

**WORKFORCE DEVELOPMENT BOARD  
YOUTH COMMITTEE MEETING  
AGENDA**

**Tuesday, August 12, 2025  
10:00 A.M. – 11:00 A. M.**

**Location: Zoom- Virtual Meeting**

- |                                                                  |                                 |
|------------------------------------------------------------------|---------------------------------|
| I. Welcome - Introductions                                       | Katie Brown, Chair              |
| II. <b>Review of Minutes</b> (3/04/2025)*                        | Katie Brown Chair               |
| III. PY 24 PYC Report/Dashboard (6/30/2025)                      | Ann Marie Baker, PYC Prog. Mgr. |
| IV. <b><u>New Business:</u></b>                                  |                                 |
| PY 24 (Final) New Enrollment Report                              | Katie Brown                     |
| PY 24 Youth Local Monitoring Report- Information Only            | Katie Brown                     |
| PY 24 Grant Expenditures (Final)- (6/30/2025)                    | Ann Marie Baker                 |
| PY 24 3 <sup>rd</sup> & 4 <sup>th</sup> Qrt WL Youth Performance | Jennifer Campbell, WorkLink     |
| PY 25 Electronic File Update- Information Only                   | Jennifer Campbell               |
| PY 25 Letter of Intent                                           | Jennifer Campbell               |
| PY 24 Anderson Impact Awards Nomination*                         | Ann Marie Baker                 |
| V. <b><u>Other Business:</u></b>                                 | Katie Brown                     |
| VI. <b><u>Adjourn</u></b> *                                      | Katie Brown                     |

\*Vote Needed

**Next Scheduled Board Meeting – September 10, 2025  
In person- Clemson Visitor's Center**

**Next Scheduled Youth Committee Meeting – October 7, 2025  
Zoom Virtual Meeting**

## **Youth Committee Meeting Minutes**

**Date:** March 4, 2025

**Time:** 10:00 AM – 11:00 AM

**Location:** SC Works Center Clemson / Zoom Meeting

**Chair:** Katie Brown

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### **I. Welcome and Introductions**

Katie Brown called the meeting to order at 10:00 AM and welcomed all attendees.

Introductions were made around the virtual table.

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### **II. Approval of Previous Minutes**

The minutes of the January 21, 2025 Youth Committee meeting were reviewed.

A motion to approve the minutes was made by Amy Bradshaw and seconded by Tyler James. The minutes were approved unanimously.

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### **III. Palmetto Youth Connections Program Updates**

**Presented by Karen Craven, Program Manager**

- PY23 Summary
  - 120 participants served; 81 remain active
  - 25 participants placed in Work Experience (WEX)
  - All performance measures met or exceeded in Q3
- PY24 Update (through February 28, 2025)

- Total enrollments: 91 (29 carryover + 62 new)
  - Active participants: 67; follow-up participants: 96
  - Work Experience placements: 4
  - Key performance metrics:
    - Q2 employment/education/military placement rate: 88.7%
    - Credential attainment rate: 61.2%
    - Median earnings: \$3,340
    - Measurable skills gains rate: 62.4%
    - Work Ready certificates issued: 6
    - Career Smart classes conducted: 174
- 

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

- **PY24 Grant Expenditures**

- Youth Formula Grant (PY24) expended 48.6% as of January 31, 2025
- Work Experience line item expended 58.6%

- **Enrollment Report**

- 91 of 100 board-goal slots filled, leaving 9 vacancies

- **Extension of Eckerd PYC Grant**

- Proposal to extend the Eckerd grant for a fourth program year (PY25)
- Motion to extend was seconded and carried

- **Strategic Plan Goal #2 Review**

- Committee discussed strategies to eliminate employment barriers
- Members to submit feedback on draft strategies by January 31, 2025

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## **V. Other Business**

Members were reminded to complete and return Conflict of Interest forms by January 24, 2025.

The next Youth Committee meeting is scheduled for May 6, 2025 at 10:00 AM via Zoom.

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## **VI. Adjournment**

Katie Brown thanked everyone for their participation and adjourned the meeting at 11:00 AM.

Respectfully submitted,

Windy Graham

Data Through:  
6/30/2025

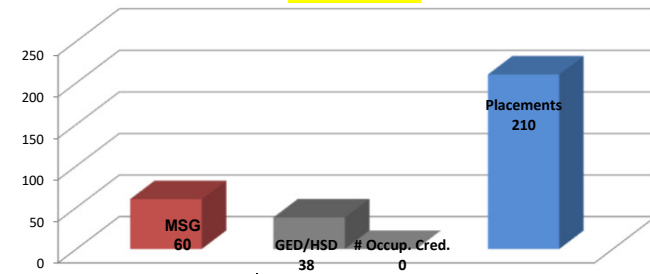
**Demographics at Registration**

	Anderson	Oconee	Pickens	Total	
Male	11	12	14	37	51%
Female	13	12	10	35	49%
	24	24	24	72	
Younger Youth (18 & Under)	8	16	15	39	54%
Older Youth (Over 18)	16	8	9	33	46%
	24	24	24	72	
Basic Skills Deficient	24	24	23	71	99%
Unemployed	13	15	14	42	58%

