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

WORKFORCE DEVELOPMENT BOARD
Youth Committee
Tuesday, March 10, 2026 at 10:00 AM

Virtual Meeting- Teams Call

AGENDA

I. Welcome - Introductions — Katie Brown, Chair

II. **Review of Minutes** (1.20.26)* — Katie Brown, Chair

III. PY 25 PYC Report/Dashboard — Ann Marie Baker, PYC

IV. **New Business**:

PY 25 Grant Expenditure (1/31/26) — Ann Marie Baker, PYC
Monitoring Update — Jennifer Campbell, WorkLink
LEP & EO Training Scheduled for April 10, 2026

V. **Other Business**: — Katie Brown, Chair

PY2026 RFP Committee
Staffing Change

VI. **Adjourn*** — Katie Brown, Chair

*Vote Needed

UPCOMING MEETINGS:

WorkLink WDB Meeting, April 1, 2026 @ 1pm
Visitor Center (Lunch at Noon)

Youth Committee Meeting, May 5, 2026
Teams Conference Call

WorkLink Youth Committee Meeting Minutes

Date: January 20, 2026
Time: 10:00 AM – 11:00 AM
Location: Zoom Virtual Meeting
Chair: Katie Brown

I. Welcome & Introductions

• Meeting called to order by Chair Katie Brown
• Quorum was confirmed
• **Attendees:**

- **Committee Members:** Katie Brown, Ashley Teal, Kristy King Brock, Amy Bradshaw, Jeromy Arnett, Melissa Rosier
- **Eckerd Connects:** Ann Marie Baker, Renee Alexander
- **WorkLink Staff: Victoria Britton, Jennifer Campbell, Windy Graham**

II. Review of Previous Minutes (October 7, 2025)

• Minutes from the October 7, 2025 meeting were reviewed and approved.
Action Taken: Motion by Jeromy Arnett, seconded by Kristy King Brock, passed with no opposition.

III. PY25 PYC Report & Dashboard Update

Presented by: Ann Marie Baker

Ann Marie provided an overview of PY25 performance and activity, including:
• New enrollments and active caseload
• Number of follow-up participants
• Work experience placements
• Credentials earned
• Career Smart classes conducted
• Financial updates on staff, operations, and training expenditures

The committee expressed strong support for Ann Marie's leadership and the progress made following the transition from the previous Program Manager.

IV. March Meeting Date

• The scheduled March 3rd meeting conflicts with the SETA conference and spring break periods.
• Jennifer Campbell offered to hold the meeting remotely; however, the committee opted to identify an alternative date.
Action: The March meeting will be rescheduled based on availability determined through electronic voting.

V. Executive Session

Action Taken: Motion to enter executive session by Kristy, second by Amy. Passed with no opposition.
• The committee entered executive session to discuss sensitive matters, likely related to RFP planning and provider performance.

Action Taken: Motion to exit executive session by Kristy, second by Jeromy. Passed with no opposition.

VI. New Business

A. Combining Adult & Youth RFPs

• The committee discussed combining the Adult and Youth Operator grants into a single RFP with separate scopes of work.
• Benefits highlighted included increased efficiency, reduced administrative burden, and positive experiences with current providers.
• Concerns regarding potential performance decline were addressed, with a reminder that WorkLink conducts annual contract extensions and may terminate for lack of performance.

Action Taken: Motion by Kristy to combine the 2026 Adult and Youth Operator grants into one RFP; second Jeromy. Passed unanimously.

B. Electronic RFP Submissions

• Victoria Britton proposed adopting electronic submission of RFPs to improve timestamp accuracy, efficiency, and workflow.
• Staff will review platform options and consider technical factors such as file sizes and firewalls.

VII. Action Items

Task	Person Responsible	Deadline	Details
Send follow-up email with March meeting date options	Jennifer Campbell	Later today	Provide alternative dates: March 10, 17, 24
Send electronic poll for final date selection	Jennifer Campbell	Not specified	Collect committee votes on best date
Prepare structured timeline for combined RFP process	Victoria Britton	Not specified	Outline RFP stages from development to review
Investigate electronic RFP submission platform	Victoria Britton, Jennifer Campbell, Windy Graham	Not specified	Evaluate platforms and address technical issues
Include performance stipulations in combined RFP	WorkLink Staff	During RFP development	Ensure contract termination options remain clear

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VIII. Follow-Up Announcements

• **March Meeting Rescheduling:** Email and electronic vote will determine the new meeting date.
• **Next Workforce Development Board Meeting:** February 4, 2026 at 1:00 PM at the Visitor Center (lunch at noon).
• **Board Packet:** Combined RFP information and timeline will be included.

IX. Adjournment

• Meeting adjourned by Chair Katie Brown.

Date Through:
02/28/2026

SC WORKS WORKLINK ANDERSON·OCONEE·PICKENS — BRINGING EMPLOYERS AND JOB SEEKERS TOGETHER

Palmetto Youth Connections - WorkLink - PY25

July 1, 2025 - February 28, 2026

eckerd connects

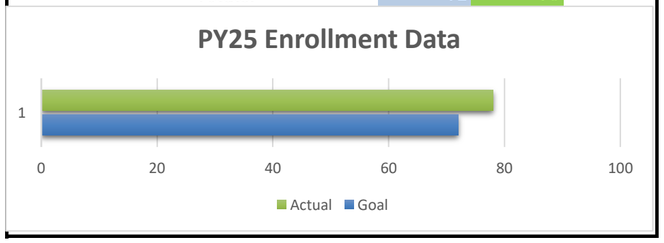
Palmetto Youth Connections — Preparing South Carolina's Youth

Demographics at Registration

	Anderson	Oconee	Pickens	Total	Percentage
Male:	7	9	13	29	60%
Female:	9	9	13	31	40%
Total:	16	18	26	60	
one youth chose not to identify gender					
Younger Youth (18 & under)	5	5	14	24	40%
Older Youth (Over 18)	11	13	13	37	60%
Total:	16	18	27	61	
Basic Skills Deficient:	16	18	27	61	100%
Unemployed:	5	6	13	24	44%

