

**WORKFORCE DEVELOPMENT BOARD  
YOUTH COMMITTEE MEETING  
AGENDA**

**Tuesday, January 23, 2024**

**"Zoom Meeting"**

**10:00 A.M. – 11:00 A. M.**

**Location: SC Works Center Clemson**

- |  |                     |
|--|---------------------|
| I. Welcome   | Susan Gibson, Chair |
| II. <b>Minutes</b> (8/1/23 YC Minutes, <b><u>Approved 9/13/23 Electronically</u></b> )                                 | Susan Gibson, Chair |
| III. PY 23 PYC Report/Dashboard (10/01/23-12/31/2023)  | Karen Craven        |
| IV. <b><u>New Business:</u></b>  |                     |
| PY 23 New Enrollment Report  | Susan Gibson, Chair |
| PY 23 & PY 22 Grant Expenditures (thru12//31/23 (2)  | Karen Craven        |
| Final/4thQtr- PY 22 WL Youth Performance -Information  | Sharon Crite        |
| PY 23 1st Qtr. WL Youth Performance-Information  | Sharon Crite        |
| PY 22 Final WEX Update - Information   | Sharon Crite        |
| Extension of Eckerd PYC Grant – 3 <sup>rd</sup> Year (PY 24)*  | Susan Gibson, Chair |
| PY 22 State (SCDEW) Monitoring Report - Information  | Susan Gibson, Chair |
| V. <b><u>Other Business:</u></b>   | Susan Gibson, Chair |
| <b>2024 YC Meeting Dates: Mar. 5<sup>th</sup>, May 7<sup>th</sup>, Aug. 5<sup>th</sup>, &amp; Oct. 1<sup>st</sup>.</b> |                     |
| <b>Review: PY 22 WorkLink Annual Report</b> sent via email to all members.   |                     |
| VI. <b><u>Adjourn</u></b>  | Susan Gibson, Chair |

\*Vote Needed

<p><b>Next Scheduled Youth Committee Meeting, March 5, 2024</b> <b>"Zoom Meeting"</b></p>
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**WORKFORCE DEVELOPMENT BOARD**  
**Youth Committee Meeting Summary**  
**August 1, 2023 @ 10:00am**  
**Webinar/Conference Call**

**Members Present**

Susan Gibson, Chair  
Tyler James

Elaine Bailey

Crystal Noble

Robert Halfacre

**Members Absent:**

Amy Bradshaw  
Melissa Rosier

Melanie McLane

Jeromy Arnett

Kristi King-Brock

**Staff Present:**

Sharon Crite

Jennifer Kelly

**Guests Present:**

Karen Craven

Renee Alexander

**I. Welcome and Introductions**

Chair Gibson called the meeting to order at 10:05 am welcoming everyone in attendance and announced the meeting was being recorded for processing of minutes.

**II. Approval of 3-07-2023 Meeting Minutes**

The minutes from the 3/07/23 meeting was emailed with the meeting notice and included in the meeting packet. Chair Gibson called for corrections/amendments to the minutes.

**ACTION TAKEN: Elaine Bailey made a motion to approve the March 07,2023 meeting minutes as presented, seconded by Robert Halfacre. 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 June 30, 2023 for Youth Services and began with the PY2022 Update Report, then on to the Dashboard:

- 36 carryovers from PY22 and 88 new participants have been enrolled for a total of 124 participants.
- 13 participants in Work Experience (WEX).
- 60 are in follow-up services.
- As of 2<sup>nd</sup> Quarter, PYC was meeting or exceeding all performance measures.
- 47 Anderson County participants, 33 Oconee County participants, and 43 Pickens County participants enrolled.
- Of those enrolled, 47% were male, 53% were female.
- 77% were younger youth, 33% were older youth, ages 18 and up.
- 100% were High School dropouts; 97% were Basic Skills Deficient; 60% were unemployed.
- 135 Measurable Skills Gains; 64 GED/HS earned; 353 positive Placements in employment, military or post-secondary.
- 59 Resumes and 350 Career Smart classes have been provided.

#### **IV. New Business:**

##### **a. PYC PY 22 Final Enrollment Report**

Chair Gibson stated that as of June 2023, there were 36 PY22 carryovers, 88 new enrollments, and 124 total enrollments, out of a Board goal of 120 enrollments.

##### **b. PY 21 & PY 22 Grant Expenditures**

Ms. Karen Craven reviewed PY21 & 22 Youth program grant expenditures through January 2023. PY 22 Formula budget 1058 was 95.2% expended and line item 6507 (Work Experience) was 100% expended. PY 21 Budget 1371 (Resiliency Grant) was 99.4% expended, with approximately \$43.54 remaining. The PY 22 EBS Grant budget 1409 was 89.5% expended and line item 6507 (Work Experience) was 100% expended, this EBS grant ends 03/2024.

##### **c. PY22 3rd Quarter WL Youth Performance**

Sharon Crite reviewed the Rolling 4 3rd Quarter Youth performance with committee members on page 11 -14. WorkLink is meeting all performance measures in all programs.

##### **d. PY 23 Youth Budget -Letter of Intent / Revised Youth Formula/ EBS-EBY Mod 2**

Sharon Crite referred to pages 15-16 (PY 22 Letter of Intent \$ 50,000 expiring 8/31/2023), the formula budget will be reduced from the anticipated \$500,000 to \$480,000 due to final PY 22 allocations and the anticipation of needed funds for first Quarter of PY 24. Renee Alexander reviewed the formula budget reductions and EBS/EBY modifications to equal the final total budget amount of \$480,000. Jennifer Kelly, Executive Director summarized the financial budget for the board Youth PY 23 carryover and allocations.

**ACTION TAKEN: Crystal Noble made a motion to accept budget modifications as presented, seconded by Elaine Bailey. The motion carried unanimously.**

**e. PY 22 WorkLink Youth Local Monitoring Report**

Chair Gibson asked committee members to review the youth monitoring report and Eckerd's response to the report, this is for information. This report overall is generally a good report. If you have any questions, please contact Sharon with those questions.

**V. Other Business**


The next Youth Committee meeting will be held on Oct. 3, 2023 at 10 a.m.

**VI. Adjourn**

Chair Gibson thanked everyone for attending and adjourned the meeting at 10:22 a.m.