**Caseload Breakdown**

	Anderson	Oconee	Pickens	Total
Baker	0	50	0	50
Active	0	21	0	21
Follow-Up	0	29	0	29
Cobb	0	0	50	50
Active	0	0	18	18
Follow-Up	0	0	32	32
Wengard	52	0	0	52
Active	23	0	0	23
Follow-Up	29	0	0	29
Active	23	21	18	62
Follow-Up	29	29	32	90
Total	52	50	50	152

**YTD Outcomes**



35GED/ 3 HSD /14 EFL Gains/8Trn.Mile/SkillPro 38 0 205Employment/5Post Secondary

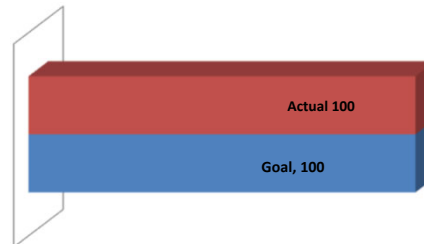
**WIOA Reported WorkLink Youth Performance**

WIOA 2nd Q (Rolling 4 Q) Performance			
			Pass
			Fail
Overall Program Score			97.20%
	Goal	% of Goal	Actual
EMP/EDU/TRAINING Q2:	83.50%	101.40%	84.70%
EMP/EDU/Training Q4:	82.00%	101.50%	83.20%
Credential Rate:	70.00%	90.01%	63.10%
Med Earnings	\$3,455	89.80%	\$3,104
MSG	60.00%	103.30%	62.00%

\*meeting performance=50%+ of goal

**PY24 Enrollments**

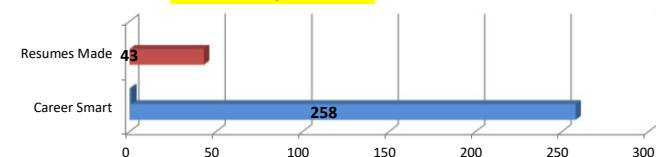
	Goal	Actual
Carryover	33	29
1st Quarter (Jul-Aug-Sep)	15	25
2nd Quarter (Oct-Nov-Dec)	24	21
3rd Quarter (Jan-Feb-Mar)	24	23
4th Quarter (Apr-May-Jun)	4	2
Total	100	100




**Work Ready Certificate**

PY24	
5 Platinum	0
4 Gold	0
3 Silver	9
2 Bronze	4
Total	13

**WorkReady Services**



## PY'24 UPDATE REPORT

Service Provider Information			
Date:		8-12-25	
Service Provider:		 Palmetto Youth Connections	
Prepared By:		Ann Marie Baker	
Program Description:		Out of School Youth (17-24)	
Number of Participants to be Served:		100 (carryover and new enrollment)	
PY’24 Performance			
Carryover: (Example: 94)		29	
New Enrollments:		July 2024: 0 August 2024: 12 September 2024: 13 October 2024: 7 November 2024: 7 December 2024: 7 January 2025: 10 February 2025: 6 March 2025: 7 April 2025: 2 May 2025: 1 Total Enrolled: 72	
Dates Covered for New Enrollments:		July 1, 2024– June 30, 2025	
Total Active Enrollment PY24:		47	
Total in WEX PY 24:		6	
Current Total in Follow up PY 24:		83	
Total Entered Employment/Education/Military (PY 24 Goal Q2: 83.5%; PY 24 Goal Q4: 82%)		3rd Q Performance: Q2: 85.6%      Q4: 82.1%	
Credential Rate (PY 24 Goal 70%) Median Earnings (PY 24 Goal \$3455)		3rd Q Performance: 63.8%  3rd Q Performance: \$3174	
In Program Measurable Skills Gain (PY 24 Goal: 60%)		3rd Q Performance: 57%	
Total number enrolled per county (active and follow-up)	ANDERSON 52	OCONEE 46	PICKENS 32



**July 1, 2024-June 30, 2025**

**Internal Assessment: Occupational Skills Training Anticipated Obligations (Line Item 6530)**

As of 6-30-25 Total # of Youth Entered Advanced Training: **6**

**July 1, 2024-June 30, 2025**

**Occupational Skills Training Total: 1**  
**(That PYC can document and confirm)**

IBEST **Manufacturing:** (T. Schofield-Anderson)

**Post-Secondary Entry Total: 5**  
**(That PYC can document and confirm via the Student Clearinghouse)**

Hector Martinez (Mechanical Engineering)  
Jordan Doyle (health care)  
Tanner Owens (health care)  
Thomas Lorraine (health care)  
Karissa Hood (health care)

Post-Secondary WIOA Tuition Obligation:  
**\$0**

March 24, 2025

Jonathan Ziegler, Sr. Vice President Workforce Operations  
Eckerd Youth Alternatives, Inc.  
100 N. Starcrest Drive  
Clearwater, FL 33765

Dear Mr. Ziegler:

The attached PY 24 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 11-14, 2025. 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 (if applicable).**

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 were provided as needed and determined to PYC Management Staff (review information and resources with the PYC Career Coaches).