PY25 Enrollments

	Goal	Actual
Carryover	0	17
1st Quarter (July-Aug.-Sept.)	21	25
2nd Quarter (Oct.-Nov.-Dec.)	27	19
3rd Quarter (Jan.-Feb.-Mar.) *March totals not included*	24	17
4th Quarter (Apr.-May-June)		
Totals:	72	78



Caseload Breakdown

	Anderson	Oconee	Pickens	Total
Baker/Turner		***		
Active:	0	24	0	24
Follow-Up:	0	18	0	18
Cobb			***	
Active:	0	0	23	23
Follow-Up:	0	0	25	25
Wengard	***			
Active:	19	0	0	19
Follow-Up:	26	0	0	26
				135
Total Active:	66			
Total Follow-Up:	69			

WIOA Reported WorkLink Youth Performance

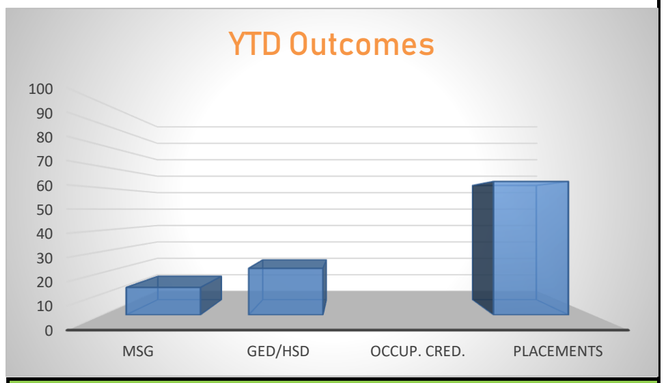
WIOA 2nd Q (Rolling 4Q) Performance

Key: Pass / Fail

Overall Program Score: 101.70%

	Goal	% of Goal	Actual
EMP/EDU/Training Q2	83.50%		88.90%
EMP/EDU/Training Q4	82.00%		78.00%
Credential Rate:	70.00%		52.70%
Med Earnings	$3,455		$4,876
MSG	60.00%		59.10%

*Meeting performance=50%+ of goal

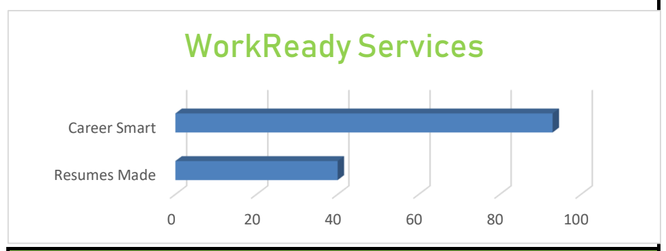


Year-to-date Outcomes

MSG	GED/HSD	Occup. Cred.	Placements
13	22		63

Work Ready Certificate PY25

5 Platinum	0
4 Gold	0
3 Silver	1
2 Bronze	3
Total:	4



Work Ready Services PY25

Resumes Made	Career Smart
40	93

Program Year 2025 - Quarter 2 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	82.0%	92.3%	112.6%	86.5%	100.0%	115.6%	83.5%	88.00%	105.4%	111.2%
Employment Rate Q4	84.2%	85.7%	101.8%	85.6%	60.0%	116.8%	82.0%	86.50%	105.5%	108.0%
Median Earnings	$7,750	$8,141	105.0%	$9,287	$8,131	109.0%	$3,555	$6,172	173.6%	129.2%
Credential Rate	73.8%	84.6%	114.6%	82.6%	50.0%	121.1%	70.0%	55.80%	79.7%	105.1%
Measurable Skill Gains	70.0%	64.3%	91.9%	72.4%	N/A	N/A	62.5%	30.90%	49.4%	70.6%
	Overall Program Score		105.2%	Overall Program Score		115.6%	Overall Program Score		102.7%	

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	78.1%	84.6%	108.3%	85.4%	N/A	117.1%	75.0%	100.00%	133.3%	119.6%
Employment Rate Q4	81.0%	90.9%	112.2%	85.0%	66.7%	98.0%	75.0%	80.00%	106.7%	105.6%
Median Earnings	$6,832	$8,001	117.1%	$8,600	N/A	117.1%	$4,500	$10,200	226.7%	153.6%
Credential Rate	67.0%	83.3%	124.3%	78.1%	N/A	128.0%	69.5%	60.00%	86.3%	112.9%
Measurable Skill Gains	65.0%	60.0%	92.3%	67.7%	N/A	N/A	62.5%	70.40%	112.6%	102.5%
	Overall Program Score		110.9%	Overall Program Score		115.1%	Overall Program Score		133.1%	

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	79.2%	77.8%	98.2%	82.0%	57.1%	68.7%	79.0%	80.00%	101.3%	89.4%
Employment Rate Q4	79.1%	68.1%	86.1%	81.1%	50.0%	82.2%	74.0%	76.50%	103.4%	90.6%
Median Earnings	$7,200	$9,611	133.5%	$8,400	$7,152	129.1%	$2,750	$1,653	60.1%	107.6%
Credential Rate	68.5%	75.0%	109.5%	67.6%	100.0%	110.9%	75.3%	70.60%	93.8%	104.7%
Measurable Skill Gains	66.3%	14.3%	21.6%	71.5%	16.7%	N/A	53.5%	31.30%	58.5%	40.0%
	Overall Program Score		89.8%	Overall Program Score		97.7%	Overall Program Score		83.4%	

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%	82.8%	106.2%	85.2%	100.0%	117.4%	73.0%	80.0%	109.6%	111.0%
Employment Rate Q4	82.5%	81.3%	98.5%	84.5%	83.3%	98.6%	70.0%	75.0%	107.1%	101.4%
Median Earnings	$8,078	$6,669	82.6%	$9,000	$22,191	246.6%	$3,200	$3,350	104.7%	144.6%
Credential Rate	66.0%	61.1%	92.6%	66.7%	100.0%	149.9%	53.0%	46.7%	88.1%	110.2%
Measurable Skill Gains	72.7%	12.9%	17.7%	69.60%	N/A	N/A	62.5%	61.5%	98.4%	58.1%
	Overall Program Score		79.5%	Overall Program Score		153.1%	Overall Program Score		101.6%	