*Respectfully submitted by: Sharon E. G.-Crite*

## PY'23 UPDATE REPORT

Service Provider Information			
Date:		1-23-24	
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'23 Performance			
Carryover: (Example: 94)		12	
New Enrollments:		July 2023: 0 August 2023: 22 September 2023: 15 October 2023: 10 November 2023: 9 December 2023: 1 Total Enrolled: 57	
Dates Covered for New Enrollments:		July 1, 2023– December 31, 2023	
Total Active Enrollment PY23:		66	
Total in WEX PY 23:		16	
Current Total in Follow up PY 23:		82	
Total Entered Employment/Education/Military (Goal Q2: 83.5%; Goal Q4: 82%)		1st Q Performance: Q2: 89%      Q4:93.9%	
Credential Rate (Goal 76.9%) Median Earnings (Goal \$2900)		1st Q Performance: 69%  1st Q Performance: \$3940	
In Program Measurable Skills Gain (Goal: 60.6%)		1st Q Performance: 67.6%	
Total number enrolled per county (active and follow-up)	ANDERSON 53	OCONEE 43	PICKENS 52

Data Through:  
12/31/2023

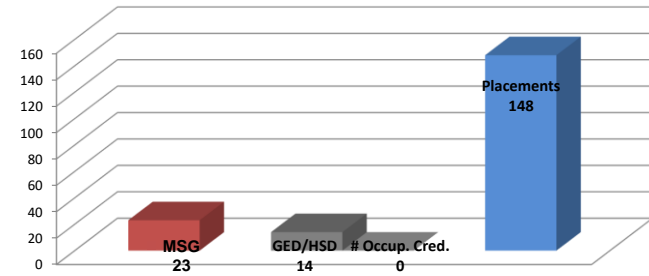
Demographics at Registration

	Anderson	Oconee	Pickens	Total	
Male	8	10	15	33	58%
Female	10	7	7	24	42%
	18	17	22	57	
Younger Youth (18 & Under)	6	12	18	36	63%
Older Youth (Over 18)	12	5	4	21	37%
	18	17	22	57	
Basic Skills Deficient	18	17	21	56	98%
Unemployed	13	12	15	40	70%

Caseload Breakdown

	Anderson	Oconee	Pickens	Total
Baker	0	43	0	43
Active	0	21	0	21
Follow-Up	0	22	0	22
Cobb	0	0	52	52
Active	0	0	21	21
Follow-Up	0	0	31	31
Wengard	53	0	0	53
Active	24	0	0	24
Follow-Up	29	0	0	29
Active	24	21	21	66
Follow-Up	29	22	31	82
Total	53	43	52	148

YTD Outcomes



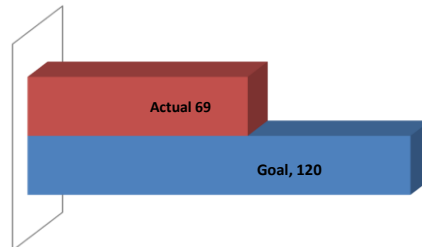
14GED HSD/9EFL/0SkillProgress/0TrainingMS 13GED/1 HSD 0 144Employment/4Post Secondary

WIOA Reported WorkLink Youth Performance

WIOA 1st Q (Rolling 4 Q) Performance			
			Pass
			Fail
Overall Program Score			111.60%
	Goal	% of Goal	Actual
EMPI/EDU/TRAINING Q2:	83.50%	106.60%	89.00%
EMPI/EDU/Training Q4:	82.00%	114.50%	93.90%
Credential Rate:	76.90%	89.70%	69.00%
Med Earnings	\$2,900	135.90%	\$3,940
MSG	60.60%	111.60%	67.60%

PY23 Enrollments

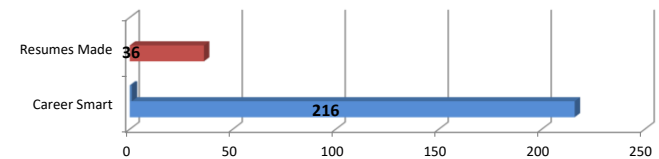
	Goal	Actual
Carryover	36	12
1st Quarter (Jul-Aug-Sep)	20	37
2nd Quarter (Oct-Nov-Dec)	20	20
3rd Quarter (Jan-Feb-Mar)	20	
4th Quarter (Apr-May-Jun)	20	
Total	120	69



Work Ready Certificate

PY23	
5 Platinum	0
4 Gold	4
3 Silver	4
2 Bronze	1
Total	10

WorkReady Services



Youth Service Provider  
Enrollment Status  
July 1, 2023 - June 30, 2024

ENROLLMENT REPORT PY 23		PYC				
*Special notes:						
Board Goal		120				
Month	NEW WIOA Enrollments	Total Enrollments	Monthly Planned Enrollment	YTD % of Monthly Plan	YTD % of Total Planned	YTD % of Board Goal
<i>Active/Confirmed Carryover 10/16/2023</i>		11				
July	0	11	0	#DIV/0!	0%	9%
August	22	33	3	733%	20%	28%
September*	15	48	10	150%	34%	40%
October	10	58	15	67%	43%	48%
November	9	67	13	69%	51%	56%
December	1	68	0	#DIV/0!	52%	57%
January		68	14	0%	52%	57%
February		68	15	0%	52%	57%
March		68	15	0%	52%	57%
April		68	13	0%	52%	57%
May		68	11	0%	52%	57%
June		68	0	#DIV/0!	52%	57%
Totals	57	68	109			
Notes:						
Board Goal = 120						
11 Carryover + 57 New						
Total Enrollments as of						
10/31/23 = 68.						
Remaining Slots = 52						



# ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

## YOUTH INVOICE

Worklink Development Board	Contract Number:	23Y495E2				
1376 Tiger Blvd.	Invoice Number:	1058-06				
Clemson, SC 29631	Invoice Month:	December 2023				
Attn: Jennifer Kelly	Period Covered:	July 1, 2023 - June 30, 2024				
email: jkelly@worklinkweb.com	Total Amount Due:	\$ 35,901				
Eckerd Goal:			DECEMBER			
			50.0%			100.0%
Line Item		Budget MOD 1	1058-6	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
Staff Salary Total		\$ 213,445	\$ 15,335	\$ 92,274.61	\$ 121,170.84	43.2%
Fringe Benefit Total	51xx	\$ 55,848	\$ 4,366	\$ 26,019.55	\$ 29,828.40	46.6%
<b>TOTAL STAFF COSTS</b>		<b>\$ 269,293</b>	<b>\$ 19,700.83</b>	<b>\$ 118,294.16</b>	<b>\$ 150,999.24</b>	<b>43.9%</b>
<b>Operating Costs:</b>						
Other Rental Fees	6195	\$ 7,200	\$ -	\$ 2,400.00	\$ 4,800.00	33.3%
Communications (Phone, Fax, Internet, etc)	6270	\$ 4,013	\$ 223	\$ 1,322.35	\$ 2,690.84	33.0%
Network (internet)	6265	\$ 1,200	\$ -	\$ 569.94	\$ 630.06	47.5%
Postage	6005	\$ 1,027	\$ 177	\$ 361.28	\$ 665.22	35.2%
Staff Travel	6105	\$ 3,000	\$ 208	\$ 1,500.59	\$ 1,499.41	50.0%
Other Travel	6115/6120	\$ -	\$ -	\$ -	\$ -	0.0%
Staff Background Checks	5100	\$ 285	\$ 36	\$ 36.25	\$ 249.24	12.7%
Staff Training	5110	\$ -	\$ -	\$ -	\$ -	0.0%
Office/Desktop Supplies and Materials	6000	\$ -	\$ -	\$ -	\$ -	0.0%
Copying	6730	\$ 1,000	\$ 91	\$ 90.83	\$ 909.17	9.1%
Software Licenses	6095	\$ 4,295	\$ 3,133	\$ 3,132.79	\$ 1,162.40	72.9%
Participant Verifications	6516	\$ 2,250	\$ -	\$ 555.81	\$ 1,694.19	24.7%
Participant Outreach	6735	\$ -	\$ -	\$ -	\$ -	0.0%
<b>TOTAL OPERATING COSTS</b>		<b>\$ 24,270</b>	<b>\$ 3,867.80</b>	<b>\$ 9,969.84</b>	<b>\$ 14,300.53</b>	<b>41.1%</b>
<b>Training Costs:</b>						
Work Experience Stipends	6507	\$ 29,429	\$ 5,743	\$ 11,224.92	\$ 18,204.02	38.1%
Tuition Cost (Adult Education)	6520	\$ 11,200	\$ 392	\$ 4,312.00	\$ 6,888.00	38.5%
Participant Graduation Fees	6595	\$ 1,045	\$ -	\$ -	\$ 1,045.00	0.0%
Credential Exam Fees	6525	\$ 12,500	\$ 241	\$ 2,782.50	\$ 9,717.50	22.3%
Individual Training Accounts	6530	\$ 500	\$ -	\$ -	\$ 500.00	0.0%
Instructional Supplies (Books)	6590	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0.0%
<b>TOTAL TRAINING COSTS</b>		<b>\$ 55,674</b>	<b>\$ 6,376.44</b>	<b>\$ 18,319.42</b>	<b>\$ 37,354.52</b>	<b>32.9%</b>
<b>Supportive Services Costs :</b>						
Child Care	6660	\$ -	\$ -	\$ -	\$ -	0.0%
Transportation	6485	\$ 25,000	\$ 2,260	\$ 12,800.00	\$ 12,200.00	51.2%
Client Incentives	6585	\$ -	\$ -	\$ -	\$ -	0.0%
Client Training Support Materials	6545	\$ -	\$ -	\$ -	\$ -	0.0%
Client Supplies	6546	\$ 700	\$ -	\$ -	\$ 700.00	0.0%
Client Emergency Assistance & Expungement	6596	\$ 325	\$ -	\$ -	\$ 325.45	0.0%
<b>TOTAL SUPPORTIVE SERVICES COSTS</b>		<b>\$ 26,025</b>	<b>\$ 2,260.00</b>	<b>\$ 12,800.00</b>	<b>\$ 13,225.45</b>	<b>49.2%</b>
<b>Training/Professional Fees/Profit:</b>						
General Liability Insurance	6305	\$ 5,041	\$ 432	\$ 2,011.80	\$ 3,029.13	39.9%
<b>TOTAL FEES / PROFIT COSTS</b>		<b>\$ 5,041</b>	<b>\$ 431.95</b>	<b>\$ 2,011.80</b>	<b>\$ 3,029.13</b>	<b>39.9%</b>
<b>4.1 INDIRECT COST:</b>	<b>13.60%</b>	<b>\$ 39,773</b>	<b>\$ 3,264</b>	<b>\$ 17,391.11</b>	<b>\$ 22,382.05</b>	<b>43.7%</b>
<b>Contract Total</b>		<b>\$ 420,077</b>	<b>\$ 35,901.10</b>	<b>\$ 178,786.33</b>	<b>\$ 241,290.91</b>	<b>42.6%</b>



# ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

## YOUTH INVOICE

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: **December 2023**  
Period Covered: July 1, 2023 - March 31, 2024  
Total Amount Due: \$ **8,389**

Eckerd Goal:

DECEMBER

50.00%

100.0%

Line Item	Budget MOD 2	1407-6	Cumulative Cost YTD	Remaining Balance	Percent Spent YTD
<b>Staff Salary Total</b>	\$ 39,938	\$ 5,787	35,417.06	\$ 4,521.09	88.7%
<b>Fringe Benefit Total</b> 51xx	\$ 4,425	\$ 689	\$ 4,280	\$ 144.72	96.7%
<b>TOTAL STAFF COSTS</b>	\$ 44,363	6,475.37	39,697.50	\$ 4,665.81	89.5%
<b>Operating Costs:</b>					
Staff Background Checks 5105	\$ -	-	-	\$ -	0.0%
Staff Background Checks 5100	\$ -	-	-	\$ -	0.0%
Staff Training 5110	\$ -	-	-	\$ -	0.0%
Other Travel 6115/6120	\$ -	-	-	\$ -	0.0%
Staff Expendable Supplies & Materials 6000	\$ 1,483	1,150.74	1,312.10	170.95	88.5%
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					
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%
<b>TOTAL OPERATING COSTS</b>	\$ 1,483	\$ 1,151	\$ 1,312	\$ 170.95	88.5%
<b>Training Costs:</b>					
Work Experience Stipends 6507	\$ 9,037	-	9,036.12	\$ 0.64	100.0%
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 Testing Fees 6535	\$ -	-	-	\$ -	0.0%
<b>TOTAL TRAINING COSTS</b>	\$ 9,037	\$ -	\$ 9,036	\$ 1	100.0%
<b>Supportive Services Costs :</b>					
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, etc. 6596	\$ -	-	-	\$ -	0.0%
<b>TOTAL SUPPORTIVE SERVICES COSTS</b>	\$ -	-	-	\$ -	0.0%
<b>Training/Professional Fees/Profit:</b>					
General Liability Insurance 6305	\$ 414	-	413.64	\$ (0.00)	100.0%
<b>TOTAL FEES / PROFIT COSTS</b>	\$ 414	-	413.64	\$ (0.00)	100.0%
<b>INDIRECT COST:</b> 10.00%	\$ 4,626	762.61	4,142.32	\$ 483.68	89.5%
<b>Contract Total</b>	\$ 59,923	8,388.72	54,601.68	\$ 5,321.08	91.1%

