



UPSTATE WORKFORCE BOARD ONE STOP COMMITTEE MEETING

August 22, 2017

12:00 p.m.

SC Works Spartanburg

Present:

Mr. Craig Jacobs, Chair

Mr. Jeff Gossett, Committee Member

Ms. Kathy Jo Lancaster, Committee Member

Mr. Shelley Blount, Committee Member

Mr. Brent Bishop, UWB

Ms. Dana Wood, UWB

Ms. Vicki Lawson, UWB

Welcome

The meeting was called to order at 12:01 p.m. by Mr. Craig Jacobs, Committee Chair.

SC Works Update

Ms. Dana Wood provided an update to the Committee, referencing the June and July 2017 Dashboards as well as the Just in Time Report for July. The June Dashboard showed the entire program year. The July Dashboard showed the first month of the new program year. One item Ms. Dana Wood discussed was that the Adult and Dislocated Worker enrollment goals for PY16 were exceeded. The committee agreed that there were no concerns with these reports.

Financial Report (PY16 end and July 2017)

Mr. Brent Bishop reported that ResCare's end-of-year financials showed an 87% expenditure of funds. Ms. Dana Wood explained the carryover was acceptable and that all state expenditure rates were met locally by the board. Ms. Wood also mentioned that the federal budget allocations are still unknown at this time. Mr. Brent Bishop explained that some expenditure percentages for this year-to-date seem high, but this is because of reimbursements that will be received quarterly. Mr. Brent Bishop works closely with Ms. Pam Morris to ensure accuracy of expenditures. Ms. Dana Wood explained that with this new program year, multiple partners will share in the infrastructure costs, such as rent and utilities. In the past, SCDEW was the only partner who paid. The Upstate Workforce Board was the first in the state to submit the Report of Outcomes. MOU/Infrastructure funding meetings with the partners have been successful this program year, unlike in past years. Ms. Wood plans to start obtaining signatures on the MOU/IFT this week. Ms. Wood informed the committee that SCDEW still owes reimbursements from PY14 for resource

sharing. She stated that she has been sending an email to SCDEW every 2 weeks to inquire about the past due money.

SC Works Greater Upstate General Updates

- **BST Lead**

Annually, the Board of Directors must appoint a business services lead for the workforce area. Ms. Johnnie Lynn Crosby has been the BST lead for years and has well established relationships. The standards suggest rotating leads, but the committee strongly feels this should be a local Board of Directors decision. **Ms. Kathy Jo Lancaster made a motion to retain Ms. Johnnie Lynn Crosby as the BST Lead. Mr. Shelley Blount seconded the motion. The motion passed unanimously.**

- **IWT**

Ms. Dana Wood explained that federal regulations allow for up to 20% of local funding to be designated for Incumbent Worker Training. Last year, the Upstate Workforce Board designated roughly \$100,000 of local funding for IWT activities. There has been great interest from local employers to continue this program locally. Mr. Craig Jacobs asked if there are any performance reports from past trainings. Ms. Dana Wood stated there are summaries available from Ms. Johnnie Lynn Crosby and that she would provide those by email for the committee to review. Mr. Craig Jacobs also asked if companies can repeat use of service. Ms. Dana Wood stated that the current review sheet does deduct points for companies who have received funding in the past 12 months. Ms. Wood stated that the committee had the ability to change that requirement. Mr. Shelley Blount asked if and when the UWB will know if state designation of IWT funding is to be expected. Ms. Wood stated that last year the UWB was informed in late August of the local allocation from the state, but so far this year no information has been provided from the state to the local areas. **Mr. Shelley Blount made a motion to designate up to \$150,000.00 of local training funds for Local Incumbent Worker Training. Mr. Jeff Gossett seconded the motion. The motion passed unanimously.**

- **Regional Policies**

Ms. Dana Wood shared five proposed Regional Instruction Letters:

- 17-01
- 17-02
- 17-03
- 17-04
- 17-05

These Regional Instruction Letters were created with the Greenville Workforce Development Board to provide consistent guidance to ResCare. The Greenville Workforce Board has approved the proposed letters. Ms. Wood reviewed each policy with the committee. Ms. Wood informed the committee that local economic developers had the opportunity for input on Instruction Letter 17-01 prior to the Greenville Workforce Board's approval. There was a brief discussion on all the

letters. **Ms. Kathy Jo Lancaster made a motion to approve Instruction Letters 17-01, 17-02, 17-03, 17-04, and 17-05. Mr. Shelley Blount seconded the motion. The motion passed unanimously.**

