present

Susan Gibson, Chair Elaine Bailey Crystal Noble Kristi King-Brock
Melissa Rosier

Members Absent:

Amy Bradshaw Melanie McLane Jeromy Arnett Robert Halfacre
Sheila Ford

Staff Present:

Sharon Crite Trent Acker Jennifer Kelly

Guests Present:

Karen Craven Tyler James

I. Welcome and Introductions

Chair Gibson called the meeting to order at 10:04 am welcoming everyone in attendance and announced the meeting was being recorded for processing of minutes.

II. Approval of 1-24-23 Meeting Minutes

The minutes from the 1/24/23 meeting were emailed with the meeting notice and included in the meeting packet. Chair Gibson called for corrections/amendments to the minutes.

ACTION TAKEN: Melissa Rosier made a motion to approve the January 24, 2023 meeting minutes as presented, seconded by Elaine Bailey. The motion carried unanimously.

III. Palmetto Youth Connections Report

Ms. Karen Craven, Program Manager, reviewed the Palmetto Youth Connections WorkLink Dashboard and the Monthly Update Report. Karen Craven provided reports which show numbers through February 28, 2023 for Youth Services and began with the PY2022 Update Report, then on to the Dashboard:

- 36 carryovers from PY21 and 67 new participants have been enrolled for a total of 103 participants.
- 13 participants in Work Experience (WEX).
- 107 are in follow-up services.
- As of 2nd Quarter, PYC was meeting or exceeding all performance measures.
- 64 Anderson County participants, 57 Oconee County participants, and 69 Pickens County participants enrolled.
- Of those enrolled, 46% were male, 54% were female.
- 79% were younger youth, 21% were older youth, ages 18 and up.
- 100% were High School dropouts; 96% were Basic Skills Deficient; 58% were unemployed.
- 74 Measurable Skills Gains; 32 GED/HS earned; 182 positive Placements in employment, military or post-secondary.
- 42 Resumes and 252 Career Smart classes have been provided.

IV. New Business:

a. PYC New Enrollment Report

Chair Gibson stated that as of February 2023, there were 36 PY21 carryovers, 67 new enrollments, and 103 total enrollments, out of a Board goal of 120 enrollments.

b. PY22 Grant Expenditures

Ms. Karen Craven reviewed PY22 Youth program grant expenditures through January 2023. Formula budget 1058 was 58.8% expended and line item 6507 (Work Experience) was 100% expended. Budget 1371 (Resiliency Grant) was 99.4% expended, with approximately \$144 remaining. The EBS Grant budget 1409 was 5.6% expended and line item 6507 (Work Experience) was 0% expended, but as of last week (3/1/2023) approximately 50% has been expended.

c. PY21 2nd Quarter WL Youth Performance

Mr. Trent Acker welcomed Tyler James as a guest to the meeting. Mr. James will be joining the WorkLink Board in the near future. Mr. Acker reviewed the Rolling 4 2nd Quarter Youth performance with committee members on page 11. WorkLink is meeting all performance measures in all programs.

d. Youth Budget Mods (Resiliency Modification 1)

Mr. Trent Acker referred to pages 12-13 and reviewed the Resiliency Modification summary. Four hundred forty-four dollars will be moved from operating expense items will to participant activities costs to maximize the budget.

e. Eckerd (PYC) Contract Extension for Year #2 (PY23)

ACTION TAKEN: Kristi King-Brock made a motion to enter into Executive Session, seconded by Crystal Noble. The motion carried unanimously.

ACTION TAKEN: Melissa Rosier made a motion to exit Executive Session, seconded by Elaine Bailey. The motion carried unanimously.

Chair Gibson called for a motion on the extension of a contract to Eckerd (PYC) for Year #2.

ACTION TAKEN: Elaine Bailey made a motion to extend Eckerd's (PYC) Youth contract for one year, beginning July 1, 2023, seconded by Crystal Noble. The motion carried unanimously.

V. Other Business


The next Youth Committee meeting will be held on May 2, 2023 at 10 a.m.

VI. Adjourn

Chair Gibson thanked everyone for attending and adjourned the meeting at 10:36 a.m.

Respectfully submitted by: Meredith Durham

PY'22 UPDATE REPORT

Service Provider Information			
Date:		8-1-23	
Service Provider:		 Palmetto Youth Connections	
Prepared By:		Karen Craven	
Program Description:		Out of School Youth (17-24)	
Number of Participants to be Served:		120 (carryover and new enrollment)	
PY'22 Performance			
Carryover: (Example: 94)		36	
New Enrollments:		July 2022: 1 August 2022: 10 September 2022: 14 October 2022: 15 November 2022: 7 December 2022: 1 January 2023: 13 February 2023: 6 March 2023:14 April 2023: 7 May 2023: 0 June 2023: 0 Total Enrolled: 88	
Dates Covered for New Enrollments:		July 1, 2022– June 30, 2023	
Total Active Enrollment PY22:		124	
Total in WEX PY 22:		13	
Current Total in Follow up:		60	
Total Entered Employment/Education/Military (Goal Q2: 83.5%; Goal Q4: 82%)		2 nd Q Performance: Q2: 90.4% Q4: 91.7%	
Credential Rate (Goal 76.9%) Median Earnings (Goal \$2900)		2 nd Q Performance: 70.8% 2 nd Q Performance: \$4464	
In Program Measurable Skills Gain (Goal: 60.6%)		2 nd Q Performance: 64.2%	
Total number enrolled per county (active and follow-up)	ANDERSON 47	OCONEE 33	PICKENS 43

Data Through:
6/30/2023

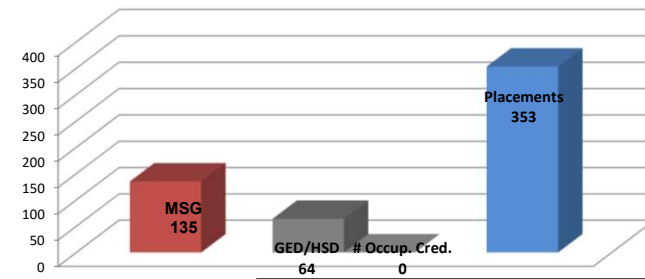
Demographics at Registration

	Anderson	Oconee	Pickens	Total	
Male	14	11	16	41	47%
Female	14	17	16	47	53%
Younger Youth (18 & Under)	28	28	32	88	77%
Older Youth (Over 18)	20	23	25	68	23%
Basic Skills Deficient	8	5	7	20	97%
Unemployed	28	25	32	85	60%
	16	17	20	53	

Caseload Breakdown

	Anderson	Oconee	Pickens	Total
Baker	0	33	0	33
Active	0	17	0	17
Follow-Up	0	16	0	16
Cobb	0	0	43	43
Active	0	0	18	18
Follow-Up	0	0	25	25
Wengard	47	0	0	47
Active	28	0	0	28
Follow-Up	19	0	0	19
Active	28	17	18	63
Follow-Up	19	16	25	60
Total	47	33	43	123

YTD Outcomes



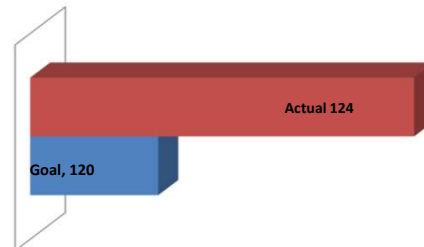
64 GED/HSD/25 EFL/46 SkillProgress/TrainingMS 58 GED/6 HSD 0 346 Employment/7Post Secondary

WIOA Reported WorkLink Youth Performance

WIOA 3rd Q (Rolling 4 Q) Performance			
			Pass
			Fail
Overall Program Score			114.40%
	Goal	% of Goal	Actual
EMP/EDU/TRAINING Q2:	83.50%	108.30%	90.40%
EMP/EDU/Training Q4:	82.00%	111.80%	91.70%
Credential Rate:	76.90%	92.10%	70.80%
Med Earnings	\$2,900	153.90%	\$4,464
MSG	60.60%	105.90%	64.20%

PY22 Enrollments

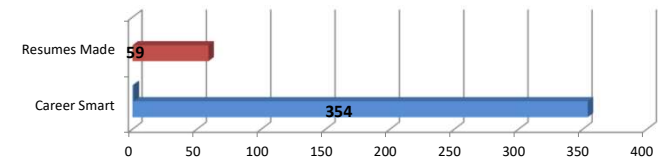
	Goal	Actual
Carryover	40	36
1st Quarter (Jul-Aug-Sep)	20	25
2nd Quarter (Oct-Nov-Dec)	20	23
3rd Quarter (Jan-Feb-Mar)	20	33
4th Quarter (Apr-May-Jun)	20	7
Total	120	124