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%

Updated: 11/15/2024

Program Year 2025 - Quarter 2 Performance Summary
WIOA Adult/DW/Youth

Midlands

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	78.5%	76.8%	97.8%	82.0%	81.3%	99.1%	78.5%	71.10%	90.6%	95.9%
Employment Rate Q4	78.3%	81.7%	104.3%	81.7%	84.6%	103.5%	78.9%	82.50%	104.6%	104.2%
Median Earnings	$7,300	$9,118	124.9%	$8,949	$9,791	109.4%	$5,360	$5,249	97.9%	110.7%
Credential Rate	67.5%	69.6%	103.1%	65.8%	100.0%	152.0%	57.9%	82.40%	142.3%	132.5%
Measurable Skill Gains	66.3%	39.6%	59.7%	72.3%	45.5%	62.9%	62.0%	39.40%	63.5%	62.1%
	Overall Program Score		98.0%	Overall Program Score		105.4%	Overall Program Score		99.8%	

Trident

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	79.5%	80.0%	100.6%	84.8%	100.0%	90.7%	81.6%	78.60%	96.3%	95.9%
Employment Rate Q4	78.4%	73.3%	93.5%	81.9%	85.7%	105.3%	81.4%	81.30%	99.9%	99.5%
Median Earnings	$8,003	$6,879	86.0%	$8,745	$6,762	130.5%	$5,574	$5,441	97.6%	104.7%
Credential Rate	73.8%	60.0%	81.3%	74.1%	50.0%	135.0%	61.0%	41.70%	68.4%	94.9%
Measurable Skill Gains	66.3%	35.2%	53.1%	74.1%	N/A	N/A	62.5%	35.30%	56.5%	54.8%
	Overall Program Score		82.9%	Overall Program Score		115.3%	Overall Program Score		83.7%	

Pee Dee

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	80.9%	82.2%	101.6%	82.7%	85.7%	103.6%	77.0%	82.40%	107.0%	104.1%
Employment Rate Q4	82.7%	81.8%	98.9%	81.4%	76.9%	94.5%	73.8%	75.30%	102.0%	98.5%
Median Earnings	$6,586	$6,431	97.6%	$8,550	$6,835	79.9%	$4,030	$4,722	117.2%	98.3%
Credential Rate	67.5%	75.0%	111.1%	68.0%	66.7%	98.1%	68.0%	84.10%	123.7%	111.0%
Measurable Skill Gains	64.1%	67.5%	105.3%	63.8%	85.7%	134.3%	56.7%	66.10%	116.6%	118.7%
	Overall Program Score		102.9%	Overall Program Score		102.1%	Overall Program Score		113.3%	

Lower Savannah

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	83.1%	92.3%	111.1%	84.6%	100.0%	118.2%	85.5%	100.00%	117.0%	115.4%
Employment Rate Q4	83.0%	85.7%	103.3%	83.5%	100%	119.8%	81.2%	88.20%	108.6%	110.5%
Median Earnings	$7,811	$7,950	101.8%	$10,013	$5,934	59.3%	$3,950	$4,438	112.4%	91.1%
Credential Rate	65.8%	78.6%	119.5%	74.9%	100%	133.5%	77.5%	78.60%	101.4%	118.1%
Measurable Skill Gains	71.9%	92.5%	128.7%	74.9%	100%	133.5%	70.0%	77.80%	111.1%	124.4%
	Overall Program Score		112.8%	Overall Program Score		112.8%	Overall Program Score		110.1%	

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%

Updated: 11/15/2024

Program Year 2025 - Quarter 2 Performance Summary
WIOA Adult/DW/Youth

Catawba

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	82.5%	74.1%	89.8%	88.8%	100.0%	112.6%	81.0%	81.80%	101.0%	101.1%
Employment Rate Q4	80.6%	77.4%	96.0%	87.5%	100.0%	114.3%	81.0%	90.50%	111.7%	107.3%
Median Earnings	$7,390	$5,877	79.5%	$8,742	$4,462	51.0%	$4,800	$11,164	232.6%	121.1%
Credential Rate	66.7%	77.8%	116.6%	69.6%	33.3%	47.8%	55.1%	75.00%	136.1%	100.2%
Measurable Skill Gains	68.0%	65.6%	96.5%	68.1%	77.8%	114.2%	65.0%	31.80%	48.9%	86.5%
	Overall Program Score		95.7%	Overall Program Score		88.0%	Overall Program Score		126.1%	

Santee-Lynches

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	78.5%	91.7%	116.8%	83.5%	100.0%	119.8%	82.0%	83.30%	101.6%	112.7%
Employment Rate Q4	80.5%	69.4%	86.2%	80.5%	N/A	N/A	85.0%	63.20%	74.4%	80.3%
Median Earnings	$7,000	$5,070	72.4%	$6,750	$1,917	83.9%	$4,500	$4,886	108.6%	88.3%
Credential Rate	75.0%	66.7%	88.9%	80.0%	N/A	N/A	74.20%	76.90%	103.6%	96.3%
Measurable Skill Gains	68.5%	80.0%	116.8%	70.7%	N/A	N/A	65.5%	70.80%	108.1%	112.4%
	Overall Program Score		96.2%	Overall Program Score		101.8%	Overall Program Score		99.2%	

Waccamaw

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	82.7%	82.2%	99.4%	84.0%	100.0%	119.0%	83.5%	100.00%	119.8%	112.7%
Employment Rate Q4	84.1%	87.3%	103.8%	85.0%	100.0%	117.6%	80.0%	94.40%	118.0%	113.2%
Median Earnings	$7,141	$7,988	111.9%	$8,500	$6,562	77.2%	$5,900	$3,686	62.5%	83.8%
Credential Rate	65.0%	66.0%	101.5%	67.3%	100.0%	148.6%	64.3%	76.50%	119.0%	123.0%
Measurable Skill Gains	66.0%	42.9%	65.0%	62.0%	45.5%	73.4%	74.6%	50.00%	67.0%	68.5%
	Overall Program Score		96.3%	Overall Program Score		107.2%	Overall Program Score		97.2%	