# Program year 2022 - 4th 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	91.2	112.5%	83.3	88.5	106.2%	83.5	89.8	107.5%	108.7%
Employment Rate Q4	81.8	88.4	108.1%	83.4	92.0	110.3%	82.0	93.5	114.0%	110.8%
Median Earnings	\$6,200	\$8,133	131.2%	\$7,935	\$10,216	128.7%	\$2,900	\$3,639	125.5%	128.5%
Credential Rate	73.8	80.2	108.7%	67.1	86.7	129.2%	76.9	74.1	96.4%	111.4%
Measurable Skill Gains	55.2	86.1	156.0%	60.2	83.3	138.4%	60.6	85.0	140.3%	144.9%
	Overall Program Score		123.3%	Overall Program Score		122.6%	Overall Program Score		116.7%	

### 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	75.1	96.5%	80.1	87.5	109.2%	73.2	60.9	83.2%	96.3%
Employment Rate Q4	74.0	78.4	105.9%	84.5	80.5	95.3%	75.6	68.5	90.6%	97.3%
Median Earnings	\$5,800	\$6,688	115.3%	\$7,695	\$9,132	118.7%	\$3,622	\$4,562	126.0%	120.0%
Credential Rate	66.0	61.9	93.8%	63.1	77.8	123.3%	72.1	65.8	91.3%	102.8%
Measurable Skill Gains	55.2	50.8	92.0%	57.1	56.3	98.6%	52.8	50.7	96.0%	95.6%
	Overall Program Score		100.7%	Overall Program Score		109.0%	Overall Program Score		97.4%	

### Upstate

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	84.6	107.5%	81.6	74.4	91.2%	79.0	78.9	99.9%	99.5%
Employment Rate Q4	76.5	82.4	107.7%	80.0	86.6	108.3%	73.7	82.6	112.1%	109.3%
Median Earnings	\$6,429	\$9,822	152.8%	\$8,037	\$10,797	134.3%	\$2,600	\$3,671	141.2%	142.8%
Credential Rate	67.5	73.2	108.4%	60.5	65.6	108.4%	75.3	80.4	106.8%	107.9%
Measurable Skill Gains	58.1	71.7	123.4%	58.5	78.6	134.4%	44.3	54.7	123.5%	127.1%
	Overall Program Score		120.0%	Overall Program Score		115.3%	Overall Program Score		116.7%	

### 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	82.8	106.4%	85.0	85.2	100.2%	72.0	76.7	106.5%	104.4%
Employment Rate Q4	78.0	84.5	108.3%	80.0	90.9	113.6%	70.0	85.9	122.7%	114.9%
Median Earnings	\$6,800	\$8,201	120.6%	\$8,629	\$12,069	139.9%	\$3,100	\$2,769	89.3%	116.6%
Credential Rate	65.0	80.3	123.5%	58.4	73.5	125.9%	70.0	43.6	62.3%	103.9%
Measurable Skill Gains	60.0	80.5	134.2%	60.0	78.6	131.0%	52.8	66.4	125.8%	130.3%
	Overall Program Score		118.6%	Overall Program Score		122.1%	Overall Program Score		101.3%	

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 2023 - 1st Quarter Adult/DW/Youth Performance Summary (Quick Reference)**  
**Rolling-4**

<b>WorkLink</b>					<b>Pee Dee</b>				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	111.8%	100.0%	106.6%	106.1%	Employment Rate Q2	103.5%	101.7%	96.5%	100.6%
Employment Rate Q4	109.9%	104.3%	114.5%	109.6%	Employment Rate Q4	103.7%	86.9%	104.2%	98.3%
Median Earnings	139.5%	129.3%	135.9%	134.9%	Median Earnings	136.9%	135.9%	152.3%	141.7%
Credential Rate	112.5%	138.5%	89.7%	113.5%	Credential Rate	104.9%	95.3%	101.5%	100.6%
Measurable Skill Gains	159.6%	146.5%	111.6%	139.2%	Measurable Skill Gains	124.4%	134.7%	102.6%	120.6%
	126.7%	123.7%	111.6%			114.7%	110.9%	111.4%	
<b>Upper Savannah</b>					<b>Lower Savannah</b>				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	96.4%	103.9%	78.0%	92.8%	Employment Rate Q2	111.1%	117.8%	113.4%	114.1%
Employment Rate Q4	108.0%	97.5%	90.0%	98.5%	Employment Rate Q4	113.3%	110.0%	110.8%	111.4%
Median Earnings	124.0%	120.6%	114.7%	119.7%	Median Earnings	146.6%	153.2%	112.2%	137.3%
Credential Rate	87.8%	131.8%	130.1%	116.6%	Credential Rate	128.9%	130.2%	107.0%	122.0%
Measurable Skill Gains	91.5%	116.6%	101.9%	103.3%	Measurable Skill Gains	134.0%	134.8%	123.8%	130.9%
	101.5%	114.1%	102.9%			126.8%	129.2%	113.4%	
<b>Upstate</b>					<b>Catawba</b>				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	102.7%	96.0%	94.4%	97.7%	Employment Rate Q2	104.0%	113.3%	102.0%	106.4%
Employment Rate Q4	111.1%	102.9%	109.1%	107.7%	Employment Rate Q4	104.6%	103.0%	107.8%	105.1%
Median Earnings	147.2%	144.4%	120.0%	137.2%	Median Earnings	132.0%	127.2%	117.5%	125.6%
Credential Rate	117.6%	103.3%	132.8%	117.9%	Credential Rate	103.6%	105.4%	126.4%	111.8%
Measurable Skill Gains	103.3%	137.4%	159.8%	133.5%	Measurable Skill Gains	132.5%	102.9%	156.3%	130.6%
	116.4%	116.8%	123.2%			115.4%	110.3%	122.0%	
<b>Greenville</b>					<b>Santee-Lynches</b>				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	110.9%	105.9%	110.4%	109.1%	Employment Rate Q2	101.2%	98.2%	109.4%	102.9%
Employment Rate Q4	105.3%	110.1%	119.0%	111.5%	Employment Rate Q4	97.2%	87.8%	102.3%	95.8%
Median Earnings	125.2%	103.5%	107.2%	112.0%	Median Earnings	148.3%	57.5%	124.9%	110.2%
Credential Rate	126.6%	133.7%	100.0%	120.1%	Credential Rate	102.5%	112.1%	105.1%	106.6%
Measurable Skill Gains	121.0%	125.0%	133.9%	126.6%	Measurable Skill Gains	125.6%	156.8%	109.4%	130.6%
	117.8%	115.7%	114.1%			115.0%	102.5%	110.2%	
<b>Midlands</b>					<b>Waccamaw</b>				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	97.5%	101.3%	87.5%	95.5%	Employment Rate Q2	102.4%	96.8%	103.9%	101.0%
Employment Rate Q4	97.3%	97.1%	101.0%	98.5%	Employment Rate Q4	102.5%	101.4%	114.1%	106.0%
Median Earnings	114.0%	132.0%	152.3%	132.8%	Median Earnings	124.6%	94.2%	134.4%	117.7%
Credential Rate	124.4%	88.8%	90.6%	101.3%	Credential Rate	97.9%	100.5%	101.9%	100.1%
Measurable Skill Gains	120.8%	144.3%	122.7%	129.3%	Measurable Skill Gains	118.8%	115.7%	117.4%	117.3%
	110.8%	112.7%	110.8%			109.2%	101.7%	114.3%	
<b>Trident</b>					<b>Lowcountry</b>				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	114.4%	104.5%	110.1%	109.7%	Employment Rate Q2	104.9%	94.7%	89.8%	96.5%
Employment Rate Q4	110.5%	107.9%	112.5%	110.3%	Employment Rate Q4	107.3%	98.8%	103.2%	103.1%
Median Earnings	128.0%	132.5%	143.4%	134.6%	Median Earnings	126.5%	129.7%	180.4%	145.5%
Credential Rate	116.1%	121.8%	132.2%	123.4%	Credential Rate	123.7%	115.9%	132.7%	124.1%
Measurable Skill Gains	117.9%	145.9%	120.3%	128.0%	Measurable Skill Gains	132.2%	114.3%	123.7%	123.4%
	117.4%	122.5%	123.7%			118.9%	110.7%	126.0%	
<p>The assessment reflects performance across programs and negotiated indicators. To pass performance a Local Workforce Development Area (LWDA) must:</p> <ul style="list-style-type: none"> <li>• Have an Overall Program Score (across all indicators) of at least 90%</li> <li>• Have an Overall Indicator Score (across Adult, Dislocated Worker and Youth programs) of at least 90%</li> <li>• Have an individual indicator percentage of at least 50%</li> </ul>									
Color Coding		Pass							
		Fail							