**There are no findings or observations for PY 24 WorkLink Local Youth Program and Financial Monitoring Report. This is considered a clean monitoring report, Congratulations!!**

A written response (if applicable) is required within 30 days. Please respond to the WorkLink office by April 24, 2025.

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

Sincerely,



Jennifer Campbell  
Interim Executive Director

Attachments: WorkLink PY 24 Virtual Local Youth Monitoring Report: Program, EO, Inventory, Finance, and Work Experience.

cc: Renee Alexander, Eckerd Youth Alternatives, Inc. Sr. Director of Operations  
Karen Craven, Eckerd-Palmetto Youth Connections Sr. Program Manager  
Shouna Williams, WorkLink Workforce Development Board Chair  
Katie Brown, Youth Committee Chair



**WorkLink  
Workforce Innovation and Opportunity Act  
PY 24 Local Monitoring Report-Youth**

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

**Grant #: 24Y495E3**

**Period Covered: July 01, 2024-June 30, 2025**

The specific purpose of this comprehensive report is to identify progress and deficiencies in 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 11, 2025, to discuss the purpose, procedures, and anticipated length of the monitoring conducted (February 11-14, 2025). 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 reviewed for use, timely and accurate data entry, 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 13, 2025. **All monitoring notes and consultation concluded as on February 14, 2025, and results are enclosed in this final report.**

The WorkLink Staff reviewed specific compliance areas using pertinent documents, desktop review, file records, phone interviews, and/or email interaction. At the conclusion of the review, an exit conference was conducted on February 14, 2025, 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 24 Total Obligations:** \$430,000

**Total Number of Participants to be served:** 200 (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, 2024 - June 30, 2025 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. 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 an 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, organizations, 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 accommodation 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, 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. 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** 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 the 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 the 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: **27 total participant files -File Management, 21 total (Active) participant files, and 6 total (Follow-Up) participant files.**

Out of **twenty-one 21 (Active)** participant files: All twenty-one (21) files were reviewed for programmatic virtual monitoring and compliance, one (1) active participant file was interviewed via phone regarding their work experience. Sixteen (**16**) Active files and Five (**5**) Follow-up files were reviewed for financial monitoring.

Out of **six 6 (Follow-up)** participant files: All six (6) 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 **27** 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.

### **Inventory Monitoring:**

All inventory was available via virtual verification.

### **Programmatic Monitoring:**

### **Best Practices**

- All files were verified, and file management policy was followed.
- Follow-up has been completed timely.
- EO Posters were on site.
- Good use of "F" codes.
- The Individual Service Strategies Plan (ISS) were in compliance per instructions.
- Printed MapQuest at enrollment.
- Good variety of Work Experience sites.
- Good use of Comment Box (for example, GED or HSD).
- Use of lock box when applicable.
- The inventory was present.

### **Strongly Recommend Use Within the SCWOS System:**

- Virtual Recruiter
- Online Application
- Online Resume
- Background Wizard
- Job Referrals

### **Continue to Monitor:**

- PII

## **Work Experience (WEX) Monitoring:**

### **Best Practices:**

- The work experience notebook is present and accessible per each phone call with work experience worksite supervisors.
- Mention of the PYC Workforce Specialist Staff presence and rapport was shared at each phone call by supervisors of all work experience work sites.
- There are well established relationship(s) between worksite supervisor(s), youth participant(s), and PYC Workforce Specialist.
- The work experience time sheets, voucher for stipend, supportive service verification, and documentation were reviewed.
- Phone calls were conducted with the work experience worksite supervisor and assigned youth participants.
- The work experience worksite supervisor (s) per the 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, savings, or opening a new account), education goals, and/or career pathway goals.
- The youth participant enjoyed his work experience assignment.
- The work experience worksite supervisor spoke highly of their experience with the PYC Program, PYC Staff, and the work experience opportunity.
- **No issues** found on the work experience worksite assignment.

### **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 data entries in SCWOS system per the grant and grant PY year.
- Clear use of separation of financial duties.
- PYC staff adhered to the WorkLink Youth Supportive Services Policy and Incentive Payment Guideline Policies if applicable.
- PY 24 Youth Budget expenditures are appropriate and expenditure goals are on target and on-going as of this monitoring.
- Efforts towards meeting the PY24 Work Experience 20% expenditure goal is on-going and appear to be on target.

### **PY 24 Final Monitoring Results:**

- Progress towards the PY 24 Work Experience 20% expenditure goal is on-going.
- PY 24 Grant budget expenditures and new youth enrollment are on target.
- PY 24 Youth Performance is meeting or exceeding the goal.
- There are **no findings or observations** for PY 24 WorkLink Local Youth Program and Financial Monitoring Report.

### **Resources and Additional Information/Links Below:**

SCWOS Manual is in SCWOS under Staff Online Resources.