Work Ready Certificate
PY 22

Platinum	0
Gold	0
Silver	0
Bronze	0
Total	0

WorkReady Services



Youth Service Provider
Enrollment Status
July 1, 2022 - June 30, 2023

ENROLLMENT REPORT PY 22		PYC				
*Special notes:	FINAL REPORT					
Board Goal	120	Mod 1				
PY'22 Month	NEW WIOA Enrollments	Total Enrollments	Monthly Planned Enrollment	YTD % of Monthly Plan	YTD % of Total Planned	YTD % of Board Goal
Active Carryover10/18/22		36				
July	1	37	0	#DIV/0!	1%	31%
August	10	47	9	111%	13%	39%
September*	14	61	10	140%	30%	51%
October	15	76	10	150%	48%	63%
November	7	83	10	70%	56%	69%
December	1	84	0	#DIV/0!	57%	70%
January	13	97	10	130%	73%	81%
February	6	103	10	60%	80%	86%
March	14	117	10	140%	96%	98%
April	7	124	10	70%	105%	103%
May	0	124	5	0%	105%	103%
June	0	124	0	#DIV/0!	105%	103%
Totals	88	124	84			
Notes:						
Board Goal = 120						
<u>36</u> Carry over + <u>88</u> New Total Enrollments as of 06/30/23 = <u>124</u> . *PYC achieved above the Board Goal of 120. Slots Remaining = 00						



ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

Youth Resiliency

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


Contract Number: 21LRY495E1
Invoice Number: 1371-14
Invoice Month: **March 2023 -Final**
Period Covered: December 1, 2021 - May 31, 2023
Total Amount Due: \$ **400**

Eckerd Goal:

MARCH
100.0%

100.0%

Line Item	Budget MOD #1	1371-14	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total	\$ 59,887		59,886.96	\$ -	100.0%
Fringe Benefit Total 51xx	\$ 6,667		6,667.16	\$ -	100.0%
TOTAL STAFF COSTS	\$ 66,554		66,554.12	\$ -	100.0%
Operating Costs:					
Staff Expendable Supplies & Materials 6000	\$ -		-	\$ -	0.0%
Software Licenses 6095	\$ -		-	\$ -	0.0%
Staff Computers 6085	\$ -		-	\$ -	0.0%
Program Outreach Expenses (Brochures, Flyers, etc.) 6735	\$ -		-	\$ -	0.0%
Copy & Print Expenses 6730	\$ -		-	\$ -	0.0%
Communications (Phone, Fax, Internet, etc.) 6270	\$ -		-	\$ -	0.0%
Staff Travel	\$ -		-	\$ -	0.0%
Local Mileage cost 6105	\$ -		-	\$ -	0.0%
Non-Local Per Diem/Lodging Cost 6115/6120/6125	\$ -		-	\$ -	0.0%
Staff Training 5110	\$ -		-	\$ -	0.0%
Staff Background Checks 5100	\$ -		-	\$ -	0.0%
Postage (Stamps, FedEx, etc.) 6005	\$ -		-	\$ -	0.0%
TOTAL OPERATING COSTS	\$ -		-	\$ -	#DIV/0!
Training Costs:					
WI Customer Credential Exam Fees (C.N.A., GED, TABE) 6525	\$ -		-	\$ -	0.0%
WI Customer Individualized Training Costs					
Individual Training Account/Voucher Cost 6530	\$ -		-	\$ -	0.0%
Client Verifications 6516	\$ -		-	\$ -	0.0%
Client Testing Fees 6535	\$ -		-	\$ -	0.0%
TOTAL TRAINING COSTS	\$ -		\$ -	\$ -	\$ -
Supportive Services Costs :					
WI Customer Transportation Costs 6485	\$ -		-	\$ -	0.0%
WI Customer Childcare Costs 6660	\$ -		-	\$ -	0.0%
Training Support Materials (Uniforms, Drug Screens, Backg 6545/6546	\$ -		-	\$ -	0.0%
Client Services - Attainment 6555	\$ 444	400.00	400.00	\$ 43.54	90.2%
WI Customer Emergency Assistance (Rent, Car Repair, € 6596	\$ -		-	\$ -	0.0%
TOTAL SUPPORTIVE SERVICES COSTS	\$ 444	400.00	400.00	\$ 43.54	90.2%
Training/Professional Fees/Profit:					
General Liability Insurance 6305	\$ 445		444.85	\$ -	100.0%
TOTAL FEES / PROFIT COSTS	\$ 445	-	444.85	\$ -	100.0%
INDIRECT COST: 10.00%	\$ 6,700	\$ -	6,699.90	\$ -	100.0%
Contract Total	\$ 74,142	400.00	74,098.87	\$ 43.54	99.9%

	ECKERD YOUTH ALTERNATIVES, INC.						
	100 N. Starcrest Drive, Clearwater, FL 33765						
	INVOICE						
	Youth						
Worklink Development Board	Contract Number:	22Y495E1					
1376 Tiger Blvd.	Invoice Number:	1058-12					
Clemson, SC 29631	Invoice Month:	June 2023 Final					
Attn: Jennifer Kelly	Period Covered:	July 1, 2022 - June 30, 2023					
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 24,765					
Eckerd Goal:			JUNE	JUNE FINAL			
			99.0%	100.0%			100.0%
Line Item	Budget	1058-12	1058-13	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD	
Staff Salary Total	\$ 188,227	\$ 12,945.12	\$ 0.01	\$ 188,428.12	\$ (201.53)	100.1%	
Fringe Benefit Total	51xx \$ 55,178	\$ 4,880	\$ (676)	\$ 53,261.10	\$ 1,917.09	96.5%	
TOTAL STAFF COSTS	\$ 243,405	\$ 17,825.17	\$ (675.91)	\$ 241,689.22	\$ 1,715.56	99.3%	
Operating Costs:							
Facilities	6195 \$ -	\$ 7,200	-	\$ 7,200.00	\$ (7,200.00)	0.0%	
Facilities	6185 \$ 7,200	\$ (7,200)	-	\$ -	\$ 7,200.00	0.0%	
Communications (Phone, Fax, Internet, etc)	6270 \$ 3,960	\$ 248	-	\$ 3,094.00	\$ 866.00	78.1%	
Network (internet)	6265 \$ 360	\$ -	-	\$ -	\$ 360.00	0.0%	
Postage	6005 \$ 1,500	\$ 37	-	\$ 1,026.50	\$ 473.50	68.4%	
Staff Travel	6105 \$ 3,184	\$ 139	-	\$ 2,380.30	\$ 804.13	74.7%	
Other Travel	6115/6120 \$ -	\$ -	-	\$ -	\$ -	0.0%	
Staff Background Checks	5100 \$ 680	\$ -	-	\$ 282.86	\$ 397.14	41.6%	
Staff Training	5110 \$ -	\$ -	-	\$ -	\$ -	0.0%	
Office/Desktop Supplies and Materials	6000 \$ 900	\$ -	-	\$ 686.18	\$ 213.82	76.2%	
Copying	6730 \$ 1,200	\$ 11	-	\$ 531.07	\$ 668.93	44.3%	
Software Licenses	6095 \$ 3,360	\$ 1,763	-	\$ 2,654.53	\$ 705.47	79.0%	
Participant Verifications	6516 \$ 4,130	\$ 116	-	\$ 2,209.55	\$ 1,920.45	53.5%	
Participant Outreach	6735 \$ -	\$ -	-	\$ -	\$ -	0.0%	
TOTAL OPERATING COSTS	\$ 26,474	\$ 2,314.29	\$ -	\$ 20,064.99	\$ 6,409.44	75.8%	
Training Costs:							
Work Experience Stipends	6507 \$ 24,000	\$ -	-	\$ 23,988.48	\$ 11.52	100.0%	
Tuition Cost (Adult Education)	6520 \$ 12,440	\$ 336	-	\$ 11,144.00	\$ 1,296.00	89.6%	
Participant Graduation Fees	6595 \$ 1,800	\$ 510	-	\$ 1,045.00	\$ 755.00	58.1%	
Credential Exam Fees	6525 \$ 15,500	\$ 1,496	-	\$ 12,341.50	\$ 3,158.50	79.6%	
Instructional Supplies (Books)	6546 \$ 1,000	\$ -	-	\$ 700.00	\$ 300.00	70.0%	
Individual Training Accounts	6530 \$ -	\$ -	-	\$ -	\$ -	0.0%	
TOTAL TRAINING COSTS	\$ 54,740	\$ 2,342.00	\$ -	\$ 49,218.98	\$ 5,521.02	89.9%	
Supportive Services Costs :							
Child Care	6660 \$ -	\$ -	-	\$ -	\$ -	0.0%	
Transportation	6485 \$ 28,550	\$ -	-	\$ 24,240.00	\$ 4,310.00	84.9%	
Client Incentives	6585 \$ 8,700	\$ -	-	\$ 8,700.00	\$ -	100.0%	
Client Training Support Materials	6545 \$ -	\$ -	-	\$ -	\$ -	0.0%	
Client Emergency Assistance & Expungem	6596 \$ -	\$ -	-	\$ -	\$ -	0.0%	
TOTAL SUPPORTIVE SERVICES COSTS	\$ 37,250	\$ -	\$ -	\$ 32,940.00	\$ 4,310.00	88.4%	
Training/Professional Fees/Profit:							
General Liability Insurance	6305 \$ 4,408	\$ 357	-	\$ 4,309.29	\$ 98.35	97.8%	
TOTAL FEES / PROFIT COSTS	\$ 4,408	\$ 356.95	\$ -	\$ 4,309.29	\$ 98.35	97.8%	
4.1 INDIRECT COST:	12.80%	\$ 34,418	\$ 2,689	\$ (87)	\$ 33,268.29	\$ 1,149.23	96.7%
Contract Total	\$ 400,694	\$ 25,527.23	\$ (762.42)	\$ 381,490.77	\$ 19,203.59	95.2%	



ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

Youth EBS

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

Contract Number: 22EBY495E1
Invoice Number: 1409-06
Invoice Month: **June 2023 Final**
Period Covered: January 1, 2023 - June 30, 2023
Total Amount Due: **\$ 10,611**

Eckerd Goal:

JUNE 85.71% CLOSEOUT 100.00%

100.0%

Line Item	Budget	1407-6	1407-7	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total	\$ 36,156	\$ 10,889	\$ (2,083)	\$ 34,216.19	\$ 1,939.48	94.6%
Fringe Benefit Total 51xx	\$ 4,136	\$ 2,304	\$ (1,333)	\$ 4,136	\$ (0.00)	100.0%
TOTAL STAFF COSTS	\$ 40,291	13,192.59	(3,416.47)	38,351.83	\$ 1,939.48	95.2%
Operating Costs:						
Staff Background Checks 5105	\$ 600	-	-	-	\$ 600.00	0.0%
Staff Background Checks 5100	\$ -	-	-	-	\$ -	0.0%
Staff Training 5110	\$ -	-	-	-	\$ -	0.0%
Other Travel 6115/6120	\$ 1,700	-	(218.61)	-	\$ 1,700.00	0.0%
Staff Expendable Supplies & Materials 6000	\$ 1,500	-	-	-	\$ 1,500.00	0.0%
Software Licenses 6095	\$ -	-	-	-	\$ -	0.0%
Staff Computers 6085	\$ -	-	-	-	\$ -	0.0%
Program Outreach Expenses (Brochures, Flyers, etc.) 6735	\$ -	-	-	-	\$ -	0.0%
Copy & Print Expenses 6730	\$ -	-	-	-	\$ -	0.0%
Communications (Phone, Fax, Internet, etc.) 6270	\$ -	-	-	-	\$ -	0.0%
Client Verifications 6516	\$ -	-	-	-	\$ -	0.0%
Staff Travel	\$ -	-	-	-	\$ -	0.0%
Local Mileage cost 6105	\$ -	-	-	-	\$ -	0.0%
Non-Local Per Diem/Lodging Cost 6115/6120/6125	\$ -	-	-	-	\$ -	0.0%
Staff Training 5110	\$ -	-	-	-	\$ -	0.0%
Staff Background Checks 5100	\$ -	-	-	-	\$ -	0.0%
Postage (Stamps, FedEx, etc.) 6005	\$ -	-	-	-	\$ -	0.0%
TOTAL OPERATING COSTS	\$ 3,800	\$ -	\$ (219)	\$ -	\$ 3,800.00	0.0%
Training Costs:						
Work Experience Stipends 6507	\$ 12,300	-	-	12,294.48	\$ 5.52	100.0%
WI Customer Credential Exam Fees (C.N.A., GED, TABE) 6525	\$ -	-	-	-	\$ -	0.0%
WI Customer Individualized Training Costs	\$ -	-	-	-	\$ -	0.0%
Individual Training Account/Voucher Cost 6530	\$ -	-	-	-	\$ -	0.0%
Client Testing Fees 6535	\$ -	-	-	-	\$ -	0.0%
TOTAL TRAINING COSTS	\$ 12,300	\$ -	\$ -	\$ 12,294	\$ 6	100.0%
Supportive Services Costs :						
WI Customer Transportation Costs 6485	\$ -	-	-	-	\$ -	0.0%
WI Customer Childcare Costs 6660	\$ -	-	-	-	\$ -	0.0%
Training Support Materials (Uniforms, Drug Screens, Backg 6545/6546	\$ -	-	-	-	\$ -	0.0%
Client Allowances 6590	\$ -	-	-	-	\$ -	0.0%
WI Customer Emergency Assistance (Rent, Car Repair, 6596	\$ -	-	-	-	\$ -	0.0%
TOTAL SUPPORTIVE SERVICES COSTS	\$ -	-	-	-	\$ -	0.0%
Training/Professional Fees/Profit:						
General Liability Insurance 6305	\$ 677	89.06	-	489.13	\$ 187.87	72.2%
TOTAL FEES / PROFIT COSTS	\$ 677	89.06	-	489.13	\$ 187.87	72.2%
INDIRECT COST: 10.00%	\$ 4,477	1,221.42	(256.76)	3,941.81	\$ 535.02	88.0%
Contract Total	\$ 61,545	14,503.07	(3,891.85)	55,077.25	\$ 6,467.89	89.5%

Program year 2022 - 3rd Quarter Adult/DW/Youth Performance Summary
Rolling-4

WorkLink

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	81.1	91.3	112.6%	83.3	87.0	104.4%	83.5	90.4	108.3%	108.4%
Employment Rate Q4	81.8	88.8	108.6%	83.4	82.8	99.3%	82.0	91.7	111.8%	106.6%
Median Earnings	\$6,200	\$8,327	134.3%	\$7,935	\$10,242	129.1%	\$2,900	\$4,464	153.9%	139.1%
Credential Rate	73.8	82.7	112.1%	67.1	89.5	133.4%	76.9	70.8	92.1%	112.5%
Measurable Skill Gains	55.2	86.8	157.2%	60.2	76.2	126.6%	60.6	64.2	105.9%	129.9%
	Overall Program Score		124.9%	Overall Program Score		118.6%	Overall Program Score		114.4%	

Upper Savannah

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	77.8	77.6	99.7%	80.1	76.5	95.5%	73.2	66.0	90.2%	95.1%
Employment Rate Q4	74.0	80.3	108.5%	84.5	88.0	104.1%	75.6	66.7	88.2%	100.3%
Median Earnings	\$5,800	\$5,983	103.2%	\$7,695	\$9,132	118.7%	\$3,622	\$5,270	145.5%	122.4%
Credential Rate	66.0	73.7	111.7%	63.1	85.7	135.8%	72.1	55.6	77.1%	108.2%
Measurable Skill Gains	55.2	53.4	96.7%	57.1	72.7	127.3%	52.8	42.5	80.5%	101.5%
	Overall Program Score		104.0%	Overall Program Score		116.3%	Overall Program Score		96.3%	

Uppstate

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	78.7	84.9	107.9%	81.6	77.0	94.4%	79.0	76.8	97.2%	99.8%
Employment Rate Q4	76.5	82.8	108.2%	80.0	89.3	111.6%	73.7	91.4	124.0%	114.6%
Median Earnings	\$6,429	\$9,385	146.0%	\$8,037	\$11,223	139.6%	\$2,600	\$3,277	126.0%	137.2%
Credential Rate	67.5	71.0	105.2%	60.5	69.4	114.7%	75.3	85.7	113.8%	111.2%
Measurable Skill Gains	58.1	70.3	121.0%	58.5	72.0	123.1%	44.3	61.1	137.9%	127.3%
	Overall Program Score		117.7%	Overall Program Score		116.7%	Overall Program Score		119.8%	

Greenville

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	77.8	84.7	108.9%	85.0	83.3	98.0%	72.0	83.3	115.7%	107.5%
Employment Rate Q4	78.0	81.3	104.2%	80.0	91.8	114.8%	70.0	79.4	113.4%	110.8%
Median Earnings	\$6,800	\$7,921	116.5%	\$8,629	\$12,069	139.9%	\$3,100	\$3,507	113.1%	123.2%
Credential Rate	65.0	82.4	126.8%	58.4	57.9	99.1%	70.0	43.5	62.1%	96.0%
Measurable Skill Gains	60.0	72.8	121.3%	60.0	84.2	140.3%	52.8	57.8	109.5%	123.7%
	Overall Program Score		115.5%	Overall Program Score		118.4%	Overall Program Score		102.8%	

Pass

- An Overall Program Score (across all indicators) is at least 90.0%
- An Overall Indicator Score (across A/DW/Y programs) is at least 90.0%
- Have an Individual Indicator Score of at least 50.0%

Fail

- An Overall Program Score (across all indicators) that did not meet at least 90.0%
- An Overall Indicator Score (across A/DW/Y programs) that did not meet at least 90.0%
- Have an Individual Indicator Score that did not meet 50.0%