# WORKLINK WORK READINESS TOOL FOR THE WIOA PROGRAM

<b>Worksite Location:</b>		<b>Work Experience Training Evaluation</b>			
Participant Name:		Worksite:			
Participant Job Title:		Worksite Supervisor/Reviewer:			
Start Date:		Review Date #1:		Review Date #2:	
<b>FOUNDATION SKILL</b>	<b>PERFORMANCE EXPECTATIONS</b>	<b>Performance Improvement Plan Needed</b> (1)	<b>Needs Development</b> (2)	<b>Proficient</b> (3)	<b>Exemplary</b> (4)
		See page 3 for more detailed grading descriptions			
<b>ATTENDANCE</b>	Understanding work expectations for attendance and adhering to them. Notifying supervisor in advance in case of absence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PUNCTUALITY</b>	Understanding work expectations for punctuality. Arriving on time for work, taking and returning from breaks on time, and calling supervisor prior to being late.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>WORKPLACE APPEARANCE</b>	Dressing appropriately for position and duties. Practicing personal hygiene appropriate for position and duties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TAKING INITIATIVE</b>	Participating fully in task or project from initiation to completion. Initiating interaction with supervisor for next task upon completion of previous one.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>QUALITY OF WORK</b>	Giving best effort, evaluating own work, and utilizing feedback to improve work performance. Striving to meet quality standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>COMMUNICATION SKILLS</b>	Speaking clearly and communicating effectively – verbally and non-verbally. Listening attentively. Using language appropriate for work environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>RESPONSE TO SUPERVISION</b>	Accepting direction, feedback, and constructive criticism with positive attitude and using information to improve work performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TEAMWORK</b>	Relating positively with co-workers. Working productively with individuals and teams. Respecting diversity in race, gender, and culture.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PROBLEM-SOLVING/ CRITICAL-THINKING</b>	Exercising sound reasoning and analytical thinking. Using knowledge and information from job to solve workplace problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>WORKPLACE CULTURE POLICY AND SAFETY</b>	Demonstrating understanding of workplace culture and policy. Complying with health and safety rules. Exhibiting integrity and honesty.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Would you hire this person?</b>	<b>Comment:</b>				
<b>Youth Provider:</b>					
<b>Grant Period:</b>					
<i>Employers may add as many or few additional skills as they see fit based on the position.</i>	<b>TOTAL SCORE</b> _____ (add 4-box total; average score = total/# of skills)	# checked X 1 Total: _____	# checked X 2 Total: _____	# checked X 3 Total: _____	# checked X 4 Total: _____
<b>To meet work readiness skill attainment:</b>  <b>(1)*</b> trainee/employee must have an overall average score that is “proficient” (3.0) or trainee/employee must meet “proficient” standard in 80% of the total categories listed. <b>(2)</b> supervisor MUST verify that performance on job was satisfactory. <b>(3)</b> trainee/employee must not have been terminated from this work experience.		<b>Employee had satisfactory work performance and has met minimum total score:</b>  Employer Signature: _____ Employee Signature: _____  Date: _____ (see page 2 for comments)			
<small>*Examples: If there are 10 skill categories, participant must have a minimum score of 30 (3 x 10) out of a possible 40 or be proficient in at least 8 of the 10 categories. If an employer chose 15 skills to measure, participants would need minimum score of 45 (3 X15) out of a possible 60 or be proficient in at least 12 of the 15 categories.</small>					

**Review Comments/Goals/Other:**


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**Employer****Initials:** \_\_\_\_\_**TIPS FOR IMPLEMENTING WORK READINESS TOOL**

- **FLEXIBILITY:** This work readiness tool is modifiable to best meet employer's needs. Ten foundation skills have already been listed. Employers may measure all or most of these skills and are also encouraged to add any additional workplace and career skills.
- **SAMPLE SKILLS:** Listed below are examples of potential additional skills.