TEGL 21-16 : [https://wdr.doleta.gov/directives/corr\\_doc.cfm?docn=7159](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](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3389)

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.**

		<b>ECKERD YOUTH ALTERNATIVES, INC.</b>				
		100 N. Starcrest Drive, Clearwater, FL 33765				
		<b>INVOICE</b>				
Worklink Development Board	Contract Number:	24Y495E3				
1376 Tiger Blvd.	Invoice Number:	1058-13				
Clemson, SC 29631	Invoice Month:	June 2025 Final				
Attn: Jennifer Campbell	Period Covered:	July 1, 2024 - June 30, 2025				
email: jcampbell@worklinkweb.com	Total Amount Due:	\$ 4,754				
Eckerd Goal:			JUNE FINAL			
			100.0%			100.0%
<b>Line Item</b>		<b>Budget MOD 1</b>	<b>1058-13</b>	<b>Cumulative Cost YTD</b>	<b>Remaining Balance</b>	<b>Percent Spent YTD</b>
Staff Salary Total		\$ 246,287	\$ 1,682.35	\$ 246,052.16	\$ 234.57	99.9%
Fringe Benefit Total	51xx	\$ 59,599	\$ 2,530	\$ 59,598.78	\$ -	100.0%
<b>TOTAL STAFF COSTS</b>		<b>\$ 305,886</b>	<b>\$ 4,212.55</b>	<b>\$ 305,650.94</b>	<b>\$ 234.57</b>	<b>99.9%</b>
<b>Operating Costs:</b>						
Property Rent	6185	\$ 3,600	\$ -	\$ 3,158.93	\$ 441.07	87.7%
Communications (Phone, Fax, Internet, etc)	6270	\$ 1,200	\$ 100	\$ 1,054.12	\$ 145.88	87.8%
Network (Internet)	6265	\$ 1,500	\$ -	\$ 999.90	\$ 500.10	66.7%
Postage	6005	\$ 1,500	\$ 9	\$ 774.92	\$ 725.08	51.7%
Staff Travel	6105	\$ 3,942	\$ 71	\$ 3,807.47	\$ 134.67	96.6%
Other Travel	6115/6120	\$ -	\$ -	\$ -	\$ -	0.0%
Staff Background Checks	5100	\$ 156	\$ -	\$ 45.00	\$ 111.00	28.8%
Staff Training	5110	\$ -	\$ -	\$ -	\$ -	0.0%
Office/Desktop Supplies and Materials	6000	\$ 1,000	\$ 62	\$ 902.24	\$ 97.76	90.2%
Copying	6730	\$ 1,000	\$ -	\$ 886.43	\$ 113.57	88.6%
Software Licenses	6095	\$ 3,895	\$ -	\$ 3,708.32	\$ 186.68	95.2%
Participant Verifications	6516	\$ -	\$ -	\$ -	\$ -	0.0%
Participant Outreach	6735	\$ -	\$ -	\$ -	\$ -	0.0%
<b>TOTAL OPERATING COSTS</b>		<b>\$ 17,793</b>	<b>\$ 241.66</b>	<b>\$ 15,337.33</b>	<b>\$ 2,455.81</b>	<b>86.2%</b>
<b>Training Costs:</b>						
Work Experience Stipends	6507	\$ 14,951	\$ (120)	\$ 14,949.00	\$ 1.80	100.0%
Tuition Cost (Adult Education)	6520	\$ 11,200	\$ -	\$ 10,080.00	\$ 1,120.00	90.0%
Participant Graduation Fees	6595	\$ 1,045	\$ -	\$ 515.00	\$ 530.00	49.3%
Credential Exam Fees	6525	\$ 13,747	\$ -	\$ 10,410.00	\$ 3,337.00	75.7%
Individual Training Accounts	6530	\$ -	\$ -	\$ -	\$ -	0.0%
Instructional Supplies (Books)	6590	\$ -	\$ -	\$ -	\$ -	0.0%
<b>TOTAL TRAINING COSTS</b>		<b>\$ 40,943</b>	<b>\$ (120.00)</b>	<b>\$ 35,954.00</b>	<b>\$ 4,988.80</b>	<b>87.8%</b>
<b>Supportive Services Costs :</b>						
Child Care	6660	\$ -	\$ -	\$ -	\$ -	0.0%
Transportation	6485	\$ 13,624	\$ 240	\$ 10,360.00	\$ 3,263.80	76.0%
Client Incentives	6585	\$ -	\$ -	\$ -	\$ -	0.0%
Client Training Support Materials	6545	\$ -	\$ -	\$ -	\$ -	0.0%
Client Supplies	6546	\$ -	\$ -	\$ -	\$ -	0.0%
Client Emergency Assistance & Expungement	6596	\$ -	\$ -	\$ -	\$ -	0.0%
<b>TOTAL SUPPORTIVE SERVICES COSTS</b>		<b>\$ 13,624</b>	<b>\$ 240.00</b>	<b>\$ 10,360.00</b>	<b>\$ 3,263.80</b>	<b>76.0%</b>
<b>Training/Professional Fees/Profit:</b>						
General Liability Insurance	6305	\$ 5,676	\$ (378)	\$ 4,791.73	\$ 884.27	84.4%
<b>TOTAL FEES / PROFIT COSTS</b>		<b>\$ 5,676</b>	<b>\$ (378.27)</b>	<b>\$ 4,791.73</b>	<b>\$ 884.27</b>	<b>84.4%</b>
<b>4.1 INDIRECT COST:</b>		<b>14.10%</b>	<b>\$ 46,079</b>	<b>\$ 558</b>	<b>\$ 45,562.19</b>	<b>\$ 516.56</b>
<b>Contract Total</b>		<b>\$ 430,000</b>	<b>\$ 4,753.72</b>	<b>\$ 417,656.19</b>	<b>\$ 12,343.81</b>	<b>97.1%</b>