Lowcountry

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	75.5%	72.0%	95.4%	78.0%	100.0%	128.2%	75.5%	50.00%	66.2%	96.6%
Employment Rate Q4	78.3%	66.7%	85.2%	72.7%	69.2%	95.2%	72.0%	94.10%	130.7%	103.7%
Median Earnings	$7,000	$8,422	120.3%	$8,422	$7,220	85.7%	$4,230	$8,064	190.6%	132.2%
Credential Rate	74.6%	90.0%	120.6%	63.5%	85.7%	135.0%	68.0%	100.00%	147.1%	134.2%
Measurable Skill Gains	67.5%	68.4%	101.3%	67.7%	50.0%	73.9%	62.5%	62.50%	100.0%	91.7%
	Overall Program Score		104.6%	Overall Program Score		103.6%	Overall Program Score		126.9%	

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%

Updated: 11/15/2024

Program Year 2025 - Quarter 2 Performance Summary
WIOA Adult/DW/Youth

Statewide

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	79.1%	81.3%	102.8%	82.0%	85.1%	103.8%	78.5%	82.2%	104.7%	103.8%
Employment Rate Q4	78.3%	78.5%	100.3%	81.4%	74.5%	91.5%	75.5%	81.6%	108.1%	100.0%
Median Earnings	$7,000	$7,555	107.9%	$8,650	$8,151	94.2%	$4,030	$5,249	130.2%	110.8%
Credential Rate	67.5%	71.9%	106.5%	69.6%	84.6%	121.6%	63.5%	72.3%	113.9%	114.0%
Measurable Skill Gains	66.3%	53.6%	80.8%	67.7%	49.3%	72.8%	62.5%	50.4%	80.6%	78.1%
	Overall Program Score		99.7%	**Overall Program Score**		96.8%	**Overall Program Score**		107.5%	

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

Updated: 11/15/2024

Program year 2025 - 2nd 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	82.0%	85.9%	104.8%	86.5%	80.0%	92.5%	83.5%	88.90%	106.5%	101.2%
Employment Rate Q4	84.2%	85.9%	102.0%	85.6%	76.5%	89.4%	82.0%	78.00%	95.1%	95.5%
Median Earnings	$7,750	$9,147	118.0%	$9,287	$9,127	98.3%	$3,555	$4,876	137.2%	117.8%
Credential Rate	73.8%	74.3%	100.7%	82.6%	90.9%	110.0%	70.0%	52.70%	75.3%	95.3%
Measurable Skill Gains	70.0%	68.4%	97.7%	72.4%	66.7%	92.1%	62.5%	59.10%	94.6%	94.8%
	Overall Program Score		104.6%	**Overall Program Score**		96.5%	**Overall Program Score**		101.7%	

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	78.1%	80.5%	103.1%	85.4%	63.6%	74.5%	75.0%	90.90%	121.2%	99.6%
Employment Rate Q4	81.0%	79.8%	98.5%	85.0%	78.6%	92.5%	75.0%	76.90%	102.5%	97.8%
Median Earnings	$6,832	$6,604	96.7%	$8,600	$7,251	84.3%	$4,500	$5,644	125.4%	102.1%
Credential Rate	67.0%	76.6%	114.3%	78.1%	83.3%	106.7%	69.5%	60.00%	86.3%	102.4%
Measurable Skill Gains	65.0%	72.7%	111.8%	67.7%	100.0%	147.7%	62.5%	68.20%	109.1%	122.9%
	Overall Program Score		104.9%	**Overall Program Score**		101.1%	**Overall Program Score**		108.9%	

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	79.2%	68.3%	86.2%	82.0%	56.6%	69.0%	79.0%	79.50%	100.6%	85.3%
Employment Rate Q4	79.1%	69.8%	88.2%	81.1%	60.8%	75.0%	74.0%	73.60%	99.5%	87.6%
Median Earnings	$7,200	$8,947	124.3%	$8,400	$7,647	91.0%	$2,750	$4,868	177.0%	130.8%
Credential Rate	68.5%	70.9%	103.5%	67.6%	90.5%	133.9%	75.3%	75.50%	100.3%	112.5%
Measurable Skill Gains	66.3%	60.3%	91.0%	71.5%	86.7%	121.3%	53.5%	59.00%	110.3%	107.5%
	Overall Program Score		98.6%	**Overall Program Score**		98.0%	**Overall Program Score**		117.5%	

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%	81.4%	104.4%	85.2%	77.8%	91.3%	73.0%	87.50%	119.9%	105.2%
Employment Rate Q4	82.5%	79.5%	96.4%	84.5%	87.5%	103.6%	70.0%	84.00%	120.0%	106.6%
Median Earnings	$8,078	$7,649	94.7%	$9,000	$10,932	121.5%	$3,200	$3,655	114.2%	110.1%
Credential Rate	66.0%	68.4%	103.6%	66.7%	81.8%	122.6%	53.0%	40.30%	76.0%	100.8%
Measurable Skill Gains	72.7%	69.8%	96.0%	69.60%	66.7%	95.8%	62.5%	74.60%	119.4%	103.7%
	Overall Program Score		99.0%	**Overall Program Score**		107.0%	**Overall Program Score**		109.9%	