Re-Entry Grant Update

Ms. Dana Wood stated that the UWB was granted one of two awards from SCDEW for Re-Entry activities. This grant is to serve incarcerated individuals at the Spartanburg County Detention Facility. The roughly \$170,000 is to be expended by October 2018. 11 individuals have already graduated from the first round of training. Six individuals have been released and all are in communication with the Re-Entry Specialist. Multiple employers are on board with the program. The next class is scheduled to start in 2 weeks. The grant proposal was written for 4 classes in total. Ms. Dana Wood stated that there will possibly be a 5th class, and it would be a class of women.

Transportation Demo Grant Update

Ms. Dana Wood stated that this grant enables the UWB to provide work-related transportation to Spartanburg county residents. Cherokee and Union county were disqualified for this grant due to lack of DOT designated transportation service providers. The UWB will work with the Spartanburg County Transportation Bureau (Dial-a-Ride) to assist with 2 populations. The first is employee retention for 2nd shift, 3rd shift and weekend shift employees who are at risk of losing their jobs because of transportation deficiencies. The second is the unemployed population with lack of any transportation as a barrier. The UWB will work with many partners and employers to provide transportation to new hires for the same shifts listed above. Ms. Dana Wood stated that this is an 18 month grant and is currently in the implementation phase.

Secret Shopper Reports

Ms. Dana Wood stated that a second round of secret shopping was conducted at all three SC Works locations to evaluate deficiencies from the first round. Major improvements were observed and experienced. A full report was provided to the committee. Ms. Wood stated that there is money designated in the budget for Secret Shopping this program year.

Other Business

There was no other business.

Adjournment

With no further business, the meeting was adjourned at 1:07 p.m.

The next meeting will be held on October 10, 2017 at 12:00 p.m.

**UPSTATE WORKFORCE BOARD
ONE STOP COMMITTEE MEETING
Committee Summary**

Meeting Date	August 22, 2017 at 12 noon
Contact for Questions and Concerns	<p>Mr. Craig Jacobs - 864.266.1561 Email: cjacobs@spencerhines.com</p> <p>Ms. Dana Wood – 864.596.2028 Email : wood@upstateworkforceboard.org</p>
Significant Items and Issues Raised	<ul style="list-style-type: none"> • Dashboard/Just in Time Report • Financials • BST Lead • IWT • Re-Entry Grant • Transportation Demo Grant • Secret Shopping
Action Taken	Discussion/3 voting items
Results and Outcomes	<p><u>Dashboard/Just In Time Reports</u> Ms. Dana Wood provided an update to the Committee, referencing the June and July 2017 Dashboards as well as the Just in Time Report for July. The June Dashboard showed the entire program year. The July Dashboard shows the first month of the new program year. Ms. Dana Wood did inform the committee that ResCare exceed the enrollment goals for PY16. The committee agreed that nothing stood out as a concern.</p> <p><u>Financials</u> Mr. Brent Bishop reported that ResCare's end of year financials showed an 87% expenditure of funds. Ms. Dana Wood explained the carryover is acceptable and that all expenditure rates were met locally by the board. Ms. Wood also mentioned the federal budget is still unknown at this time. Ms. Wood explained that with this new program year, multiple partners will share in the infrastructure costs such as rent and utilities. In the past, SCDEW was the only partner who paid. Ms. Wood informed the committee that SCDEW still owes reimbursements from PY14 for resource sharing. She stated that she sends an email to SCDEW inquiring every 2 weeks on the past due money.</p> <p><u>SC Works Upstate General Updates</u></p> <ul style="list-style-type: none"> • <i>Business Service Lead</i> Annually, the Upstate Workforce Board must appoint a business services lead for the local workforce area. Ms. Johnnie Lynn Crosby has been the BST lead for years and has well established relationships. The OneStop Certification Standards suggest rotating leads, but the committee strongly feels this should be a local Board decision. The committee saw no value in rotating leads at this time. Ms. Kathy Jo Lancaster made a motion to retain Ms. Johnnie Lynn Crosby as the BST Lead. Mr. Shelley Blount seconded the motion. Motion passed unanimously. • <i>IWT</i> Ms. Dana Wood explained that federal regulations allow for up to 20% of local funding to be designated for Incumbent Worker Training. There has been great interest from local employers to continue this program locally. After discussion, Mr. Shelley Blount made a motion designate up to \$150,000.00 of local training funds for Local Incumbent Worker Training. Mr. Jeff Gossett seconded the motion. Motion passed unanimously.