	<b>ECKERD YOUTH ALTERNATIVES, INC.</b>					
	100 N. Starcrest Drive, Clearwater, FL 33765					
	<b>INVOICE</b>					
Worklink Development Board	Contract Number:					
1376 Tiger Blvd.	Invoice Number:	1058-01				
Clemson, SC 29631	Invoice Month:	July 2025				
<b>Attn: Jennifer Campbell</b>	Period Covered:	July 1, 2025 - June 30, 2026				
email: jcampbell@worklinkweb.com	Total Amount Due:	\$ 29,663				
<b>Eckerd Goal:</b>			JULY			
			8.3%			100.0%
<b>Line Item</b>	<b>Budget</b>	<b>1058-1</b>	<b>Cumulative Cost YTD</b>	<b>Remaining Balance</b>	<b>Percent Spent YTD</b>	
<b>Staff Salary Total</b>		\$ 197,326	\$ 19,920	\$ 19,920.38	\$ 177,405.66	10.1%
<b>Fringe Benefit Total</b>	51xx	\$ 49,057	\$ 4,439	\$ 4,438.51	\$ 44,618.10	9.0%
<b>TOTAL STAFF COSTS</b>		\$ 246,383	24,358.89	\$ 24,358.89	\$ 222,023.76	9.9%
<b>Operating Costs:</b>						
Property Rent	6185	\$ 3,600	\$ -	\$ -	\$ 3,600.00	0.0%
Communications (Phone, Fax, Internet, etc)	6270	\$ 960	\$ 100	\$ 100.10	\$ 859.90	10.4%
Network (internet)	6265	\$ 1,500	\$ 105	\$ 105.00	\$ 1,395.00	7.0%
Postage	6005	\$ 1,000	\$ 17	\$ 17.40	\$ 982.60	1.7%
Staff Travel	6105	\$ 3,500	\$ 71	\$ 71.40	\$ 3,428.60	2.0%
Other Travel	6115/6120	\$ -	\$ -	\$ -	\$ -	0.0%
Staff Background Checks	5100	\$ 126	\$ -	\$ -	\$ 125.70	0.0%
Staff Training	5110	\$ -	\$ -	\$ -	\$ -	0.0%
Office/Desktop Supplies and Materials	6000	\$ 1,295	\$ -	\$ -	\$ 1,294.59	0.0%
Copying	6730	\$ 1,200	\$ -	\$ -	\$ 1,200.00	0.0%
Technology	6090	\$ 1,265	\$ -	\$ -	\$ 1,265.00	0.0%
Software Licenses	6095	\$ 1,265	\$ 1,182	\$ 1,182.00	\$ 83.00	93.4%
Participant Verifications	6516	\$ -	\$ -	\$ -	\$ -	0.0%
Participant Outreach	6735	\$ -	\$ -	\$ -	\$ -	0.0%
<b>TOTAL OPERATING COSTS</b>		\$ 15,710	1,475.90	\$ 1,475.90	\$ 14,234.39	9.4%
<b>Training Costs:</b>						
Work Experience Stipends	6507	\$ 24,092	\$ -	\$ -	\$ 24,091.69	0.0%
Tuition Cost (Adult Education)	6520	\$ 11,200	\$ -	\$ -	\$ 11,200.00	0.0%
Participant Graduation Fees	6595	\$ 1,045	\$ -	\$ -	\$ 1,045.00	0.0%
Credential Exam Fees	6525	\$ 10,530	\$ -	\$ -	\$ 10,530.00	0.0%
Individual Training Accounts	6530	\$ -	\$ -	\$ -	\$ -	0.0%
Instructional Supplies (Books)	6590	\$ -	\$ -	\$ -	\$ -	0.0%
<b>TOTAL TRAINING COSTS</b>		\$ 46,867	-	\$ -	\$ 46,866.69	0.0%
<b>Supportive Services Costs :</b>						
Child Care	6660	\$ -	\$ -	\$ -	\$ -	0.0%
Transportation	6485	\$ 7,500	\$ -	\$ -	\$ 7,500.00	0.0%
Client Incentives	6585	\$ -	\$ -	\$ -	\$ -	0.0%
Client Training Support Materials	6545	\$ -	\$ -	\$ -	\$ -	0.0%
Client Supplies	6546	\$ -	\$ -	\$ -	\$ -	0.0%
Client Emergency Assistance & Expungement	6596	\$ -	\$ -	\$ -	\$ -	0.0%
<b>TOTAL SUPPORTIVE SERVICES COSTS</b>		\$ 7,500	-	\$ -	\$ 7,500.00	0.0%
<b>Training/Professional Fees/Profit:</b>						
General Liability Insurance	6305	\$ 4,429	\$ 369	\$ 369.06	\$ 4,059.69	8.3%
<b>TOTAL FEES / PROFIT COSTS</b>		\$ 4,429	369.06	\$ 369.06	\$ 4,059.69	8.3%
<b>4.1 INDIRECT COST:</b>	13.20%	\$ 34,677	\$ 3,459	\$ 3,458.91	\$ 31,217.71	10.0%
<b>Contract Total</b>		\$ 355,565	\$ 29,663	\$ 29,662.76	\$ 325,902.24	8.3%