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%

Updated: 11/15/2024

Program year 2025 - 2nd Quarter Adult/DW/Youth Performance Summary
Rolling-4

Midlands

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	78.5%	76.4%	97.3%	82.0%	86.3%	105.2%	78.5%	80.60%	102.7%	101.7%
Employment Rate Q4	78.3%	78.3%	100.0%	81.7%	84.2%	103.1%	78.9%	81.70%	103.5%	102.2%
Median Earnings	$7,300	$8,167	111.9%	$8,949	$11,140	124.5%	$5,360	$5,936	110.7%	115.7%
Credential Rate	67.5%	68.1%	100.9%	65.8%	82.4%	125.2%	57.9%	69.60%	120.2%	115.4%
Measurable Skill Gains	66.3%	66.0%	99.5%	72.3%	70.2%	97.1%	62.0%	71.80%	115.8%	104.1%
	Overall Program Score		101.9%	Overall Program Score		111.0%	Overall Program Score		110.6%	

Trident

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	79.5%	79.0%	99.4%	84.8%	80.3%	94.7%	81.6%	79.80%	97.8%	97.3%
Employment Rate Q4	78.4%	73.7%	94.0%	81.9%	87.3%	106.6%	81.4%	75.60%	92.9%	97.8%
Median Earnings	$8,003	$8,594	107.4%	$8,745	$10,774	123.2%	$5,574	$5,640	101.2%	110.6%
Credential Rate	73.8%	74.2%	100.5%	74.1%	83.3%	112.4%	61.0%	54.10%	88.7%	100.5%
Measurable Skill Gains	66.3%	64.6%	97.4%	74.1%	60.0%	81.0%	62.5%	57.70%	92.3%	90.2%
	Overall Program Score		99.7%	Overall Program Score		103.6%	Overall Program Score		94.6%	

Pee Dee

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	80.9%	77.7%	96.0%	82.7%	82.1%	99.3%	77.0%	71.00%	92.2%	95.8%
Employment Rate Q4	82.7%	83.0%	100.4%	81.4%	77.8%	95.6%	73.8%	79.20%	107.3%	101.1%
Median Earnings	$6,586	$7,125	108.2%	$8,550	$8,187	95.8%	$4,030	$4,341	107.7%	103.9%
Credential Rate	67.5%	76.5%	113.3%	68.0%	69.2%	101.8%	68.0%	74.60%	109.7%	108.3%
Measurable Skill Gains	64.1%	75.0%	117.0%	63.8%	77.8%	121.9%	56.7%	67.30%	118.7%	119.2%
	Overall Program Score		107.0%	Overall Program Score		102.9%	Overall Program Score		107.1%	

Lower Savannah

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	83.1%	84.3%	101.4%	84.6%	100.0%	118.2%	85.5%	88.90%	104.0%	107.9%
Employment Rate Q4	83.0%	83.9%	101.1%	83.5%	100.0%	119.8%	81.2%	87.10%	107.3%	109.4%
Median Earnings	$7,811	$9,274	118.7%	$10,013	$8,476	84.6%	$3,950	$5,224	132.3%	111.9%
Credential Rate	65.8%	90.8%	138.0%	74.9%	100.0%	133.5%	77.5%	83.30%	107.5%	126.3%
Measurable Skill Gains	71.9%	96.7%	134.5%	74.9%	87.5%	116.8%	70.0%	93.80%	134.0%	128.4%
	Overall Program Score		118.7%	Overall Program Score		114.6%	Overall Program Score		117.0%	

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%

Updated: 11/15/2024

Program year 2025 - 2nd Quarter Adult/DW/Youth Performance Summary
Rolling-4

Catawba

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	82.5%	81.2%	98.4%	88.8%	87.5%	98.5%	81.0%	84.00%	103.7%	100.2%
Employment Rate Q4	80.6%	77.7%	96.4%	87.5%	81.6%	93.3%	81.0%	77.20%	95.3%	95.0%
Median Earnings	$7,390	$8,197	110.9%	$8,742	$11,439	130.9%	$4,800	$7,638	159.1%	133.6%
Credential Rate	66.7%	75.0%	112.4%	69.6%	66.7%	95.8%	55.1%	74.20%	134.7%	114.3%
Measurable Skill Gains	68.0%	75.7%	111.3%	68.1%	68.2%	100.1%	65.0%	78.70%	121.1%	110.8%
	Overall Program Score		105.9%	Overall Program Score		103.7%	Overall Program Score		122.8%	

Santee-Lynches

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	78.5%	82.8%	105.5%	83.5%	83.3%	99.8%	82.0%	82.50%	100.6%	101.9%
Employment Rate Q4	80.5%	75.0%	93.2%	80.5%	75.0%	93.2%	85.0%	73.80%	86.8%	91.1%
Median Earnings	$7,000	$6,321	90.3%	$6,750	$3,947	58.5%	$4,500	$5,645	125.4%	91.4%
Credential Rate	75.0%	72.9%	97.2%	80.0%	100.0%	125.0%	74.20%	75.00%	101.1%	107.8%
Measurable Skill Gains	68.5%	89.2%	130.2%	70.7%	N/A	N/A	65.5%	83.00%	126.7%	128.5%
	Overall Program Score		103.3%	Overall Program Score		94.1%	Overall Program Score		108.1%	

Waccamaw

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	82.7%	83.5%	101.0%	84.0%	100.0%	119.0%	83.5%	90.40%	108.3%	109.4%
Employment Rate Q4	84.1%	83.1%	98.8%	85.0%	100.0%	117.6%	80.0%	83.30%	104.1%	106.9%
Median Earnings	$7,141	$7,757	108.6%	$8,500	$9,092	107.0%	$5,900	$4,810	81.5%	99.0%
Credential Rate	65.0%	66.1%	101.7%	67.3%	100.0%	148.6%	64.3%	62.50%	97.2%	115.8%
Measurable Skill Gains	66.0%	72.4%	109.7%	62.0%	88.7%	143.1%	74.6%	87.50%	117.3%	123.4%
	Overall Program Score		104.0%	Overall Program Score		127.1%	Overall Program Score		101.7%	