Program year 2022 - 3rd Quarter Adult/DW/Youth Performance Summary

Rolling-4

Midlands

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	77.1	78.3	101.6%	82.8	75.0	90.6%	82.6	83.5	101.1%	97.7%
Employment Rate Q4	79.0	78.1	98.9%	83.7	80.8	96.5%	78.9	84.2	106.7%	100.7%
Median Earnings	\$6,600	\$7,437	112.7%	\$8,258	\$9,125	110.5%	\$4,241	\$5,738	135.3%	119.5%
Credential Rate	54.5	67.5	123.9%	66.2	61.2	92.4%	65.0	55.4	85.2%	100.5%
Measurable Skill Gains	55.2	55.8	101.1%	57.1	56.3	98.6%	52.8	67.2	127.3%	109.0%
	Overall Program Score		107.6%	Overall Program Score		97.7%	Overall Program Score		111.1%	

Trident

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	73.0	82.9	113.6%	77.8	86.5	111.2%	80.0	86.4	108.0%	110.9%
Employment Rate Q4	72.2	73.7	102.1%	78.1	83.7	107.2%	76.2	91.8	120.5%	109.9%
Median Earnings	\$6,650	\$7,649	115.0%	\$8,100	\$8,158	100.7%	\$4,200	\$5,672	135.0%	116.9%
Credential Rate	70.0	79.8	114.0%	65.7	72.7	110.7%	60.9	64.9	106.6%	110.4%
Measurable Skill Gains	55.2	59.9	108.5%	57.1	60.0	105.1%	52.8	50.8	96.2%	103.3%
	Overall Program Score		110.6%	Overall Program Score		107.0%	Overall Program Score		113.3%	

Pee Dee

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	80.4	87.3	108.6%	82.7	70.8	85.6%	76.6	81.5	106.4%	100.2%
Employment Rate Q4	81.1	83.0	102.3%	80.3	75.0	93.4%	73.8	81.2	110.0%	101.9%
Median Earnings	\$5,442	\$6,939	127.5%	\$7,150	\$9,555	133.6%	\$3,500	\$4,362	124.6%	128.6%
Credential Rate	65.0	69.6	107.1%	65.6	58.1	88.6%	71.0	59.7	84.1%	93.2%
Measurable Skill Gains	54.1	71.9	132.9%	57.1	54.8	96.0%	50.0	54.4	108.8%	112.6%
Overall Program Score			115.7%	Overall Program Score			99.4%	Overall Program Score		106.8%

Lower Savannah

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	79.3	91.1	114.9%	81.1	93.2	114.9%	81.6	91.4	112.0%	113.9%
Employment Rate Q4	78.8	84.4	107.1%	80.4	80.0	99.5%	76.6	85.6	111.7%	106.1%
Median Earnings	\$6,550	\$7,800	119.1%	\$8,227	\$10,766	130.9%	\$3,750	\$3,765	100.4%	116.8%
Credential Rate	65.8	80.7	122.6%	64.0	67.6	105.6%	77.0	80.0	103.9%	110.7%
Measurable Skill Gains	56.5	83.6	148.0%	57.7	76.5	132.6%	63.0	87.8	139.4%	140.0%
	Overall Program Score		122.3%	Overall Program Score		116.7%	Overall Program Score		113.5%	

Pass

- An Overall Program Score (across all indicators) is at least 90.0%
- An Overall Indicator Score (across A/DW/Y programs) is at least 90.0%
- Have an Individual Indicator Score of at least 50.0%

Fail

- An Overall Program Score (across all indicators) that did not meet at least 90.0%
- An Overall Indicator Score (across A/DW/Y programs) that did not meet at least 90.0%
- Have an Individual Indicator Score that did not meet 50.0%

Program year 2022 - 3rd Quarter Adult/DW/Youth Performance Summary
Rolling-4

Catawba

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	82.0	84.2	102.7%	86.7	91.5	105.5%	80.5	89.4	111.1%	106.4%
Employment Rate Q4	78.0	83.2	106.7%	87.5	85.7	97.9%	80.3	85.7	106.7%	103.8%
Median Earnings	\$6,500	\$8,597	132.3%	\$8,000	\$10,450	130.6%	\$4,500	\$5,665	125.9%	129.6%
Credential Rate	68.4	58.3	85.2%	70.0	86.0	122.9%	56.5	44.4	78.6%	95.6%
Measurable Skill Gains	60.0	69.6	116.0%	64.3	73.7	114.6%	48.0	59.4	123.8%	118.1%
	Overall Program Score		108.6%	Overall Program Score		114.3%	Overall Program Score		109.2%	

Santee-Lynches

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	77.8	82.4	105.9%	81.0	68.2	84.2%	79.0	83.9	106.2%	98.8%
Employment Rate Q4	82.2	84.0	102.2%	75.6	84.8	112.2%	77.0	82.8	107.5%	107.3%
Median Earnings	\$5,450	\$6,347	116.5%	\$8,000	\$8,188	102.4%	\$3,500	\$4,969	142.0%	120.3%
Credential Rate	74.8	85.4	114.2%	75.5	84.6	112.1%	74.2	76.8	103.5%	109.9%
Measurable Skill Gains	56.7	75.9	133.9%	55.8	100.0	179.2%	62.8	60.5	96.3%	136.5%
	Overall Program Score		114.5%	Overall Program Score		118.0%	Overall Program Score		111.1%	

Waccamaw

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	82.0	83.0	101.2%	84.0	82.0	97.6%	81.0	91.4	112.8%	103.9%
Employment Rate Q4	79.0	81.9	103.7%	84.5	90.0	106.5%	77.0	88.0	114.3%	108.2%
Median Earnings	\$6,300	\$7,131	113.2%	\$8,000	\$6,969	87.1%	\$4,700	\$7,064	150.3%	116.9%
Credential Rate	60.0	56.6	94.3%	61.0	61.8	101.3%	64.3	70.0	108.9%	101.5%
Measurable Skill Gains	55.0	73.5	133.6%	54.0	66.7	123.5%	60.0	73.8	123.0%	126.7%
	Overall Program Score		109.2%	Overall Program Score		103.2%	Overall Program Score		121.9%	

Lowcountry

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	74.5	83.2	111.7%	77.5	86.4	111.5%	77.6	76.7	98.8%	107.3%
Employment Rate Q4	74.0	76.3	103.1%	68.5	78.6	114.7%	70.5	75.0	106.4%	108.1%
Median Earnings	\$5,650	\$7,145	126.5%	\$7,420	\$9,690	130.6%	\$3,500	\$6,193	176.9%	144.7%
Credential Rate	74.6	88.7	118.9%	76.7	85.7	111.7%	66.5	78.9	118.6%	116.4%
Measurable Skill Gains	55.2	71.1	128.8%	63.6	61.5	96.7%	53.9	73.7	136.7%	120.7%
	Overall Program Score		117.8%	Overall Program Score		113.1%	Overall Program Score		127.5%	

Pass

- An Overall Program Score (across all indicators) is at least 90.0%
- An Overall Indicator Score (across A/DW/Y programs) is at least 90.0%
- Have an Individual Indicator Score of at least 50.0%

Fail

- An Overall Program Score (across all indicators) that did not meet at least 90.0%
- An Overall Indicator Score (across A/DW/Y programs) that did not meet at least 90.0%
- Have an Individual Indicator Score that did not meet 50.0%

**Program year 2022 - 3rd Quarter Adult/DW/Youth Performance Summary
Rolling-4**

Statewide										
Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	77.8	83.7	107.6%	81.1	81.1	100.0%	77.6	84.8	109.3%	105.6%
Employment Rate Q4	74.0	80.5	108.8%	80.4	83.0	103.2%	74.5	84.9	114.0%	108.7%
Median Earnings	\$6,193	\$7,443	120.2%	\$7,935	\$9,725	122.6%	\$3,622	\$5,071	140.0%	127.6%
Credential Rate	65.0	73.5	113.1%	65.6	71.4	108.8%	69.1	65.1	94.2%	105.4%
Measurable Skill Gains	55.2	69.7	126.3%	57.1	68.8	120.5%	52.8	63.2	119.7%	122.2%
	Overall Program Score		115.2%	Overall Program Score		111.0%	Overall Program Score		115.4%	
Pass		<ul style="list-style-type: none">• An Overall Program Score (across all indicators) is at least 90.0%• An Overall Indicator Score (across A/DW/Y programs) is at least 90.0%• Have an Individual Indicator Score of at least 50.0%• An Overall Program Score (across all indicators) that did not meet at least 90.0%• An Overall Indicator Score (across A/DW/Y programs) that did not meet at least 90.0%• Have an Individual Indicator Score that did not meet 50.0%								
Fail										

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BRINGING EMPLOYERS
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June 22, 2023

Mr. Kal Kunkel
Vice President of Operations
Eckerd Workforce Services
100 N. Starcrest Drive
Clearwater, FL 33765

Re: PY 23 Grant Awards for Youth Program Services

Dear Mr. Kunkel:

The WorkLink Workforce Development Board (WDB) voted to award a grant agreement for Youth WIOA program services (authorized under Title 1-B of the Workforce Innovation and Opportunity Act of 2014) to Eckerd Workforce Services on May 31, 2023.