	<ul style="list-style-type: none"> • Regional Policies <p>Ms. Dana Wood shared five proposed Regional Instruction Letters:</p> <ul style="list-style-type: none"> ○ 17-01 – Allowable Training Activities/Cost Limits ○ 17-02 – Supportive Service Policy ○ 17-03 – Grant Modification Procedures ○ 17-04 – Adult Priority of Service Policy ○ 17-05 – Local Sanctions Policy <p>These Regional Instruction Letters were created with the Greenville Workforce Development Board to provide consistent guidance to ResCare. The Greenville Workforce Board has approved the proposed letters. Ms. Wood reviewed each policy with the committee. Ms. Wood did inform the committee that local economic developers had the opportunity for input on Instruction Letter 17-01 prior to the Greenville Workforce Boards approval. After a brief discussion on all letters, Ms. Kathy Jo Lancaster made a motion to approve Instruction Letters 17-01, 17-02, 17-03, 17-04, 17-05. Motion was seconded by Mr. Shelley Blount. Motion passed unanimously.</p> <ul style="list-style-type: none"> • Secret Shopping <p>Ms. Dana Wood stated that a second round of secret shopping was conducted at all three locations to evaluate deficiencies from the first round. Major improvements were observed/ experienced. A full report was provided to the committee. Ms. Wood stated there is money designated in the budget for Secret Shopping this program year.</p> <ul style="list-style-type: none"> • Re-Entry Grant <p>Ms. Wood Ms. Dana Wood stated the UWB was granted one of two awards from SCDEW for Re-Entry activities. This grant is to serve incarcerated individuals at the Spartanburg County Detention Facility. The roughly \$170,000 is to be expended by October 2018. There have already been 11 individuals to graduate from the first round of training. Six individuals have been released and all are in communication with the Re-Entry Specialist. Multiple employers are on board with the program. The next class is scheduled to start in 2 weeks. The grant proposed to hold 4 classes total. Ms. Dana Wood stated there will possibly be a 5th class and it would be a class of women.</p> <ul style="list-style-type: none"> • Transportation Demo Grant <p>Ms. Dana Wood stated this grant enables the UWB to provide work-related transportation to county residents. Cherokee and Union county were disqualified for this grant due to lack of DOT designated transportation service providers. UWB will work with the Spartanburg County Transportation Bureau (Dial -a-Ride) to assist with 2 populations. First being, employee retention for 2nd shift, 3rd shift and weekend shift employees are at threat of losing their jobs because of transportation deficiencies. The second population is the unemployed population with transportation as barrier. The board will work with many partner and employers to provide transportation to new hires for the same shifts list above. Ms. Dana Wood stated this is an 18 month grant and is currently in the implementation phase.</p> <p><u>Other Business & Adjourn</u> none</p>
Items Referred for Board Action	<p>The OneStop Committee recommends retaining Ms. Johnnie Lynn Crosby as the BST Lead.</p> <p>The OneStop Committee recommends that the Board designate up to \$150,000.00 of local training funds for Local Incumbent Worker Training.</p> <p>The OneStop Committee recommends that the Board approve Regional Instruction Letters 17-01, 17-02, 17-03, 17-04, 17-05.</p>
Website Reference	www.upstateworkforceboard.org

AGENDA
ONE STOP COMMITTEE MEETING
August 22, 2017
12:00 noon
SC Works-Upstate

- Welcome Mr. Craig Jacobs
- SC Works Update Ms. Dana Wood
 - Dashboard
 - Just In Time Reports
- Financial Report Mr. Brent Bishop
- SC Works Upstate General Updates Ms. Dana Wood
 - BST Lead*
 - IWT*
 - Regional Policies*
 - Re-Entry Grant Update
 - Transportation Demo Grant Update
- Secret Shopper Reports Ms. Dana Wood
- Other Business & Adjourn