# Program Year 2024 Quarter 3 - Quarterly Performance Summary

## WIOA Adult/DW/Youth

### 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	81.5	79.2	97.2%	86.5	100.0	115.6%	83.5	90.0	107.8%	106.9%
Employment Rate Q4	84.2	92.0	109.3%	85.6	100.0	116.8%	82.0	66.7	81.3%	102.5%
Median Earnings	\$7,750	\$6,485	83.7%	\$9,287	\$12,588	135.5%	\$3,455	\$4,895	141.7%	120.3%
Credential Rate	73.8	76.2	103.3%	82.6	100.0	121.1%	70.0	33.3	47.6%	90.6%
Measurable Skill Gains	70.0	54.8	78.3%	72.4	80.0	110.5%	60.0	21.0	35.0%	74.6%
	Overall Program Score		94.3%	Overall Program Score		119.9%	Overall Program Score		82.7%	

### 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	78.0	72.7	93.2%	85.4	66.7	78.1%	74.5	100.0	134.2%	101.8%
Employment Rate Q4	81.0	76.0	93.8%	84.5	75.0	88.8%	75.0	50.0	66.7%	83.1%
Median Earnings	\$6,832	\$5,496	80.4%	\$8,400	\$10,403	123.8%	\$4,200	\$2,600	61.9%	88.7%
Credential Rate	67.0	76.9	114.8%	78.1	66.7	85.4%	69.0	100.0	144.9%	115.0%
Measurable Skill Gains	63.5	34.6	54.5%	67.7	-	NA	61.5	39.5	64.2%	59.4%
	Overall Program Score		87.3%	Overall Program Score		94.0%	Overall Program Score		94.4%	

### 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	79.0	72.9	92.3%	82.0	50.0	61.0%	79.0	85.7	108.5%	87.2%
Employment Rate Q4	78.0	62.5	80.1%	81.0	63.6	78.5%	73.7	72.7	98.6%	85.8%
Median Earnings	\$7,000	\$8,065	115.2%	\$8,300	\$8,339	100.5%	\$2,700	\$6,037	223.6%	146.4%
Credential Rate	68.5	63.6	92.8%	67.6	100.0	147.9%	75.3	72.7	96.5%	112.4%
Measurable Skill Gains	66.3	47.8	72.1%	71.5	63.6	89.0%	53.0	46.2	87.2%	82.7%
	Overall Program Score		90.5%	Overall Program Score		95.4%	Overall Program Score		122.9%	

### 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	78.0	77.8	99.7%	85.2	62.5	73.4%	73.0	92.6	126.8%	100.0%
Employment Rate Q4	82.5	89.8	108.8%	84.5	100.0	118.3%	70.0	88.9	127.0%	118.1%
Median Earnings	\$8,078	\$6,139	76.0%	\$9,000	\$8,281	92.0%	\$3,200	\$3,655	114.2%	94.1%
Credential Rate	66.0	80.0	121.2%	66.7	-	NA	53.0	38.9	73.4%	97.3%
Measurable Skill Gains	72.7	50.0	68.8%	69.1	37.5	54.3%	61.5	54.9	89.3%	70.8%
	Overall Program Score		94.9%	Overall Program Score		84.5%	Overall Program Score		106.1%	

#### 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%



#### Worklink

**WIOA INSTRUCTION LETTER NO.:** PY' 25-02, SCWOS Scanning/Uploading Document Management Process (replaces PY' 22-06 Change 1 SCWOS Scanning/Uploading Document Management)

**SUBJECT:** SCWOS Scanning/Uploading Document Management Process

#### ISSUANCE

**DATE:** August 11, 2025

#### EFFECTIVE

**DATE:** July 1, 2025

**PURPOSE:** The purpose of this local instruction is to provide information and guidance about implementation of the WorkLink SCWOS Scanning/Uploading Document Management Process.

The WorkLink Area is striving to go paperless by July 1, 2026. We started with the Adult / Dislocated Worker programs in PY2022 and now expanding to include Youth Program Services. Staff can scan, upload, link, and view documents in SCWOS.