Please allow this letter to serve for the following reasons:

1. To confirm that WorkLink Workforce Development Board intends to award Youth Formula Grant# # **23Y495E2** for Program Year 2023 in combination with PY 22 Youth State EBY Grant # **22EBY495E1** to equal a combined total amount of **\$500,000 (pending final Formula funds available)**.
2. To confirm authorization for Eckerd Connects Workforce Services to incur generally accepted program costs against the above cited Grant # **23Y495E2** extension not to exceed:
 - **\$50,000 in Youth funds**until the fully executed contract and budget are complete. Eckerd Connects Workforce Services should adhere to the budgeted line items approved by the WorkLink Board on May 31, 2023.

The funding amount outlined in item number 2 should be considered obligated to Eckerd Connects Workforce Services as of the issuance date of this letter, **June 22, 2023**.

The youth services provider should not make any large purchases at this time with program funds.

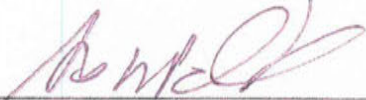
WorkLink WDB has made available to the youth services provider/contractor what is available to the WDB during this timeframe. Therefore, the total amount listed in number two (2) of this letter (covers July and August 2023 of PY 23) MUST be adhered to; WorkLink WDB will not reimburse the Youth Service Provider for any costs over the funding limits set forth in this letter. Please notify us immediately if costs reach 90% or greater of the total listed above in number two (2).

3. To confirm that WorkLink Workforce Development Board intends to award the remaining grant amount upon receipt of the final PY23 Notice of Funds Authorized (NFA) for Youth and evaluation of funding levels.
- a. If an unforeseen reduction occurs Eckerd Connects Workforce Services may see a reduction as well.
 - b. WorkLink WDB anticipates receiving the final PY23 Youth NFA prior to July 1, 2023; however, **historically WorkLink WDB has seen delays in the receipt of NFAs.**
 - c. Eckerd Connects Workforce Services should monitor expenditures closely until Grant Awards can be finalized.

The WorkLink Workforce Development Board appreciates your interest in providing services in the WorkLink Workforce Development Area, and we look forward to working with your organization in the immediate future.

If you have questions or need assistance, please call Jennifer Kelly at 864-646-5895.

Sincerely,



Steven R. Pelissier, Executive Director
SC Appalachian Council of Governments

CC: Jennifer Kelly, WorkLink Executive Director
Melanie McLane, WorkLink WDB Chair

Attachments:

- Board Approved PY23 Youth Services Budget
- Statement of Work PY23 Youth Program Services
- WIOA Terms and Conditions
- WIOA Terms and Conditions Local Addendum

Acknowledgement of Receipt:



Randall Luecke

Chief Financial Officer

Eckerd Connects Workforce Services

June 27, 2023

Date

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WorkLink Youth Budget Comparison

		PY23 Youth Funding	PY23 Youth EBS Funding	PY23 TOTAL	PY23 Youth Funding - OLD	PY23 Youth EBS Funding - OLD	PY23 TOTAL - OLD	PY22 Youth Formula Funding	PY22 Youth Resiliency (Jul22-Dec22)	PY22 Youth EBS (Jan23-Jun23)	PY22 TOTAL	NEW Delta
Staff Costs			new in FY24			new in FY24						
Sub-Total of Staff Costs		213,445.45	39,938.15	253,383.60	213,445.45	39,938.15	253,383.60	188,226.58	30,177.24	36,155.67	254,559.49	(1,175.89)
Fringe Benefits	Rate											
FICA	7.65%	16,328.58	3,055.27	19,383.85	16,328.58	3,055.27	19,383.85	14,399.33	2,306.75	2,765.91	19,472.00	(88.15)
Unemployment Insurance	0.69%	1,481.31	277.17	1,758.48	1,481.31	277.17	1,758.48	1,336.41	300.09	250.92	1,887.42	(128.93)
Workers Comp.	0.10%	213.45	39.94	253.38	213.45	39.94	253.38	470.57	193.86	90.39	754.82	(501.43)
Ret. / Pension	1.75%	3,735.30	798.76	4,534.06	4,268.91	798.76	5,067.67	4,140.98	884.21	795.42	5,820.62	(1,286.56)
Health Insurance	15.05%	32,114.39	0.00	32,114.39	33,282.19	0.00	33,282.19	34,830.90	209.91	233.00	35,273.80	(3,159.41)
Other Health Benefits	0.93%	1,974.93	254.02	2,228.95	1,974.93	254.02	2,228.95					2,228.95
Sub-Total Fringe:	26.16%	55,847.95	4,425.16	60,273.11	57,549.36	4,425.16	61,974.52	55,178.19	3,894.82	4,135.64	63,208.65	(2,935.54)
Operating Costs												
Facility Costs	6185	7,200.00		7,200.00	7,200.00		7,200.00	7,200.00			7,200.00	0.00
Non-Expendable Equipment	6080			0.00			0.00				0.00	0.00
Wide Area Network Costs	6265	1,200.00		1,200.00	1,200.00		1,200.00	360.00			360.00	840.00
Postage	6005	1,026.50		1,026.50	1,500.00		1,500.00	1,500.00			1,500.00	(473.50)
Staff Cell Phones	6270	4,013.19		4,013.19	4,184.57		4,184.57	3,960.00			3,960.00	53.19
Local Mileage	6105	3,000.00		3,000.00	4,834.93		4,834.93	3,184.43			3,184.43	(184.43)
Non-Local Mileage/Travel				0.00			0.00			1,700.00	1,700.00	(1,700.00)
Consummable Supplies	6000	0.00	1,483.05	1,483.05	2,760.00	1,483.05	4,243.05	900.00		1,500.00	2,400.00	(916.95)
Copy/Print	6730	1,000.00		1,000.00	1,200.00		1,200.00	1,200.00			1,200.00	(200.00)
Software Licenses	6095	4,295.19		4,295.19	3,876.73		3,876.73	3,360.00			3,360.00	935.19
Staff Training Registration Costs	5110	0.00		0.00	0.00		0.00	0.00		600.00	600.00	(600.00)
Staff Background Checks	5100	285.49		285.49	539.49		539.49	680.00			680.00	(394.51)
Sub-Total Operating		22,020.37	1,483.05	23,503.42	27,295.72	1,483.05	28,778.77	22,344.43		3,800.00	26,144.43	(2,641.01)
Training												
Work Experience Stipends	6507	29,428.94	9,036.76	38,465.70	29,000.00	6,150.00	35,150.00	24,000.00		12,300.00	36,300.00	2,165.70
Participant Verification	6516	2,250.00		2,250.00	4,000.00		4,000.00	4,130.00			4,130.00	(1,880.00)
Tuition Cost (Adult Education)	6520	11,200.00		11,200.00	13,000.00		13,000.00	12,440.00			12,440.00	(1,240.00)
Credential Exam Fees	6525	12,500.00		12,500.00	15,000.00		15,000.00	15,500.00			15,500.00	(3,000.00)
Individual Training Accounts	6530	500.00		500.00			0.00				0.00	500.00
Participant Graduation Fees	6595	1,045.00		1,045.00	1,800.00		1,800.00	1,800.00			1,800.00	(755.00)
Sub-Total Training		56,923.94	9,036.76	65,960.70	62,800.00	6,150.00	68,950.00	57,870.00		12,300.00	70,170.00	(4,209.30)
Supportive Services												
Childcare	6660			0.00			0.00				0.00	0.00
Transportation	6485	25,000.00		25,000.00	23,700.00		23,700.00	28,550.00			28,550.00	(3,550.00)
Client Incentives	6585	0.00		0.00	9,000.00		9,000.00	8,700.00			8,700.00	(8,700.00)
Client Training Support Materials (Supplies & Books)	6546	1,700.00		1,700.00	1,000.00		1,000.00	1,000.00			1,000.00	700.00
Client Emergency Asst. & Expungements	6596	325.45		325.45	500.00		500.00					325.45
Sub-Total of Supportive Services		27,025.45	0.00	27,025.45	34,200.00	0.00	34,200.00	38,250.00		0.00	38,250.00	(11,224.55)
Sub-Total of Contract Costs		375,263.15	54,883.12	430,146.27	395,290.52	51,996.36	447,286.89	361,869.20	34,072.06	56,391.31	452,332.57	(22,186.29)
Indirect Cost & Fees												
Indirect Cost (MTDC)	13.60%	39,773.16	4,626.00	44,399.15	41,250.64	4,625.99	45,876.62	34,417.51	3,432.77	4,476.83	42,327.12	2,072.04
General Liability (Eckerd)	1.20%	5,040.93	413.65	5,454.57	6,422.98	413.51	6,836.49	4,407.64	255.68	677.00	5,340.32	114.26
Sub-Total of Indirect & Fees		44,814.08	5,039.64	49,853.73	47,673.62	5,039.50	52,713.11	38,825.15	3,688.46	5,153.83	47,667.44	2,186.29
		420,077.24	59,922.77	480,000.00	442,964.14	57,035.86	500,000.00	400,694.35	37,760.51	61,545.14	500,000.00	(20,000.00)