**denotes a voting item*

Next Meeting Date: October 10, 2017

*Our Mission Statement:
Build and maintain a workforce development system that meets the needs of employers.*

Just In Time Report

Business Services Focus

Highlighted Events and Outreach

- 7/5/17 Nancy worked in the Resource area of Greer Job Connection assisting when needed with SC Works, answering questions and informing customer of WIOA services.
- 7/6/17 Katherine attended graduation held for the STEM Summer Camp 2017 students. Graduating students were chaperoned during their time in camp by Katherine.
- 7/6/17 Doug and Pam assisted Dana Wood, UWB AD, with initial Upstate MOU/IFA; most of the WIOA Core and required partners were present. PY17 infrastructure Funding Agreement and other changes from PY16 were discussed in detail.
- 7/18/17 Nikki attended the SCC Recruitment Event held at SC Works Center in Union. Nikki attended in order to recruit potential WIOA clients that will be attending SCC in the Fall Welding and Mechatronics Programs.
- 7/18/17 Kenneth met with Bethany at Goodwill to discuss conducting an onsite workshop in Gaffney. This workshop will support the upcoming Community Job Fair Event in Spartanburg. He also informed that there would not be Preferred Pass and the impact for the job seekers.
- On the same day Kenneth also met with Melinda from Vocational Rehab to discuss conducting onsite Workshops for VR clients to support the Cherokee County Community Job Fair. On 7/27 Kenneth conducted a workshop about Ways to be Successful at Job Fairs with Vocational Rehab as a series of workshops leading to the Cherokee County Community Job Fair.
- 7/19/17 Kenneth visited the new location for Access Health. Kenneth received a tour and met with Director Carey. Kenneth learned more about the services offered at Access Health. Kenneth and Carey discussed setting up a lunch and learn for TDS Staff so quality referrals to supportive Services are made.
- 7/29/17 Kenneth attended the Regensis Back to School Health Fair as a vendor representing SC Works. Kenneth met with several individuals and discussed WIOA training and the upcoming Job Fair.

Talent Engagement News

Center	Staff Job Referrals
Gaffney	330
Spartanburg	3,019
Union	199

SC Works WIA Orientation, WorkKeys, and Workshop Data Since last J.I.T.

WIOA Orientation Attendees:
 (Group and One on One Sessions)

Cherokee – 3
 Spartanburg – 33
 Union – 10

WorkKeys Completed: 7/1 -7/31

Spartanburg – 30*estimated
 Union - 10

Intensive Workshop Attendance: 18

Training /Support Services Funding
 PY17

Adult ITA Funding	\$200,000.00
Obligation Remaining	\$171,105.00
Adult Support Services	\$15,000.00
Obligation Remaining	\$13,165.00
DW ITA	\$100,000.00
Obligation Remaining	\$99,426.00
DW Support Services	\$ 15,000.00
Obligation remaining	\$14,949.00

July 6th – Director of Business Solutions (DBS) attended STEM Club Graduation at SIMS Middle School in Union County

July 10th – DBS participated in showcase planning

July 12th – DBS led regional job fair debrief call, notes available upon request

July 13th – HR Café hosted in Spartanburg

July 24th – DBS met with ED to discuss business engagement strategies locally and regionally

July 24th - DBS participated in workforce collaborative meeting led by Spartanburg Chamber

July 26th – DBS and BSC participated in planning session for 30 under 30 kickoff

July 28th – HR Café hosted in Cherokee

July 31st – Work Experience with APlus Construction in Union was signed

Social Media Outreach:

Facebook: 20 Posts and 9 Likes

PY July Post Goal- 20 / PY 17 Goal- 2216 Likes

Twitter: 20 Posts and 4 New Followers

PY 17 Goal: Add 50 new Followers

Community Engagement:

Goal: Spartanburg-6, Cherokee-4, Union-4

Actual: Spartanburg-6, Cherokee-4, Union-7



Bringing Employers
and
Job Seekers
Together

SC Works Greater Upstate

Monthly Report Card PY17
(July 2017)