Staff may use the SCWOS Training Site to practice scanning/uploading documents:  
(<https://train-app-vos45000000.geosolinc.com/vosnet/default.aspx>).

#### NAMING SCANNING/UPLOADING DOCUMENT:

Label each file by the region, last name, first name, and purpose of the document.

For example: 01 DoeJohn Proof of Birthdate

#### INSTRUCTIONS:

For instructions, please see the VOS Staff Services User Guide chapter 30: Manage Documents in SCWOS under Staff Online Resources.

A proud partner of the <sup>.....>f.</sup>americanJobcenter(r:c1"

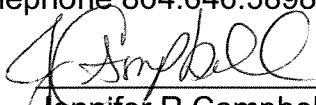
An Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.  
For program details in compliance with the Stevens Amendment, please visit the Funding Opportunities page of the  
www.worklinkweb.com website.

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



**ACTION:** Please ensure that all appropriate staff receive and understand this guidance.

**INQUIRIES:** Direct all inquiries on this Instruction Letter to the Worklink Workforce Development Board Staff, Worklink, 1376 Tiger Blvd., Suite 102, Clemson, SC 29631, telephone 864.646.5898, fax, 864.646.1458, or e-mail [jcampbell@worklinkweb.com](mailto:jcampbell@worklinkweb.com).

  
Jennifer R Campbell  
Interim Executive Director

**DISTRIBUTION:** To All WIOA Service Providers

**REFERENCES:**

Federal

- o TEGL 39-11: <https://www.dol.gov/agencies/eta/advisories/training-and-employment-guidance-letter-no-39-11>

State o SI 16-11 Change 1: <https://scworks.org/workforce-systems/policies-and-guidance>

- o SI 20-09: <https://scworks.org/sites/scworks/files/content/policies-and-procedures/State-Instruction-20-09-Performance-Data-Validation-for-DOL-Workforce-Programs.pdf>

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An Equal Opportunity Employer/Program Auxiliary aids and services are available upon request to individuals with disabilities. For program funding details in compliance with the Stevens Amendment, please visit the Funding Opportunities page of the

## DOCUMENT CERTIFICATION

Contractual and budgetary documents and other documents committing the Councils' resources or committing the Council to a specific work program must be reviewed and approved by the appropriate Program Manager and Manager of Finance and Administration before those documents are submitted to the Executive director for signature or submitted to an external agency. This form should be completed and submitted with necessary copies of the document to the Manager of Finance and Administration. A copy of this form will be filed by the Office Manager following signature of the documents or completion of review by the Manager of Finance and Administration.

Approval of the Appropriate Program Manager:

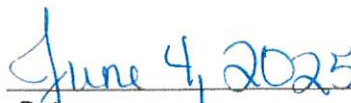
I have reviewed the attached document

**Eckerd Connects Workforce**  
**PY 25 Eckerd Youth Letter of Intent (July -August 2025) =**  
**\$60,000**  
**25Y495E4**

Name of Document

and certify that it has been reviewed by the appropriate committee and/or the Council of Government's Board, if appropriate, and is consistent with the Council's goals, work program, policies and procedures. Further, the document complies with applicable federal laws, regulations and policies, and representations and assurance contained therein are correct.

  
Program Manager

  
Date

Approval of Manager of Finance and Administration:

I have reviewed the above-named document and find that this document conforms with the Council of Governments' fiscal policies and procedures.

  
Manager of Finance and Administration

  
Date

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

June 05, 2025

Mr. Jonathan Zeigler  
Sr. Vice President of Workforce Operations  
Eckerd Workforce Services  
100 N. Starcrest Drive  
Clearwater, FL 33765

Re: PY 25 Grant Awards for Youth Program Services

Dear Mr. Zeigler:

The Executive Committee of 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 June 04, 2025.

Please allow this letter to serve for the following reasons:

1. To confirm that WorkLink Workforce Development Board intends to award Youth Formula Grant# # **25Y495E4** for Program Year 2025 in combination with a total amount of **\$354,300** (**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 # **25Y495E4** extension not to exceed:
  - **\$60,000 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 June 04, 2025.

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 05, 2025**.

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

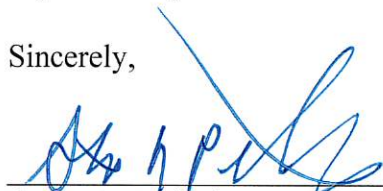
WorkLink WDB has made available to the youth services provider/contractor what is available to the WDB during this timeframe. Therefore, the total amount listed in number two (2) of this letter (**covers July and August 2025 of PY 25**) **MUST** be adhered to; WorkLink WDB will not reimburse the Youth Service Provider for any costs over the funding limits set forth in this letter. Please notify us immediately if costs reach 90% or greater than 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 PY25 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 PY25 Youth NFA prior to July 1, 2025; however, **historically WorkLink WDB has seen delays in the receipt of NFAs.**
  - c. Eckerd Connects Workforce Services should monitor expenditure(s) closely until the 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 Campbell at 864-646-1458.