Lowcountry

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	75.5%	80.3%	106.4%	78.0%	70.8%	90.8%	75.5%	82.50%	109.3%	102.1%
Employment Rate Q4	78.3%	71.4%	91.2%	72.7%	63.6%	87.5%	72.0%	80.50%	111.8%	96.8%
Median Earnings	$7,000	$8,468	121.0%	$8,422	$7,729	91.8%	$4,230	$7,119	168.3%	127.0%
Credential Rate	74.6%	87.0%	116.6%	63.5%	80.0%	126.0%	68.0%	81.30%	119.6%	120.7%
Measurable Skill Gains	67.5%	84.2%	124.7%	67.7%	66.7%	98.5%	62.5%	80.00%	128.0%	117.1%
	Overall Program Score		112.0%	Overall Program Score		98.9%	Overall Program Score		127.4%	

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%

Updated: 11/15/2024

Program year 2025 - 2nd Quarter Adult/DW/Youth Performance Summary
Rolling-4

Statewide

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	79.1%	79.0%	99.9%	82.0%	78.7%	96.0%	78.5%	81.7%	104.1%	100.0%
Employment Rate Q4	78.3%	77.9%	99.5%	81.4%	79.1%	97.2%	75.5%	79.6%	105.4%	100.7%
Median Earnings	$7,000	$8,032	114.7%	$8,650	$9,455	109.3%	$4,030	$5,212	129.3%	117.8%
Credential Rate	67.5%	74.5%	110.4%	69.6%	84.1%	120.8%	63.5%	66.0%	103.9%	111.7%
Measurable Skill Gains	66.3%	72.4%	109.2%	67.7%	76.7%	113.3%	62.5%	70.4%	112.6%	111.7%
	Overall Program Score		106.7%	**Overall Program Score**		107.3%	**Overall Program Score**		111.1%	

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%

Updated: 11/15/2024

ECKERD YOUTH ALTERNATIVES, INC.

100 N. Starcrest Drive, Clearwater, FL 33765

INVOICE

Worklink Development Board	Contract Number:					
1376 Tiger Blvd.	Invoice Number:	1058-07				
Clemson, SC 29631	Invoice Month:	January 2026				
Attn: Jennifer Campbell	Period Covered:	July 1, 2025 - June 30, 2026				
email: jcampbell@worklinkweb.com	Total Amount Due:	**$ 31,422**				
Eckerd Goal:			**JANUARY**			
			58.3%			**100.0%**
Line Item		**MOD 1**	**1058-7**	**Cumulative Cost YTD**	**Remaining Balance**	**Percent Spent YTD**
Staff Salary Total		**$ 201,225**	**$ 16,626**	$ 118,702.28	$ 82,522.78	**59.0%**
Fringe Benefit Total	**51xx**	**$ 49,600**	**$ 4,301**	$ 29,094.93	$ 20,504.69	**58.7%**
TOTAL STAFF COSTS		**$ 250,825**	$ 20,927.27	$ 147,797.21	$ 103,027.47	**58.9%**
Operating Costs:						
Property Rent	6185	$ 3,600	$ 600	$ 2,100.00	$ 1,500.00	58.3%
Communications (Phone, Fax, Internet, et	6270	$ 960	$ 80	$ 580.58	$ 379.42	60.5%
Network (internet)	6265	$ 1,500	$ 105	$ 735.00	$ 765.00	49.0%
Postage	6005	$ 1,000	$ 52	$ 360.70	$ 639.30	36.1%
Staff Travel	6105	$ 5,500	$ 247	$ 1,936.30	$ 3,563.70	35.2%
Other Travel	6115/6120	$ -	$ -	$ -	$ -	0.0%
Staff Background Checks	5100	$ 126	$ -	$ 61.80	$ 63.90	49.2%
Staff Training	5110	$ -	$ -	$ -	$ -	0.0%
Office/Desktop Supplies and Materials	6000	$ 1,730	$ 249	$ 317.48	$ 1,412.66	18.4%
Copying	6730	$ 1,200	$ -	$ -	$ 1,200.00	0.0%
Technology	6090	$ -	$ -	$ -	$ -	0.0%
Computer and Software	6085	$ 6,440	$ -	$ -	$ 6,440.00	0.0%
Software Licenses	6095	$ 1,265	$ -	$ 1,182.00	$ 83.00	93.4%
Participant Verifications	6516	$ -	$ -	$ -	$ -	0.0%
Participant Outreach	6735	$ -	$ -	$ -	$ -	0.0%
TOTAL OPERATING COSTS		**$ 23,321**	$ 1,332.99	$ 7,273.86	$ 16,046.98	**31.2%**
Training Costs:						
Work Experience Stipends	6507	$ 34,092	$ 3,198	$ 11,231.64	$ 22,860.05	32.9%
Tuition Cost (Adult Education)	6520	$ 11,200	$ 896	$ 5,824.00	$ 5,376.00	52.0%
Participant Graduation Fees	6595	$ 1,045	$ -	$ -	$ 1,045.00	0.0%
Credential Exam Fees	6525	$ 10,530	$ 1,341	$ 3,723.50	$ 6,806.50	35.4%
Individual Training Accounts	6530	$ -	$ -	$ -	$ -	0.0%
Instructional Supplies (Books)	6590	$ -	$ -	$ -	$ -	0.0%
TOTAL TRAINING COSTS		**$ 56,867**	$ 5,434.14	$ 20,779.14	$ 36,087.55	**36.5%**
Supportive Services Costs :						
Child Care	6660	$ -		$ -	$ -	0.0%
Transportation	6485	$ 11,000	$ 390	$ 7,460.00	$ 3,540.00	67.8%
Client Incentives	6585	$ -	$ -	$ -	$ -	0.0%
Client Training Support Materials	6545	$ -	$ -	$ -	$ -	0.0%
Client Supplies	6546	$ -	$ -	$ -	$ -	0.0%
Client Emergency Assistance & Expunger	6596	$ 1,000	$ -	$ -	$ 1,000.00	0.0%
TOTAL SUPPORTIVE SERVICES COSTS		**$ 12,000**	$ 390.00	$ 7,460.00	$ 4,540.00	**62.2%**
Training/Professional Fees/Profit:						
General Liability Insurance	6305	$ 4,804	$ 423	$ 2,690.64	$ 2,113.11	56.0%
TOTAL FEES / PROFIT COSTS		**$ 4,804**	$ 422.67	$ 2,690.64	$ 2,113.11	**56.0%**
4.1 INDIRECT COST:	**13.20%**	**$ 36,484**	**$ 2,915**	$ 20,547.35	$ 15,936.70	**56.3%**
Contract Total		**$ 384,300**	$ 31,422.02	$ 206,548.20	$ 177,751.80	**53.7%**

DEW LANGUAGE ACCESS SERVICES USAGE FORM

This form is completed by ES staff purchasing language access services and submitted to the Regional Manager/Cost Center Manager (CCM). This form notifies the CCM of the needed service and provides necessary information for verifying the invoice received by DEW Accounts Payable.