DASHBOARD 07/01/2017 through 07/31/2017

	1st Quarter	AUG	SEP	2nd Quarter	NOV	DEC	3rd Quarter	FEB	MAR	4th Quarter	APR	MAY	JUN	TOTAL
Total Center Traffic	2871	0	0	0	0	0	0	0	0	0	0	0	0	2871
WIOA Traffic (Spartanburg 140, Gaffney 53, Union 24)	217													217
UI Traffic (Spartanburg 495, Gaffney 184, Union 154)	833													833
WP Traffic (Spartanburg 1036, Gaffney 259, Union 429)	1724													1724
Total Unduplicated Center Traffic	1573	0	0	0	0	0	0	0	0	0	0	0	0	1573
# Scheduled for Orientation	46	0	0	0	0	0	0	0	0	0	0	0	0	46
# Attended Orientation	28	0	0	0	0	0	0	0	0	0	0	0	0	28
# of Workshops Offered	4	0	0	0	0	0	0	0	0	0	0	0	0	4
# Scheduled for Workshops	23	0	0	0	0	0	0	0	0	0	0	0	0	23
# of Workshop Attendees	18	0	0	0	0	0	0	0	0	0	0	0	0	18
New ADULT Enrollments	30													30
New DW Enrollments	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Total Caseload	293	0	0	0	0	0	0	0	0	0	0	0	0	293
New ADULTS beginning training	18	0	0	0	0	0	0	0	0	0	0	0	0	18
New DWs beginning training	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% New Clients vs Clients Entering Trng	58.1%													58.1%
# of New Job Orders Placed	326	0	0	0	0	0	0	0	0	0	0	0	0	326
# of New Jobs Available	591	0	0	0	0	0	0	0	0	0	0	0	0	591
# Entered Employment	43	0	0	0	0	0	0	0	0	0	0	0	0	43

TALENT DEVELOPMENT SPECIALISTS CASELOADS:

Nancy Wilson - 83
Meika Jones - 87
Nikki Burgess - 48 (Union) 37 (Spartanburg)
Rose Cortes - 38

WIOA, UI, and WP numbers are for number of services provided not individual traffic counts

CENTER TRAFFIC:

Location	PY17	PY16	Change
*Cherokee	461	0	+461
*Spartanburg	1613	1284	+329
Union	597	561	+31

Spartanburg offices merged on 12/9/16
New Gaffney Office numbers starting 2/1/17

New Trainings by County

Cherokee = 0
Spartanburg = 4
Union = 6

TRAINING PROVIDERS AND PROGRAMS

Provider	Training Program/Number of enrollees
SCC	NCCER 5
Ardlabs	Welding 1
TDI	CDL 1
PSI	Project Management 1

OTI/WEF In Development 2
OTI/WEF Established 3

SC Works Upstate

Bringing Employers
and
Job Seekers
Together

Monthly Report Card PY16
(June 2017)



DASHBOARD 06/01/2017 through 06/30/2017

	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			TOTAL
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
Total Center Traffic	1845	1771	1601	1224	988	1539	2224	2329	2544	2083	2398	2777	23333
WIOA Traffic (Spartanburg 160, Gaffney 30, Union 22)	84	129	92	56	57	82	113	108	199	263	195	212	1580
UI Traffic (Spartanburg 634, Gaffney 203, Union 98)	140	121	85	102	80	453	598	566	537	539	564	835	4618
WP Traffic (Spartanburg 1131, Gaffney 332, Union 433)	1618	1519	1424	1088	861	1004	1568	1655	1812	1516	1711	1896	17650
Total Unduplicated Center Traffic	1037	1055	981	715	572	919	1432	1411	1506	1335	1523	1654	14140
# Scheduled for Orientation	57	62	41	41	32	23	69	89	52	60	50	59	635
# Attended Orientation	42	43	29	23	26	13	45	51	23	35	30	30	390
# of Workshops Offered	32	28	25	31	26	45	17	14	20	16	14	9	277
# Scheduled for Workshops	35	54	68	65	13	30	26	46	76	35	46	26	520
# of Workshop Attendees	21	23	54	56	6	25	21	31	65	22	31	23	378
New ADULT Enrollments	12	23	13	7	12	6	19	27	24	19	19	18	199
New DW Enrollments	3	4	5	1	3	2	7	5	5	5	2	2	44
Total Caseload	253	257	268	194	197	194	204	214	238	251	257	268	253
New ADULTS beginning training	7	15	9	7	8	2	10	19	14	8	14	7	120
New DWs beginning training	0	0	3	2	1	0	1	1	2	3	3	2	18
% New Clients vs Clients Entering Trng	46.7%	55.6%	66.7%	112.5%	60.0%	25.0%	42.3%	62.5%	55.2%	45.8%	81.0%	45.0%	58.2%
# of New Job Orders Placed	230	325	232	246	233	192	248	320	386	322	321	286	2734
# of New Jobs Available	787	1054	748	789	512	370	949	573	3051	767	574	2524	9600
# Entered Employment	85	57	91	77	20	63	13	9	22	59	79	40	496