Occupation/Technical Skills	Academic Skills	Leadership Skills	Business Skills
-- Occupation-specific skills -- Industry-sector skills -- Industry-wide skills -- Understanding all aspects of an industry	-- Written communication -- Reading and reviewing -- Mathematics and data analysis -- STEM: science, technology, engineering, and mathematics -- Basic computer skills	-- Leadership -- Creative thinking/innovation -- Project management -- Teaching and instructing	-- Customer service skills -- Telephone skills -- Planning and organizing -- Scheduling & coordinating -- Using computer applications

- **PREPARATION:** Employers should review tool with the youth on or prior to the first day of the work experience. Depending on the number of youth at a worksite and the employer's discretion, this can be done as part of an employer-led group orientation or individually with each young worker. At the conclusion, each youth should have a clear understanding of their job description and expectations, what work readiness skills they will be measured on, and how often they will be measured.
- **FREQUENCY:** It is recommended that employers conduct more than one evaluation. Benefits of administering bi-weekly or "mid-point" assessments include the ability for employers to: offer youth constructive feedback; formally recognize positive work performances; address small issues before they become larger ones; and formally communicate youth performance with local program staff to ensure added support. An additional benefit is that local areas may be able to document the work readiness progress if a participant who has already proven to be proficient in work readiness leaves the program prior to its end.
- **FIRST EVALUATION:** The first evaluation can also be used as a helpful diagnostic and developmental tool that is maximized when delivered within the first two or three weeks. For participants experiencing challenges and have received a "1" in any category, a performance improvement plan should outline a set of goals in the comment section. In the past, some employers have had youth first assess their own performance and use any gaps in assessments to promote positive communication.
- **GRADING SCALE:** A grading scale of foundation skills has been listed on page 3 for employer convenience. To add any additional skills, employers can copy the language in the "general key" and modify as they see fit.
- **SUPPORT:** Local area program staff are available to make evaluation process as simple and seamless as possible. Through employer orientations, worksite monitoring, and on-going communication, summer youth program staff are available to address any outstanding questions or concerns by the employer. They may also be available to assist with job descriptions, and provide additional supportive work readiness training to participants. Sharon Crite, Youth Services Coordinator can be reached at 864-646-1828.

**Sources:** Tool content and design is based on three general sources encompassing public study, private research, and practical local application.

- (1) US Dept. of Labor – ETA's "Building Blocks for Competency Models" [http://www.careeronestop.org/CompetencyModel/pyramid\\_definition.aspx](http://www.careeronestop.org/CompetencyModel/pyramid_definition.aspx)
- (2) Employer research collaboration of The Conference Board, Partnership for 21<sup>st</sup> Century Skills, Corporate Voices, & Society for HR Management includes online-accessible reports: "New Graduates' Workforce Readiness", "Are They Really Ready to Work?", and "The Ill-Prepared US Workforce".
- (3) Sample tool design is based most closely on the Massachusetts Work-Based Learning Plan (<http://www.skillslibrary.com/wbl.htm>). The Seattle King County's Learning and Employability Profile, and other tools from the 2009 Summer Youth Employment Initiative under the American Recovery and Reinvestment Act were also utilized. For more info, see: "Tips on Measuring Work Readiness" [www.workforce3one.org/view/5000910643776065645/info](http://www.workforce3one.org/view/5000910643776065645/info)

## EVALUATION GRADING SCALE

### ATTENDANCE

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Excessive absences consistently impact work performance. Additional training is needed.	Below 90% attendance, but participant seeks out opportunities to make up missed work.	Maintains 90% attendance and notifies supervisor ahead of time prior to absence.	100% attendance or missed one day with valid reason that did not occur during first two weeks.

### PUNCTUALITY

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Excessive lateness consistently impacts work performance. Additional training is needed.	Inconsistent in arriving to work, returning from breaks on time, and calling supervisor prior to lateness.	Arrives to work & returns from breaks on time with rare exception. If late, calls supervisor ahead of time.	Perfect or near perfect in arriving for work and returning from breaks on time. Model for other workers.

### WORKPLACE APPEARANCE

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Has not yet demonstrated appropriate appearance and/or personal hygiene for position and duties.	Inconsistent in demonstrating appropriate appearance and/or personal hygiene for workplace.	Dresses appropriately and practices hygiene for position and duties with rare exception.	Consistent display of professional appearance and hygiene serves as a model for other workers.

### TAKING INITIATIVE

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Reluctant to begin tasks without significant staff intervention. Needs frequent reminders. Additional training may be needed.	Inconsistently begins or remains on task. Needs occasional prompting. Often satisfied with bare minimum performance.	Begins and remains on task until completion with rare exception. Can work independently. Initiates interaction for next task.	Consistently begins/remains on task until completion, and initiates interaction for next task. Can work independently, and leads others.

### QUALITY OF WORK

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Has not yet given best effort. Rarely evaluates work and utilizes feedback. Completes work inconsistently. Additional training may be needed.	Uneven work quality. Sometimes evaluates own work and utilizes feedback, but inconsistent in meeting quality standards.	Quality of work meets expectations. Evaluates own work, and utilizes employer feedback to improve performance.	Quality of work often exceeds expectations. Consistently gives best effort. Evaluates own work and utilizes employer feedback.

### COMMUNICATION SKILLS

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Seldom speaks clearly or listens attentively. Repeatedly uses inappropriate language for the workplace. May need additional training and support.	Inconsistent in communicating in manner and language appropriate for workplace. Inconsistent in effort to speak clearly or listen attentively.	Demonstrates positive oral and non-verbal communication with rare exception. Listens attentively and uses language appropriate for workplace.	Consistently demonstrates positive oral/non-verbal communication skills. Speaks clearly and listens attentively. Can effectively present to a group if needed.

### RESPONSE TO SUPERVISION

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Reluctant to accept feedback and constructive criticism from supervisor. Responds with poor verbal or non-verbal communication. Additional training may be necessary.	Inconsistent in accepting direction, feedback, and constructive criticism from supervisor. Shows potential for improvement.	Accepts direction and constructive criticism with positive attitude with rare exception. Uses feedback to improve work performance.	Consistently accepts direction and constructive criticism with positive attitude. Uses feedback to improve work performance, and provides new and useful ideas to employer.

### TEAMWORK

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Has not yet demonstrated appropriate group behaviors. Improvement needed in treating others with respect. Rarely contributes to group efforts. Additional training may be necessary.	Inconsistent in promoting positive group behaviors amongst coworkers, and in contributing to group efforts. Shows potential for improvement.	Works well with co-workers, is respectful, and contributes to group efforts with rare exception. Respects diversity within the workplace.	Consistently facilitates positive group dynamics. Demonstrates leadership that plays a significant role in success of group efforts. Promotes larger group unity.