NOTE: This form is only used if ES staff is purchasing language access services.

I. STAFF INFORMATION

Submission Date:	**Staff Name**:

II. LEP INDIVIDUAL'S INFORMATION

LEP Individual's Name:	**State ID #**:

III. MEETING DETAILS

Date	**Time**	**Location**
mm/dd/yyyy	*hh:mm*	*SC Works Center*

IV. LANGUAGE ACCESS SERVICE TYPE

☐ In-Person	Service Provider:
☐ VRI	Service Provider:
☐ OPI	Service Provider:

Language Provided:

V. PROGRAMS ACCESSED

	Program	**Time Spent with Interpreter (hh:mm)**	**Supervisor's Name**
	☐ Wagner Peyser		
	☐ UI		
	☐ WIOA		
	☐ Other		

☐ Approved		
☐ Disapproved	*DEW CCM Signature*	*SC Works Operator/Partner Signature (Only When Cost Sharing)*

VI. SERVICES PERFORMED

Total Time Charged (hh:mm)	**Cost Center Code**	**Purchase Order Number**

The above interpretation services were delivered.

Interpeter's/Translator's Name	*DEW Staff Signature / Date*

FORM INSTRUCTIONS

I. Staff Information

Submission Date. Type or print the date the form is being completed.
Staff Name. Type or print the name of the SC Works center staff accessing services for the LEP individual.

II. LEP Individual's Information

LEP Individual's Name. Type or print the first name and last name of the LEP individual being served.
State ID #. Enter the seven-digit SCWOS-generated state ID number. **DO NOT USE** social security numbers.

III. Meeting Details

Date. Enter the date services are delivered.
Time. Enter the time the interpreter/translator performed services for the LEP individual in hours and minutes (hh:mm).
Location. Use the drop-down menu to select the SC Works center affiliated with service provision.

IV. Language Access Service Type

Select the type of language access service—In-Person, Video-Remote Interpreting (VRI), or Over-the-Phone Interpreting (OPI)—identify the vendor providing the service (e.g., Global Interpreting Network, Inc.), and identify the language provided (e.g., American Sign Language [ASL], Spanish, etc.).

V. Programs Accessed

Program. Check the box for which program(s) the LEP individual accessed using interpretation services.
Time Spent with Interpreter. If multiple programs were accessed during the LEP individual's visit, indicate how much time the interpreter/translator spent with each program in hours and minutes (hh:mm).
Supervisor's Name. Type/print the name of a supervisor authorized to confirm that services were rendered for that program. Have the supervisor initial the form (if printed) or confirm services via email.
DEW CCM Signature. The CCM will select approve if the interpreter rendered services as described and will select disapprove if services were not rendered. The CCM will sign the document. If disapproved, add a case note indicating why.
SC Works Operator/Partner Signature. When a LEP individual receives interpretation services for programs not administered by DEW, the SC Works Operator or relevant partner staff must provide their signature.

VI. Services Performed

Total Time Charged. Enter the total time the interpreter spent with the LEP individual in hours and in minutes (hh:mm).
Cost Center Code. This unique identifier is a four-digit code that is used to track and manage the financial activities of a specific department or division for budgeting, financial reporting, and cost allocation.
Purchase Order Number. This unique identifier is assigned to specific procurement transactions to facilitate communication between the government entity and the vendor. Provide the current PO number from **Language Access Service Providers and Instructions** found on the ES DEWConnect page. For vendors without current PO numbers, contact your regional manager and area director for assistance.
Interpreter's/Translator's Name. Type or print the interpreter's/translator's name.
DEW Staff Signature/Date. Sign and date the form.

Dialing 7-1-1 & Text Telephones (TTYs)

The SC Office of Regulatory Staff (ORS) administers the Telecommunications Relay Service in South Carolina. Offered at no charge to the public, these services were established to better meet the needs of South Carolina citizens who have trouble hearing or speaking on the phone. 7-1-1 is a telephone relay number that connects typical (voice) telephone users with individuals who use text telephones (TTYs).

Speech-to-Speech (STS) Relay Service:	**Relay South Carolina (RSC)**:
This service aids those who have a problem being understood due to speech impairment (such as may result from a stroke, throat surgery, or other condition).	This service assists those who are deaf or hard of hearing and use TTY/TDD (Text Telephone or Telecommunications Devices for the Deaf) to communicate.

Both services are available to anyone in the state for business or personal use. There is no limit to the number of times the service can be used or to the length of time for each call. The service can assist both English and Spanish speaking persons. Should a long-distance call be required to reach one of the parties, a discounted long-distance rate will be charged.

How These Services Work

STS Relay Service employs trained operators who can assist in interpreting what the person with a speech disability is saying and relay the information. The caller dials 7-1-1 and provides the phone number of the person that the caller is trying to contact. The operator makes the call and remains on the line to assure the conversation is fully understood on both ends.

RSC uses trained operators who convert a voice message into typed text messages or a typed text message into a voice message. As with STS, the caller dials 711 (or 1-800-735-2905 for intrastate and 1-800-877-8973 for interstate) and provides the number of the person the caller is trying to contact. The operator will make the call and will remain on the line to provide the literal translation.