TALENT DEVELOPMENT SPECIALISTS CASELOADS:

Nancy Wilson - 98
Melika Jones - 87
Nikki Burgess - 41 (S) 41 (U)
Rose Cortes - 2

WIOA, UI, and WP numbers are for number of services provided not individual traffic counts

CENTER TRAFFIC:

Location	PY16	PY15	Change
*Cherokee	535	0	+535
*Spartanburg	1766	1161	+605
Union	476	690	-214

Spartanburg offices merged on 12/9/16
New Gaffney Office numbers starting 2/1/17

TRAINING PROVIDERS AND PROGRAMS

Provider	Training Program/Number of enrollees
TDI	CDL 2
SCC	NCCER 1
Protrain	Medical Coding 1
SCC	Machine Tool 1

New Trainings by County

Cherokee = 0
Spartanburg = 5
Union = 3

OIT/WEP In Development 1
OIT/WEP Established 3

Arbor with BST

100% of PY16

	Jul '16 - Jun '17	Budget	\$ Over Budget	% of Budget
Income				
Grants Received	1,738,848.26	1,738,848.26	0.00	100.0%
Total Income	<u>1,738,848.26</u>	<u>1,738,848.26</u>	<u>0.00</u>	<u>100.0%</u>
Expense				
Administration				
Dues, Prof fees, Subscriptions	700.00	1,500.00	-800.00	46.67%
Fringes	99,054.96	127,463.94	-28,408.98	77.71%
Indirect Cost	94,689.07	100,348.05	-5,658.98	94.36%
Management Fee	95,636.65	97,056.84	-1,420.19	98.54%
Salaries	521,233.98	566,519.55	-45,285.57	92.01%
Total Administration	<u>811,314.66</u>	<u>892,888.38</u>	<u>-81,573.72</u>	<u>90.86%</u>
Operating Expenses				
Computers and Software	35,800.95	37,898.48	-2,097.53	94.47%
Contract/Consulting Services	28,477.62	30,200.00	-1,722.38	94.3%
Equipment Rental	3,725.25	4,500.00	-774.75	82.78%
Mileage	18,061.35	25,340.00	-7,278.65	71.28%
Misc. & Facilities Costs	12,352.28	14,706.00	-2,353.72	84.0%
Office Supplies	6,332.67	7,683.58	-1,350.91	82.42%
Outreach	5,027.96	7,000.00	-1,972.04	71.83%
Postage	735.40	1,500.00	-764.60	49.03%
Printing Supplies	1,543.61	2,250.00	-706.39	68.61%
Professional Development	10,553.59	12,427.71	-1,874.12	84.92%
Relocation	1,855.73	3,000.00	-1,144.27	61.86%
Rent	124,833.44	141,670.40	-16,836.96	88.12%
Telephone	13,895.00	19,708.71	-5,813.71	70.5%
Travel-Out of Town	4,762.27	6,500.00	-1,737.73	73.27%
Utilities	9,873.46	11,800.00	-1,926.54	83.67%
Total Operating Expenses	<u>277,830.58</u>	<u>326,184.88</u>	<u>-48,354.30</u>	<u>85.18%</u>
Supportive Services				
Child Care	1,000.00	1,000.00	0.00	100.0%
Transportation	11,350.00	15,595.07	-4,245.07	72.78%
Total Supportive Services	<u>12,350.00</u>	<u>16,595.07</u>	<u>-4,245.07</u>	<u>74.42%</u>
Training Expenses				
Instructional Training	254,816.04	351,304.93	-96,488.89	72.53%
OJT Training	44,711.07	45,000.00	-288.93	99.36%
Work Experience	8,475.51	9,400.00	-924.49	90.17%
Incumbent Worker Training	95,509.53	97,475.00	-1,965.47	97.98%
Total Training Expenses	<u>403,512.15</u>	<u>503,179.93</u>	<u>-99,667.78</u>	<u>80.19%</u>
Total Expense	<u>1,505,007.39</u>	<u>1,738,848.26</u>	<u>-233,840.87</u>	<u>86.55%</u>
Net Income	<u><u>233,840.87</u></u>	<u><u>0.00</u></u>	<u><u>233,840.87</u></u>	<u><u>100.0%</u></u>