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ANDERSON-OCONEE-PICKENS

March 27, 2023

Kal Kunkel, Vice President of Operations
Eckerd Youth Alternatives, Inc.
100 N. Starcrest Drive
Clearwater, FL 33765

Dear Mr. Kunkel:

The attached PY 22 WorkLink Local Youth Monitoring Report represents the results of desk top review, work experience (monitoring via phone call), virtual programmatic monitoring and financial monitoring of Palmetto Youth Connections youth service provider. Virtual Programmatic, Equal Opportunity (EO), and Inventory monitoring was conducted by Windy Graham, WIOA Performance and Reporting Specialist/EO Officer on February 14-17, 2022. Virtual Financial and Work Experience Monitoring was conducted by Sharon Crite, Youth Services Manager during the same timeframe. **A list of participants' hard files monitored was or will be sent to the Local Eckerd-Palmetto Youth Connections Program Management staff.**

The Youth Statement of Work (SOW), Programmatic, and Financial Compliance was a primary area of concentration during the virtual monitoring. During this monitoring each Palmetto Youth Connections staff was available and involved as needed during the monitoring process via email and/or phone call. Technical Assistance information and resources was provided as needed and determined to PYC Management Staff (review information and resources with the PYC Career Coaches).

There are no findings for PY 22 WorkLink Local Youth Program and Financial Monitoring Report.

A written response is required within 30 days. Please respond to the WorkLink office by April 26, 2023.

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

Sincerely,



Trent Acker
Executive Director

Attachments: WorkLink PY 22 Virtual Local Youth Monitoring Report - Program, EO, Inventory, Finance, and Work Experience.

cc: Renee Alexander, Eckerd Youth Alternatives, Inc. Operations Director
Karen Craven, Eckerd-Palmetto Youth Connections Senior Program Manager
Melanie McLane, WorkLink Workforce Development Board Chair
Susan Gibson, Incoming Youth Committee Chair

**WorkLink
Workforce Innovation and Opportunity Act
PY 22 Local Monitoring Report-Youth**

**Youth Services Contractor
Eckerd Connects Workforce Development, Inc. - Palmetto Youth
Connections**

Grant #: 22Y495E1

Grant#: 21SRY495E1 (20SRY01)

Period Covered: July 01, 2022-June 30, 2023

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

This report covers the Youth Services provider Eckerd Connects Workforce Development, Inc., Grantee-Palmetto Youth Connections (PYC).

WorkLink Workforce Development Board staff members: Sharon Crite, Youth Services Manager/Education Outreach and Windy Graham, WIOA Performance and Reporting Specialist conducted Virtual Programmatic and Financial Monitoring. An entrance conference was held on February 14, 2023 to discuss the purpose, procedures, and anticipated length of the monitoring conducted (February 14-17, 2023). Performance and Program Compliance, Equal Opportunity-(EO), inventory monitoring, and grievance procedures were conducted by Windy Graham. Financial Monitoring was conducted by Sharon Crite via a desktop monitoring and review of supportive/back-up invoice documentation to support financial expenditures, vouchers, AIFT review for accuracy and to ensure compliance with WIOA regulations and contractual agreements. Work Experience Monitoring was conducted by Sharon Crite via phone interviews with participants and supervisors performed on February 16, 2023. **All monitoring notes and consultation concluded on February 17, 2023 and results are enclosed in this final report.**

The WorkLink Staff reviewed specific compliance areas using pertinent documents, desk top review, file records, phone interviews, and/or email interaction. At the conclusion of the review, an exit conference was conducted on February 18, 2023 to review the findings with the Palmetto Youth Connections (PYC) Management Staff.

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

Service Provider Performance and Compliance

Type of Contract: Cost Reimbursement

PY 22 Total Obligations: \$500,000

Total Number of Participants to be served: 220 (Including 100 Follow-up)

Activity Designation: Out-of-School Youth Services

Activity Definition:

Eckerd Connects Workforce Development, Inc. will provide an intensive, comprehensive year-round program in Anderson, Oconee and Pickens Counties starting July 1, 2022 - June 30, 2023 to enroll and serve WIOA eligible out-of-school youth age 17-24.

Eckerd Connects Workforce Development, Inc. will provide training by using the structured guidance of WorkLink Workforce Development Board (WDB) approved high growth in-demand industries: Administrative and Support, Health Care and Social Assistance, Manufacturing, Professional, Scientific, and Technical Services, and Information Technology and Construction. Effort will be placed on service strategies that include labor market information, career interest, career pathways that will include educational and employment goals, strong linkages between academic instruction and occupational education, effective connections to employers in in-demand industry sectors and occupations, emphasis on the youth with disabilities, work readiness preparation, soft skills, and training for jobs requiring competencies to compete in the labor market. Particular emphasis will be placed on training for jobs requiring skill and technology offering sustainable wages, benefits, and self-sufficiency. Partnerships with local businesses, private industries, and non-profit organizations will ensure opportunities for work-based training opportunities and meaningful work experience to WIOA youth participants in all three counties.

An individualized case management approach is used with each participant. Eckerd Connects Workforce Development, Inc. Career Coaches assess each participant to determine needs, supportive services, coordinate the necessary services and training to meet identified needs (barriers). Counseling focused on: (1) addressing problems that may impair individual's ability to participate, (2) support of participant with identified needs and (3) provide positive appraisals of progress and performance. The coordination of training and services through linkages with agencies, businesses, organization, and institutions, enhances the participant's commitment to training. Eckerd Connects Workforce Development, Inc. case management approach will use counseling as an avenue to provide personal support and mentoring, to encourage personal development and leadership acceptance, decision making, and good citizenship is provided in the form of workshops and seminars to encourage youth to become visionary, goal oriented, and health conscious persons who plan for the future.

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

Workforce Innovation and Opportunity Act Required Youth Program Elements

According to Section 129(c) (2) of the Act the program design for youth activities and the Federal Register Part 681 Rules and Regulations framework of strategies, must incorporate these categories:

- a. Intake/Orientation
- b. Eligibility
- c. Objective Assessment
- d. Individual Service Strategy - WIOA Sec. 129 (C) (1) (B) identify career pathway directly linked to one (1) or more WIOA Sec. 116 (b) (2) indicators of performance described in (A) (ii).
- e. Case Management
- f. Supportive Services (if funding is available)
- g. Follow-Up (Retention)

The Eckerd Connects Workforce Development, Inc. program addresses all fourteen (14) required WIOA Program elements. The required youth program elements are as follows:

- 1. Tutoring and study skills training, basic skills
- 2. Alternative secondary school, or drop-out recovery services
- 3. Paid and unpaid work experience, including internships, shadowing, on-the-job training or pre-apprenticeship,
- 4. Occupational skills training,
- 5. Education offered concurrently with in the same context as workforce preparation activities and training for a specific occupation or occupational cluster,
- 6. Leadership development opportunities,
- 7. Supportive services,
- 8. Adult mentoring,
- 9. Follow-up services,
- 10. Comprehensive guidance/counseling,
- 11. Financial literacy education,
- 12. Entrepreneurial skills training,
- 13. Service that provides labor market and employment information about local in-demand industry sector or occupation, and

14. Activities that help youth prepare for and transition to post-secondary education.

Assessments and Services Strategies

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

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

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

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

Eckerd Connects Workforce Development, Inc. may assess supportive service needs and developmental needs of participants for the purpose of identifying appropriate educational, employment, and career pathway goals. Meaningful service planning cannot occur without effective assessment practices. Benchmarks toward planned outcomes will

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

Eckerd Connects Workforce Development, Inc. will develop an **Individualized Service Strategies (ISS)** with each youth participant that will reflect and utilize the information obtained from the objective assessment, individual interviews, and other sources of information and that are directly linked to one (1) or more of the WIOA performance outcomes/indicators (See SOW Section 12.2). The ISS must be documented in the SCWOS System in a timely manner and developed **with** the participant. The ISS shall identify career pathways that include the participant's educational and employment goals (including in appropriate circumstances, nontraditional employment), appropriate services for the participant taking into account the objective assessment described above. The ISS plan should describe/identify activities, and supportive services the participant will receive to achieve those **mutually** agreed upon goals, objectives, and services. The ISS is a plan that should be used to track services to be delivered and/or coordinated by the program and should be regularly reviewed and updated as changes occur. The individualized service strategies (ISS) will be reviewed and documented with a case note every 90 days with the participant to verify that the youth is on target with his/her educational and employment goals. If a revision or significant change is necessary, another youth activity code 413 should be entered into the SCWOS system and a new plan signed by the participant and filed in the participant's hard file. Funds allocated to a local area for eligible youth shall be used to carry out, for eligible youth programs that:

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

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

Eckerd Connects Workforce Development, Inc. will provide **Comprehensive Case Management** services to youth participants as part of the year-round service strategy. Youth program staff will be expected to work closely with the youth participant to provide support and guidance, address needs and barriers, solve problems, serve as role models, and assist in the attainment of the objectives and goals agreed upon in the

individualized service strategies (ISS). The ISS benchmarks will be used to measure progress and will be reviewed and updated by youth program staff to arrange for needed services, identify and address concerns as they arise, and document progress made during participation.