Resources

https://relaysouthcarolina.com/—Relay South Carolina

https://www.fcc.gov/consumers/guides/speech-speech-relay-service—STS Relay Service

https://scedp.sc.gov/—SC Equipment Distribution Program (SCEDP) administered by (ORS)

Third-Party Language Access Service Providers and Instructions

The State Fiscal Accountability Authority (SFAA) contracts with service providers for state use annually. For contract details and price lists, go to https://procurement.sc.gov/contracts, select "Goods & Services Contract Search," and scroll down to "On-Demand Interpreting and Translation Services." DEW's Office of Equal Opportunity (EO) renews purchase order numbers as contracts are created or renewed. Preferred vendors and current purchase order numbers are provided below. Staff must write the purchase order numbers on invoices and on the DEW Language Access Services Usage Form (available on the Employment Services DEWConnect Page) for verification, tracking, and recordkeeping.

> For questions or concerns about using vendor services or the quality of vendor services, contact EO at OEO@dew.sc.gov. **For urgent situations, staff should contact their regional manager and/or area director immediately to ensure the situation is addressed timely**.

In-Person vs Virtual Interpretation Services – Timely and free language access services are key to equitable service provision for LEP individuals. Generally, in-person interpretation services are most effective because the interpreter can observe body language and other non-verbal cues; however, to ensure timely access to interpretation services, it is sometimes more practical to use over-the-phone interpreting (OPI) or video-remote interpreting (VRI). Situations that warrant pursuing in-person interpretation include situations where access to wireless data and/or internet is unreliable and large events where OPI and VRI would be impractical. If staff is concerned about the effectiveness of OPI or VRI, staff should reach out to their Regional Manager or Area Director for further guidance. Whenever possible, staff should seek a private space to utilize language access services in order to protect PII and to remove distractions.

Over-the-Phone Interpreting (OPI) and Video-Remote Interpreting (VRI) – If no staff-interpreter is available for in-person service provision, OPI and VRI are the next best and most expedient options for providing services. VRI is available on-demand on devices that are connected to the internet with audio visual capabilities, such as laptops, smartphones, tablets, and desktops.

Vendor	Access Instructions	Vendor Number	SFAA Contract Number	Purchase Order Number
Global Interpreting Network, Inc.	A step-by-step process guide is available for staff on the Employment Services DEWConnect page.			

American Sign-Language (ASL) Interpretation – ASL is also available through VRI if no in-person staff interpreter is available.

Vendor	Access Instructions	Vendor Number	SFAA Contract Number	Purchase Order Number
Global Interpreting Network, Inc.	A step-by-step process guide is available for staff on the Employment Services DEWConnect page.			
MasterWord Services, Inc.	Coordinate with DEW regional manager for assistance.			

Document Translation – The following vendors also provide document translation services. **Staff should contact their regional manager for further guidance regarding when and how to request translated documents**. Some forms and documents may already be available in the LEP individual's preferred language. VRI can be used for some on-demand document translation to ensure equitable access to programs by the LEP individual.

Vendor	Access Instructions	Vendor Number	SFAA Contract Number	Purchase Order Number
Global Interpreting Network, Inc.	A step-by-step process guide is available for staff on the Employment Services DEWConnect page.			
MasterWord Services, Inc.	Coordinate with DEW regional manager for assistance.			

******As a state government entity and as a recipient of federal funds, DEW is obligated to provide timely and free language access services from a qualified interpreter. If the vendors above are unable to provide the needed services, contact your regional manager and area director immediately to determine next steps to provide these services.******

Translation Instructions for DEW Websites

Google Translate drives the translation feature on DEW online sites to include SC Works Online Services (SCWOS). To access language translation on DEW web pages, follow these steps:

DEW Website (dew.sc.gov)

Step 1. Log in through Microsoft Edge or Google Chrome internet browser.

Step 2. Enter the DEW website address: dew.sc.gov.

Step 3. Directly above the search feature, click "? Translate."

NOTE: The website defaults to Spanish, and the Google Translate tagline appears.

Step 4. Select the drop-down arrow next to the "Google Translate" tagline feature.

NOTE: A list of available languages will appear.

Step 5. Select the customer's language.

NOTE: The entire page will be translated to the chosen language.

To access another language repeat steps 4 and 5.

SCWOS (jobs.scworks.org)

Step 1. Log in through a Microsoft Edge or Google Chrome internet browser.

Step 2. Right click on the page.

Step 3. On the popup menu, select "Translate to Spanish."

Step 4. In the menu bar, select the link to the Google Translate icon.

Step 5. Select the 3 dots icon.

Step 6. Select "Choose Another Language"

Step 7. In the "Language to Translate to" box select the language your customer speaks. The entire site will display in the customers language.

SC Works Website (scworks.org)

Step 1. Log in through Google Chrome internet browser (this feature will not work using Microsoft Edge).

Step 2. Right click on the page.

Step 3. On the popup menu, select “Translate to English.”

Step 4. In the menu bar at the top of the screen, select the link to the Google Translate icon.

Step 5. Select the 3 dots icon.

Step 6. Select “Choose Another Language.”

Step 7. In the “Language to Translate into” box select the language your customer speaks. The entire site will display in the customer’s language.

WAIVER OF LANGUAGE ACCESS SERVICES

By signing this waiver, I acknowledge the following:

1. Free language access services are available through the South Carolina Department of Employment and Workforce (DEW).
2. I am choosing not to use the free language access services available to me.
3. I am choosing an accompanying adult (aged 18 or older) to interpret information on my behalf. (By law, DEW staff are not allowed to utilize language access services provided by a minor except in cases of emergency.)
4. DEW cannot guarantee the quality of the language access services provided by the accompanying adult.
5. My confidential information may be disclosed to the accompanying adult.
6. **I may void this waiver of free language access services at any time during my interactions with SC Works center staff by requesting language access services**.

LEP Individual

_____	_____	_____
Print Name	Sign Name	Date

Accompanying Adult

_____	_____	_____
Print Name	Sign Name	Date

DEW Staff

_____	_____	_____
Print Name	Sign Name	Date

**This waiver is valid for the current visit only.*

FOR STAFF USE ONLY

Date of Visit:		State ID #:	