PY16
Arbor Grants

Grant	TOTAL				Current %	100%
	thru June 30, 2017 Expenditures	Budget	Variance	% of Budget		
Rapid Response IWT #16RRRIWT09 (6-30-17)	\$ 49,220.00	\$ 49,720.00	\$ 500.00	98.99%		
IWT 16M903IWT01-UWIB #16IWT03 (9-30-17)	\$ 27,816.00	\$ 80,113.00	\$ 52,297.00	34.72%		
IWT 16M903IWT02-UWIB #16IWT03-02 (4-1-18)	\$ 3,174.04	\$ 38,734.00	\$ 35,559.96	8.19%		
Re-Entry 16M903RET01-UWB #16RET01 (11-1-18)	\$ -	\$ 159,170.00	\$ 159,170.00	0.00%		
Transportation 16TDG03 (12-31-18)	\$ -	\$ 100,000.00	\$ 100,000.00	0.00%		
Totals	\$ 80,210.04	\$ 427,737.00	\$ 347,526.96	18.75%		

Upstate Workforce Board

Profit & Loss Budget vs. Actual

July 2017

Arbor					
8% of PY17		Jul 17	Budget	\$ Over Budget	% of Budget
Income					
Grants Received		1,309,265.35	1,309,265.35	0.00	100.0%
Total Income		1,309,265.35	1,309,265.35	0.00	100.0%
Expense					
Administration					
Dues, Prof fees, Subscriptions		325.00	1,500.00	-1,175.00	21.67%
Fringes		7,420.43	106,843.74	-99,423.31	6.95%
Indirect Cost		6,931.56	78,460.10	-71,528.54	8.84%
Management Fee		6,000.80	72,009.59	-66,008.79	8.33%
Salaries		35,110.35	430,107.50	-394,997.15	8.16%
Total Administration		55,788.14	688,920.93	-633,132.79	8.1%
Operating Expenses					
Computers and Software		475.31	17,085.00	-16,609.69	2.78%
Contract/Consulting Services		2,649.50	33,052.52	-30,403.02	8.02%
Equipment Rental		376.30	4,680.00	-4,303.70	8.04%
Mileage		886.94	11,000.00	-10,113.06	8.06%
Misc. & Facilities Costs		1,344.06	11,095.08	-9,751.02	12.11%
Office Supplies		152.32	6,471.98	-6,319.66	2.35%
Outreach		0.00	2,000.00	-2,000.00	0.0%
Postage		42.73	1,050.00	-1,007.27	4.07%
Printing Supplies		184.72	6,320.00	-6,135.28	2.92%
Professional Development		1,350.00	4,190.00	-2,840.00	32.22%
Rent		12,800.67	75,000.00	-62,199.33	17.07%
Telephone		1,181.93	13,654.80	-12,472.87	8.66%
Travel-Out of Town		0.00	4,425.00	-4,425.00	0.0%
Utilities		968.73	10,320.04	-9,351.31	9.39%
Total Operating Expenses		22,413.21	200,344.42	-177,931.21	11.19%
Supportive Services					
Other Emergency Support		160.80	1,000.00	-839.20	16.08%
Transportation		125.00	29,000.00	-28,875.00	0.43%
Total Supportive Services		285.80	30,000.00	-29,714.20	0.95%
Training Expenses					
Instructional Training		4,112.00	301,200.00	-297,088.00	1.37%
OJT Training		0.00	60,000.00	-60,000.00	0.0%
Work Experience		4,189.26	28,800.00	-24,610.74	14.55%
Total Training Expenses		8,301.26	390,000.00	-381,698.74	2.13%
Total Expense		86,788.41	1,309,265.35	-1,222,476.94	6.63%
Net Income		1,222,476.94	0.00	1,222,476.94	100.0%