Sincerely,



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

CC: Jennifer Campbell, WorkLink Interim Executive Director  
Shonna Williams, WorkLink WDB Chair

Attachments:

- Board Approved 25 Youth Services Budget
- Statement of Work PY25 Youth Program Services
- WIOA Terms and Conditions
- WIOA Terms and Conditions Local Addendum

Acknowledgement of Receipt:



6/9/25

Nicole Stroebel  
Chief Financial Officer  
Eckerd Connects Workforce Services

Date

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An Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

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**Palmetto Youth Connections**  
**Success Story: Anderson County**

**R.Kay**

**After a little over a year and much determination, Rhonda Kay earned her GED on December 17, 2024 at Pelzer Adult Education Center. Her education journey is as follows. She received a certificate of completion at the age of 17 from Palmetto High School. She said she had some struggles in high school and when she wasn't able to get her high school diploma, she just gave up on education. It wasn't until some years later that she decided she would like to pursue earning her GED. In the fall of 2023, she did just that! She enrolled at Pelzer Adult Ed for evening classes, two days a week. During orientation, she was referred and recruited by PYC for WIOA eligibility determination for career pathway and supportive service assistance.**

**Rhonda enrolled with Palmetto Youth Connections (PYC) in October, 2023. She enrolled in need of GED and skills upgrade. In the first program year with PYC, she made skills gain in math and reading in her second year. During this time of**

attending GED classes, PYC provided Rhonda with supportive services to include numerous GED practice, exams and quarterly session fees over the two years. She attended evening GED classes all while working full-time. Attendance was challenging at times because of work and transportation. Exams were tough for her, but she passed them one at a time with math coming in last. Math actually took seven tries, but through her determination and all the support from family, work, school and PYC, she finally earned her GED in December, 2024.

Rhonda continues to work full-time as a Certified Nurse Assistant and has decided to enter post secondary at TCTC in the fall of 2025 to pursue nursing. She has been supported in the enrollment steps and has started this process. Rhonda is grateful to PYC and the WIOA support that has helped her move forward with her education and career aspirations. PYC wishes her the very best in her future endeavors.

**Palmetto Youth Connections**  
**Success Story: Anderson County**  
**T.Schofield**

**Taylor enrolled with Pelzer Adult Education Center twice over the last five years and with much determination, she earned her GED in March of this year. Her education journey is as follows. She dropped out of high school at age 15 due to personal circumstances. She said the struggles she experienced really discouraged her and as a result she gave up on completing her education. It wasn't until some years later that she decided she would like to pursue earning her GED. In recent years, she enrolled at Pelzer Adult Education Center, but she did not stay. Once again, she was discouraged and felt she didn't have the family support she needed to push through. However, she enrolled again in January of this year and was determined to accomplish earning her GED credential. She enrolled at Pelzer Adult Ed for evening classes, two days a week. During orientation, she was referred and recruited by PYC for WIOA eligibility determination for career pathway and supportive service assistance.**

**Taylor enrolled with Palmetto Youth Connections (PYC) in March 2025. She enrolled in need of GED, supportive services and career counseling. Attendance was challenging at times because of family, but she persevered. With much determination and the support she needed from family, school and PYC, Taylor earned her GED credential in just six weeks! During the time of pursuing GED, Taylor received supportive services to assist her in this accomplishment. Supportive services received were GED session fees, test fees, gas money reimbursement and graduation fees.**

**Taylor was encouraged to participate in Career Smart Classes. She completed a resume with our Workforce Development Specialist which was extremely helpful as she went to job fairs and landed a job interview in her career pathway, manufacturing. She hopes to start the job in May of this year. Taylor wants to continue to acquire new skills in her field of interest. She has enrolled with IBEST to begin May 14<sup>th</sup> as she plans to completed the Manufacturing program. Taylor is eager to further her education for herself and family to pave the way to self sustainable income. Taylor is grateful to her family, her teachers at Pelzer Adult Education Center along with PYC and the WIOA support that has**



helped her move forward with her education and career aspirations. PYC wishes her the very best in her future endeavors.



## **WORKFORCE DEVELOPMENT BOARD CONFLICT OF INTEREST DISCLOSURE FORM**

Article IV of the WorkLink Workforce Development Board (WDB) By-laws addresses Conflicts of Interest for board members, to include any subgroup performing duties on behalf of the WDB, in the following manner:

**Pursuant to Section 107(h) of the Act, “A member of the local board, or a member of a standing committee, may not- (1) vote on a matter under consideration by the local board- (A) regarding the provision of services by such member (or by an entity that such member represents); or (B) that would provide direct financial benefit to such member or the immediate family of such member; or (2) engage in any other activity determined by the Governor to constitute a conflict of interest as is specified in the State plan”.**

**Each such conflict of interest shall be declared by the member and so recorded in the official minutes. Any concerns or questions that may arise during meetings regarding conflict of interest may be directed to the Board Chairperson for clarification.**

By signing below, the signee acknowledges that he or she has read the conflict of interest definition and policy outlined in the preceding paragraphs and pledges to adhere to this policy to the best of his or her ability.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_