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

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

Eckerd Connects Workforce Development, Inc. will provide Supportive Services needs necessary to assist youth participants to be successful in achieving their goals. This may include transportation, childcare, dependent care, housing, work-related tools and required clothing (uniforms) for employment. Eckerd Connects Workforce Development, Inc. will coordinate payment for training (tuition and books) via vouchers submitted for the enrolled participant. To the extent possible, programs should address supportive services needs through leveraging existing resources and other partnerships before expending WIOA funds (**Federal Rules & regulations (FR&R) - Sec. 681.580**). Supportive services needs are determined during objective assessment summary and supportive service needs should align with the youth participants ISS plan goal(s). The object assessment and development of the individual service strategy (ISS) must be completed in the SC Works Online Services (SCWOS). A printout of the ISS/Plan will be signed by the participant and placed in the hard file. Eckerd Connects Workforce Development, Inc. must identify the youth barriers in the ISS and case notes. All supportive services will be entered into SCWOS, include method (in-kind, arrangements with other agency, or cash assistance) by which supportive services will be provided. Supporting documentation such as copies of invoices will be in the participant's hard file. (**See Revised WIOA Instruction Letter PY 18-07 Supportive Services and Incentive Payment Guidelines-Youth**).

Eckerd Connects Workforce Development, Inc. will be responsible for all Follow-up (Retention) Services for youth, which WIOA requires a minimum of 12 months. Follow-up services (retention) may be different for each individual based on his/her

individual needs. Follow-up (retention) services are more than a contact attempted or gather information for reporting purposes. Follow-up services must provide the necessary support to ensure the success of youth post-program.

Recruitment, Eligibility and Registration

Eckerd Connects Workforce Development, Inc. is responsible for outreach and recruiting participants to be served during the grant period and serve out-of-school youth, age 17-24. Eckerd Connects Workforce Development, Inc. expenditures must be 75% of funds on out-of-school youth with the option to serve eligible in-school youth classified as seniors, age 18-21, low income, most in need, and meeting the WIOA in-school definition and barrier(s). **(See SOW- Section 3.1 – option to serve In-School Youth)**

Orientation

Once a decision has been made to register the individual, Eckerd Connects Workforce Development, Inc. will provide a formal orientation for the Workforce Innovation and Opportunity Act and Eckerd Connects Workforce Development, Inc.-grantee Palmetto Youth Connections (PYC). This orientation will include the review of the participant's rights and grievance procedures and the completion of the Participant Rights Handout. Orientation to WIOA and to the youth program will be documented on the Receipt of Information Form. Each student will be offered and encouraged to attend the One-Stop orientation.

Coordination of Resources

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

Training Requirements

Time and attendance sheets must be signed by the participant and instructor or activity supervisor. The time and attendance sheets shall be maintained in each participant's hard file in sequential order most current first and will be especially critical if the participant is receiving supportive services such as, childcare and/or transportation. The time and attendance sheets must be submitted to the grantee at least bi-weekly, be original, and be completed in ink, with alterations being initialed. At least once during the training period, the Career Coach/Program Manager shall audit time and attendance of each participant verifying the participant and instructor signatures. A photocopy of the original document

is to be maintained in the participant's hard file. No cross outs or white outs will be allowed on the photocopy without the participant's signature.

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

Compensation Payments

Eckerd Connects Workforce Development, Inc. program includes a unique incentive based structure called Skill Invoice are discussed with students up front and designed around the benchmarks of their ISS. The rationale for this system is that students have the opportunity to EARN an incentive by the attainment of goals they established with their Career Coach when designing their ISS. The Skill Invoice concept promotes pay for productivity and accountability the same as students will encounter when they enter the workplace. Incentive payments are permitted for recognition and achievement and are directly tied to goals (ISS) of the youth participant including training activities, work experience, or follow-up. **Final Reg. - 20 CFR 681.640.**

Earned Incentives are distributed during active phase and follow-up of the WIOA program along with following guidelines:

1. The youth provider coach will track incentives in a voucher system and pay participant incentive(s) earned in the form of a check.
2. The career coach has a signature log which participants sign upon receipt of their incentive(s) earned (in the form of a check).
3. The career coach enters the incentive activity code (which coincides with appropriate youth activity completed) into SCWOS to reflect date incentive is received by the participant which should match/align with the signature log in the case file.

Payments to WIOA Participants

WIOA participants may be eligible to receive supportive service payments and/or incentive payments. **(See Revised WIOA Instruction Letter PY 18-07 Supportive Services and Incentive Payment Guidelines-Youth).**

Work Experience hourly stipends are to be paid to participants that meet the six (6) criteria to determine and establish a work experience employee vs. trainee status. When all six (6) criteria are met, the work experience can be considered a training situation, and therefore, stipends versus wages may be paid. **(See Worklink WIA Instruction Letter PY'08-30 and State WIA Instruction Number: 08-03 – Payment of Stipends versus Wages for Work Experience).** See Section 25.2-25.3 of Youth Statement of Work.

Case Notes

A case note summary should be entered during the time of the event. For example, if you assist a customer today then case notes should also be entered today. Case notes are not limited to but should detail contacts per participant, intensive services provided to the participant, the participant's progress, barriers, interventions, and successes. It is suggested Eckerd Connects Workforce Development, Inc. Career Coach use the Case Notes General Information listed in SCWOS under staff resources. (See SOW-Attachment #3).

File Management:

The concentration of file review conducted during the time of this monitoring was on Case Notes, ISS Development, Closures/Exits, Eligibility Determination, Verification, Youth Activity Codes, Work Experience, Occupational Training, identified Career Pathways LMI information, and Follow-Up (Retention) procedures. This review included: **21 total participant files -File Management, 18 total (Active) participant files, and 3 total (Follow-Up) participant files.**

Out of the eighteen **18 (Active)** participant files: All eighteen (18) files were reviewed for programmatic virtual monitoring and compliance, one (**1**) file was reviewed for work experience monitoring via phone call interview, along with five (5) other active participants not included in the file review list were interviewed via phone call. Six (**6**) active files and three (**3**) follow-up files were reviewed for financial monitoring.

Out of the three **3 (Follow-up)** participant files: all three (3) files were reviewed for follow-up programmatic virtual monitoring and compliance.

Equal Opportunity (EO) Monitoring:

Equal Opportunity -The EO Officer virtually monitored the following:

- The participant and the Career Coach are both signing the Right's Handout at eligibility and enrollment, which is maintained in the participant's hard file.
- "EO is the Law" posters are prominently displayed in reasonable numbers and in available, conspicuous physical locations. WorkLink has requested updated EO posters Work link has sent updated posters.
- The **21** files were reviewed for race, ethnicity, sex, limited English proficiency, preferred language, age, and disability status to determine significant differences. The review was compared with the disparate report and no significant differences appear to be caused by discrimination.
- All EO logs have been submitted in a timely manner.
- EO tagline is printed on brochures and other materials that describe requirements to customers, including emails. As a reminder, please make sure "**for program funding details in compliance with the Stevens Amendments, visit the Funding Opportunities page of the www.worklinkweb.com website.**"

Please add the highlighted quotation above to brochures, other materials, and emails.

Inventory Monitoring:

All inventory was available via virtual verification.

Programmatic Monitoring:

Best Practices

- All files were verified, and file management policy was followed.
- Individual Service Strategies Plan (ISS) were in compliance per state and corrective action plan instructions.
- Follow-up has been completed timely. (two (2) were late this program year)
- E O Posters were on site (WorkLink has requested updated EO Posters)
- Good use of "F" codes.
- Printed MapQuest printed at enrollment and in file.
- Good variety of Work Experience sites.
- Good use of Comment Box (for example, GED or HSD), add comment on Career Smart each module.
- Use of lock box when applicable.

Strongly Recommend:

- Personally Identifiable Information (medical conditions, disability reason, legal, etc.)