### PROBLEM-SOLVING/CRITICAL THINKING

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Makes little or no effort to use knowledge learned from the job to solve workplace problems.	Inconsistent in using sound reasoning to solve work problems. Shows potential for improvement.	Uses sound reasoning, and job knowledge to solve workplace problems. Shows initiative in improving skills.	Consistently applies sound reasoning to solve work problems. Identifies potential problems before they can occur.

### WORKPLACE CULTURE, POLICY AND SAFETY

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Has not demonstrated understanding of workplace policies/ethics. Has not completed applicable training on workplace .	Inconsistent in demonstrating understanding of workplace culture, policies, and safety rules.	Demonstrates understanding of workplace policies. Completed safety training if applicable, and adheres to rules. Exhibits honesty and integrity.	Shows clear understanding of work policies and safety rules. Exhibits honesty and integrity. Has completed applicable safety trainings and has led coworkers.

### GENERAL KEY

Perf. Improvement Plan Needed	Needs Development	Proficient	Exemplary
Is not yet demonstrating the skills required for the position and needs to have a formal plan for improving skills.	Inconsistent in demonstrating and developing skills for the position, but development is needed.	Demonstrates the skills required for the position with rare exception, and shows initiative in improving	Consistently demonstrates skills required for the position. Often exceeds expectations and has emerged

May need additional training.		skills.	as leader that improves overall team.
<b><i>This general key is adaptable for employers to copy, paste in boxes on page 1, and modify accordingly for job-specific skills.</i></b>			

Palmetto Youth Connections PY 22 7/1/22-6/30/23					
Work-Readiness Basic/Soft Skills					
Basic/Soft Skills Score:	1	2	3	4	NR
ATTENDANCE	1	6	1	5	
PUNCTUALITY		3	7	2	1
WORKPLACE APPEARANCE			9	4	
INITIATIVE	1	3	4	5	
QUALITY OF WORK		3	5	5	
COMMUNICATION SKILLS	1	1	8	3	
RESPONSE TO SUPERVISOR		3	3	7	
TEAMWORK		1	6	6	
PROBLEM SOLVING/CRITICAL THINKING	1	3	5	4	
WORKPLACE CULTURE POLICY AND SAFETY		2	5	6	
WOULD YOU HIRE THIS PERSON? YES 07					
WOULD YOU HIRE THIS PERSON? NO 04					
NO RESPONSE (NR) 02					
	PY 22 Goal Met = 23.78%				
Mandate Work Base-Learning 20% Expenditure					
Data Collected from WorkLink Work Readiness					
Tool for WIOA Work Experience Training Opportunity					
Completed by 08 Employers for 13 participants.					
Satisfactory Work Performance = Score of 3.0					

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



**Henry McMaster  
Governor**  
**William H. Floyd, III  
Executive Director**

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November 1, 2023

Mr. Steven Pelissier  
Executive Director  
SC Appalachian Council of Governments  
Post Office Box 6668  
Greenville, South Carolina 29606

RE: PY22 WIOA Financial and Programmatic Monitoring – Appalachian Council of Governments

Dear Mr. Pelissier:

From June 6, 2023 through June 9, 2023, staff from the South Carolina Department of Employment and Workforce (DEW) visited Appalachian Council of Governments (ACOG) to conduct the annual WIOA financial and programmatic monitoring review. Two issues and no observations were identified in the attached monitoring report.

The identified issues related to this review have been addressed and accepted in ACOG's Corrective Action Plan; therefore, ACOG's annual WIOA financial and programmatic monitoring is considered finalized. We appreciate your cooperation and assistance offered during the visit. Should you have any questions regarding the attached monitoring report, please contact Jake Sherbert, by email: [jsherbert@dew.sc.gov](mailto:jsherbert@dew.sc.gov) or by phone: at (803) 737-3018.

Sincerely,

Jake Sherbert  
Director of Internal Audit

cc: Mike Wallace, WDB Chairperson  
Don Zimmer, ACOG Finance Director  
Jennifer Kelly, Workforce Services Executive Director



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# Appalachian COG

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## Financial and Programmatic Monitoring Review

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PY 2022

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WIOA Programs

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South Carolina Department of  
Employment and Workforce

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**ACOG**  
**Financial and Programmatic Monitoring Report**

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## **Executive Summary**

### **Purpose & Scope**

South Carolina Department of Employment and Workforce (DEW) staff performed a financial and programmatic monitoring engagement of the grant recipient, ACOG, on June 6, 2023 through June 9, 2023 in accordance with the Workforce Innovation and Opportunity Act (WIOA), Section 183, Monitoring.

### **DEW Staff conducting the Review**

Jake Sherbert, Director of Internal Audit

Sheila Blandon, Financial Monitor

Kenneth Williams, Senior Programmatic Monitor

### **ACOG Staff Representing the Recipient**

Steve Pelissier, ACOG Executive Director

Jennifer Kelly, Workforce Services Executive Director

Sharon Crite, Youth Services Manager

Windy Graham, WIOA Performance and Reporting Specialist

Don Zimmer, ACOG Finance Director

## **Financial Monitoring**

### **Current Year Issue:**

- None noted

### **Current Year Observation:**

- None noted

## **Programmatic Monitoring**

### **Current Year Issues:**

- Noncompliance with required documentation of referral outcomes in SCWOS
- Noncompliance with Adult, Dislocated Worker, and Youth Statements of Work

### **Current Year Observation:**

- None noted

# **Financial Monitoring Review**

## **WIOA Programs**

### **Purpose & Scope**

The purpose of Workforce Innovation and Opportunity Act (WIOA) financial monitoring is to determine if ACOG is using WIOA funds in compliance with applicable laws and regulations, and to determine if ACOG has a sound financial system in place to carry out the WIOA activities. The scope of the monitoring included reviewing and analyzing ACOG's financial records for the period of May 1, 2022 through April 30, 2023. The scope of the review was limited to remote monitoring due to the COVID-19 pandemic. Follow up on-site visits will resume as deemed necessary and safe.