Technical Assistance:

- Inclusive/Exclusive Income (See attachment, provided WIOA Power Point and Instruction Letter at Exit Conference).
- Personally Identifiable Information (PII) – **See Technical Assistance Resources provided to PYC Management Staff at the exit conference on 3/17/23:** TEGL 39-11 and State Instruction Letter 08-05. WIA Instruction Letter PY 08-32, WIOA Eligibility PowerPoint and Participants Eligibility for WIOA Title 1 Programs Instruction Letter 20-06.
- **Review Resources and Additional Information/Links Listed Below.**

Work Experience (WEX) Monitoring:

Best Practices:

- Work Experience notebooks present and accessible per each phone call with work experience worksite supervisors.
- New PYC Workforce Specialist Staff presence and rapport was shared at each phone call by supervisors of all work experience work sites.
- There is well established relationship(s) between worksite supervisor(s), youth participant(s), and New PYC Workforce Specialist.
- The work experience time sheets, voucher for stipend, supportive service verification, and documentation were reviewed.
- Phone calls were conducted with all three (3) work experience worksite supervisors and assigned youth participants.
- The work experience worksite supervisor(s) per each phone call shared their engagement with the PYC youth participant, interest in the youth participant's training, well-being, willingness to share, mentor, and train our youth participants.
- Each youth participant per phone call was able to articulate their work experience responsibilities/duties, skills learned, use of NIOSH training (personal protective equipment (PPE) to ensure safety), use of financial literacy skills (budgeting assignment, savings, or opening a new account), education goals, and/or career pathway goals.
- The youth participant per each phone call shared they were enjoying their work experience assignment.
- Each work experience worksite supervisor spoke highly of their experience with PYC Program, PYC Staff, and the work experience opportunity.
- **No issues** found on the work experience worksite visits.

Financial Monitoring:

Best Practices:

- The participant vouchers and expenditures matched invoice supporting documentation, samples of hard file information were able to be tracked back to AIFT entries in SCWOS system per the various grants and grant PY years.
- Clear use of separation of financial duties.
- PYC staff adhered to the WorkLink Youth Supportive Services Policy and Incentive Payment Guideline Policies.
- PY 22 Youth Budget expenditures are appropriate and expenditure goals are on target and on-going as of this monitoring.
- Efforts towards PY22 Work Experience 20% expenditure goal is on-going.

Final Monitoring Results:

Identified issues related to this monitoring review have been addressed by Palmetto Youth Connections (PYC) and technical assistance was provided as needed. Progress towards the PY 22 Work Experience 20% expenditure goal is on-going.

There are **no findings** for PY 22 WorkLink Local Youth Program and Financial Monitoring Report.

Resources and Additional Information/Links Below:

SCWOS Manual is in SCWOS under Staff Online Resources.

TEGL 17-05: https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2195

TEGL 17-05, Change 1: https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2505

TEGL 17-05, Change 2 : https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2759

TEGL 21-16 : https://wdr.doleta.gov/directives/corr_doc.cfm?docn=7159

TEGL 21-16, Change 1: https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3389

TEGL 10-16 : https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=8226

TEGL 10-16, Change 2: https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3255

TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 39-11 | U.S. Department of Labor (dol.gov)

Policies & Guidance | SC Works- Search for State Instruction Letter 08-05

TEGL 09-22 : WIOA Title 1 Youth Formula Program (March 2, 2023)

<https://www.dol.gov/agencies/eta/advisories/tegl-09-22>

Website(s):

<https://www.dol.gov/agencies/eta/WIOA>

<https://wdr.doleta.gov/directives/>

<https://youth.workforcegps.org/>

<https://youth.workforcegps.org/resources/2017/08/29/08/48/FactSheet>

All Service Providers should read the WorkLink Instruction Letters, the Grant's (Statement of Work) and the South Carolina Work Online System (SCWOS) Procedures Manual and Staff Services User Guide.

Note: All WIOA computers should have the appropriate updates completed by IT services, such as Google Chrome, Internet Explorer 11 or higher), Mozilla Firefox, Apple Safari, or Microsoft Edge. **Please Do Not AutoSave Password.**

April 24, 2023

Ms. Sharon Crite
Youth Services Manager
1376 Tiger Blvd. Suite 102
Clemson, SC 29631

Subject: PY22 WorkLink Youth Monitoring

Dear Ms. Crite,

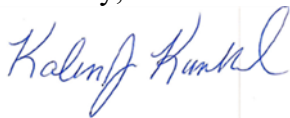
Eckerd Connects received the WIOA Youth Monitoring Report for the virtual monitoring conducted during February 2023 by Ms. Windy Graham and Ms. Sharon Crite.

We extend the sincerest appreciation to the WorkLink administrative staff for their efforts to provide support and technical assistance to the local Eckerd Connects team.

We welcome your feedback to further improve the quality of our work and to assist you in reaching local community goals. Included you will find our written response to the local recommendations from the monitoring report.

As always, thank you for your continued support. Please let a member of our team know if there are any questions or if more information is required regarding our monitoring response.

Sincerely,

A handwritten signature in blue ink that reads "Kalen J. Kunkel".

Kalen J. Kunkel
Vice President of Operations
Workforce Development

Cc: Renee Alexander, Sr. Operations Director
Karen Craven, Program Manager
Lyn Zweibach, Director of Quality

File Management:

Thank you for acknowledging the presence of all reviewed files.

Equal Opportunity (EO) Monitoring:

Eckerd Connects appreciates the monitoring observations that confirm compliance with Equal Opportunity regulations. Thank you for the reminder regarding the Stevens Amendment tagline. We will continue to ensure that it is included on all printed brochures, other materials, including emails.

Inventory Monitoring

Thank you for confirming the presence of all inventory via virtual verification.

Programmatic Virtual Monitoring**Best Practices:**

Eckerd Connects appreciates the best practices acknowledgments and will share these with our team as follows:

- All files were verified, and file management policy was followed.
- Individual Service Strategies Plans (ISS) were in compliance per state and previous corrective action plan instructions.
- Overall, follow-up has been completed in a timely manner. (2 late this program year).
- EO posters were on site. Thank you for requesting updated posters for the offices.
- Good use of “F” codes for follow up.
- Printed MapQuest, to verify mileage at enrollment for transportation supportive service.
- Good variety of Work Experience sites.
- Overall, good Use of Comment Box (for examples, GED or HSD and add Career Smart Module).
- Use lock box when applicable.

Strongly Recommend:

Personally Identifiable Information (medical conditions, disability reason, legal, etc.) instruction letter both local and state has been reviewed with staff. The two instances where a medical condition/mental health condition was visible, were from other agencies forms that were not needed in the case file. Staff has been instructed to not place other agency forms in the file and to use the lock box if the form is relevant to the case.

Technical Assistance:

Eckerd Connects appreciates the technical assistance related to:

- Eligibility income inclusions/exclusions.
- Personally Identifiable Information (PII) state and local instruction letters.

Work Experience (WEX) Monitoring:

Best Practices:

Eckerd Connects appreciates the best practices and observations acknowledgments and will share these with our team as follows:

- Work Experience notebooks present per phone call at designated worksites and accessible.
- PYC workforce specialist presence and rapport shared per phone call by supervisors of work experience sites.
- There were well established relationships between worksite supervisors, youth participant, and PYC Workforce Specialist.
- Work Experience forms, timesheets, vouchers for stipends, supportive services verifications and documentation were available for review.
- Phone calls were conducted with all three (3) work experience worksite supervisors and assigned youth participants.
- Work Experience worksite supervisors per phone conversation were engaged with PYC youth participant, interested in the youth participant's training and willing to share, mentor and train the youth participant.
- Each youth participant per phone call was able to articulate their work experience responsibilities/duties, skills learned, use of NIOSH safety training (personal protective equipment PPE to ensure safety), use of financial literacy skills (budgeting assignment, savings or opening a new bank account), and education goals/career pathway goals.
- The youth participant per each phone call shared they were enjoying their work experience assignment.
- **No issues** found on the work experience worksite visits.

Financial Monitoring Best Practices

Eckerd Connects appreciates the best practice acknowledgements and will share these with our team as follows:

- The participant vouchers and expenditures matched invoice supporting documentation and samples of hard file information was able to be tracked back to AIFT entries in SCWOS system per the various grants and grant PY years.
- Clear use of separation of financial duties.
- PYC staff adhered to the WorkLink Youth Supportive Services Policy and Incentive Payment Guidelines Policies.
- PY 22 Youth Budget expenditures are appropriate and expenditure goals are on target as of this monitoring.
- Efforts towards PY 22 Work Experience 20% expenditure goal is on-going.

Final Monitoring Results

Identified issues related to this monitoring review have been addressed by Palmetto Youth Connections (PYC) and technical assistance was provided, as needed. Progress towards PY 22

Work Experience 20% expenditure goal is ongoing. Management will review and follow the written guidance that is forthcoming via the WorkLink Youth Statement of Work.

Eckerd Connects appreciates the positive feedback, technical assistance, reminders, and recommendations and that there were **no findings** that will be reported for the monitoring conducted for the Eckerd Connects/Palmetto Youth Connections local youth programmatic and financial portions of the program.