### **Review Areas**

DEW performed its financial monitoring through reviews and analyses before, during, and after the remote monitoring for the following areas:

- Governance and oversight management
- Financial system with fiscal controls and accounting procedures
- Supporting documentation for selected expenditures
- Contracts and records
- Payroll and payroll records
- Property control records
- Subrecipients financial monitoring
- Partner Agreements - MOU/IFA
- Indirect cost rate and indirect cost allocation
- Credit card transactions
- ETA Salary Cap Review

### **Current Year Issue**

None noted

# **Programmatic Monitoring Review**

## **WIOA Programs**

### **Purpose and Scope**

The purpose of the programmatic review was to ensure that the ACOG programs were compliant with applicable statutes, regulations, and guidelines. The scope of the review included the following areas:

- Governance
- SC Works Delivery System including partner engagement
- Local Board composition
- SC Works Online Services (SCWOS)
- Adult, Dislocated Worker, and Youth Program Activities
- Business Services Activities
- Service Provider Review
- Participant File Management

The programmatic monitoring of PY'22 WIOA activities was accomplished through documentation review, observation of operation, data testing, and interviews with WIOA staff. ACOG and sub-recipient staff were interviewed during the course of the monitoring visit. Additionally, we conducted a review of eight (8) participant files including corresponding SCWOS information. The scope of the review was limited to remote monitoring due to the COVID-19 pandemic. Follow up on-site visits will resume as deemed necessary and safe.

### **Current Year Issues**

#### **1. Noncompliance with required documentation of referral outcomes in SCWOS**

During staff interviews and review of SCWOS staff referrals report, we discovered that WIOA staff received various referrals from partners; however, the referral outcomes were not properly documented in SCWOS as required by State Instruction Number 20-14.

State Instruction 20-14 states, “*Referral outcomes are recorded by closing a referral. Upon receipt of a referral from a partner program, the referred to program staff is responsible for closing the referral by recording the appropriate outcome as defined below.*”

### Outcome Definitions

- A “Completed Referral/Enrolled” outcome is defined as a referral that was received by the referred to program and the individual referred was enrolled in the program.
- A “Completed Referral/Not Enrolled” outcome is defined as a referral that was received by the referred to program, but the individual referred was not enrolled in the program.”

**Required Action:** ACOG is required to ensure all staff has an adequate understanding of State Policies related to required documentation of referral outcomes in SCWOS. Additionally, ACOG is required to adhere to State Policies to ensure that outcomes for all referrals received are properly recorded in SCWOS. ACOG must provide a CAP outlining steps taken to ensure staff understand and consistently apply policies and procedures developed by the State.

### ACOG’s Response:

Regarding referrals, the One Stop Operator was consulted on the process used to close referrals out in SCWOS. We found that partner training needed to occur and is scheduled for the next quarterly partner/staff meeting on November 17. In the meantime, our Operator is spot-checking referrals in the system to determine patterns and issues that need to be resolved and working with program managers to discuss the appropriate way to close referrals and the guidelines they recommend for closing referrals in a timely manner. The Operator will be providing feedback and final training on this in November to all partner staff in the WorkLink area.

WorkLink will conduct desktop monitoring of these efforts over the course of the next six months to determine if the systems they have put in place are adequate or if additional technical assistance is needed.

## **2. Noncompliance with Adult, Dislocated Worker, and Youth Statements of Work**

We discovered three (3) instances in which participant files or case management processes were not in compliance with the Adult and Dislocated Worker Statement of Work. As of 6/9/23, the following instance of noncompliance was discovered:

- The time period between case notes exceeded established requirements for three (3) participants, state identification numbers: 4085712, 4100946, and 4089875.

Adult and Dislocated Worker Statement of Work page 25 states, “Regularly scheduled contact must be maintained with all participants. The frequency of the contact is based on an assessment of the participant’s needs as they move through the process. At a minimum, monthly contact must be made with each participant. More frequent contact may be needed in certain circumstances.”

Adult and Dislocated Worker Statement of Work page 26 states, “A case note shall be entered for each activity. An activity must be performed and entered into SCWOS with a minimum of a start date and end date. Contact with the participant shall be maintained at a minimum of every 28 days.”

Youth Statement of Work page 7 states, “Regular personal contact between a case manager and 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.”

**Required Action:** ACOG is required to ensure case management staff has an understanding of the Adult, Dislocated Worker, and Youth Statements of Work. ACOG must provide a CAP outlining steps taken to ensure staff understand and consistently apply the contractual requirements established in the Adult, Dislocated Worker, and Youth Statements of Work.

**ACOG’s Response:**

The Youth Statement of Work (SOW) has been revised to coincide with the SCWOS Ad Hoc System time frame and to reflect what is occurring with the youth provider frontline staff. Palmetto Youth Connections (PYC) frontline staff have confirmed that WIOA case note alerts have been set-up and are up-to-date in the SCWOS system. PYC Program Management staff will monitor, and WorkLink Staff will follow-up as well.

Revised Youth SOW (Section 5.5.1 -Page 7): *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. Monthly contact must be made with each youth participant, contact with the participant shall be maintained at a minimum of every 28 days. More frequent contact may be needed in certain circumstances.*

Regarding the Adult/Dislocated Worker program, service provider management staff was consulted on the process case manager’s use for entering case notes. We found that they use the monthly ad hoc case note report to assist with the tracking of participants. Ad hoc

reports have not been accurate in recent months; therefore, issues have arisen in the timely tracking of participants. WorkLink staff has alerted DEW to the issues that we have had, and these items appear to have been resolved for the most part (but still are more than 24 hours behind). Therefore, WorkLink staff has strongly encouraged our service provider to track participants in an alternate way to ensure compliance with the Statement of Work contract requirements for case notes, such as through the SCWOS “Last Case Note for Participant,” an Excel spreadsheet, or in their third party vendor Empyra, which is used to track ITA obligations for us. Case managers also utilize case note alerts to help enter case notes in a timely manner.

Our Program management staff has conducted staff training on this topic, and emails case managers when they notice that records are overdue. The Program Management staff will review the ad hoc case note reports daily moving forward, addressing case note issues as they occur. WorkLink will conduct desktop monitoring of these efforts over the course of the next six months to determine if the systems they have put in place are adequate or if additional technical assistance is needed.

### **Follow-Up of Prior Year Recommendations**

During the current year ACOG monitoring review, monitors verified and re-evaluated the recommendations that were addressed in the prior year WIOA programmatic monitoring report. The current status and follow up of the prior year monitoring recommendations are summarized below.

Follow Up To 2021 CAP			2022 Monitoring
Number	Prior Year Recommendations	Implementation Status	Recommendations noted in current testing
1	Issue - Noncompliance with required documentation of referral outcomes in SCWOS	Ongoing	See Programmatic Issue #1.
2	Issue - Activity codes not properly recorded in SCWOS	Completed	No exceptions were noted.