PY17
Arbor Grants

		TOTAL		Current %	8%
		thru July 31, 2017 Expenditures	Budget	Variance	% of Budget
Grant	IWT 16M903IWT01-UWIB #16IWT03 (9-30-17)	\$ 38,016.00	\$ 80,113.00	\$ 42,097.00	47.45%
	IWT 16M903IWT02-UWIB #16IWT03-02 (4-1-18)	\$ 38,573.04	\$ 38,734.00	\$ 160.96	99.58%
	Re-Entry 16M903RET01-UWB #16RET01 (11-1-18)	\$ 26,902.01	\$ 170,420.00	\$ 143,517.99	15.79%
	Transportation 16TDG03 (12-31-18)	\$ -	\$ 100,000.00	\$ 100,000.00	0.00%
Totals		\$ 103,491.05	\$ 389,267.00	\$ 285,775.95	26.59%



Advancing the Future of Business and Community



GREENVILLE COUNTY
Workforce Development Board

Preparing the workforce. growing our economy

INSTRUCTION LETTER

REGIONAL INSTRUCTION NUMBER: WIOA 17-01

TO: SC Works Operator/Service Provider

SUBJECT: Allowable Training Activities and Cost Limits for WIOA Training

DATE
ISSUED: June 30, 2017

DATE
EFFECTIVE: July 1, 2017

DATE
EXPIRES: Indefinitely*

***This policy is required to be reviewed and amended by the Greenville County Workforce Development Board (GCWDB) and the Upstate Workforce Board (UWB) and/or a board designated committee not less than annually.**

BACKGROUND: WIOA Title I [Section 134]. The development boards are responsible for establishing local policies related to allowable training activities, length of training and cost limits for training. The boards must also determine in-demand occupations and industries within the local area for the purpose of wisely investing local WIOA training dollars.

POLICY: The GCWDB and the UWB have determined that the following activities, local requirements, time limits, and cost limits shall apply to all training activities. **The maximum, per participant, expenditure amount for any combination of training activities listed below is \$12,000.** This cap does not include supportive services. Any portion of the total training that is paid with resources other than WIOA funds (i.e., PELL, Lottery, TAA, etc.), will not count towards the training cap. Training-related costs such as books, fees, uniforms, etc., are considered supportive services. Refer to Supportive Services Policy for additional information. Requests for exceptions to these requirements or limits require a completed Waiver Request Form, to be signed and approved by the appropriate board's Executive Director or designee.

Occupations identified within this policy are not necessarily included in PATH (states system for ETPL). Should the need arise for a program to be added to PATH, a request must be submitted to the proper workforce board office for consideration. Only programs aligning with the current in-demand occupation list will be considered. When approving or denying request for PATH other consideration may include (but are not limited) the following: entry wages, type of credential issued, location of training provider, classroom training vs. online training, labor market information, etc.

Clearly documented commitments made prior to this instruction shall fall within any applicable previous policy guidelines.

ACTION: You are responsible for the immediate distribution and implementation of this instruction.

INQUIRIES: Should you have any questions regarding this instruction, please contact Eva Anagnostis at 864-467-8142, TTY:711, or at eanagnostis@greenvillecounty.org Dana Wood at 864-596-2028 ext. 100, TTY 711, or at wood@upstateworkforceboard.org.

Ann Angermeier
Executive Director
Upstate Workforce Board
Development Board



Dean E. Jones
Executive Director
Greenville County Workforce

Source: TEGL 19-16

REPLACES LOCAL UPSTATE INSTRUCTION LETTER 13-12 / REPLACES GCWDB INSTRUCTION LETTER 10-07

Training Activity	Local Requirements	Training Time Limit	Cost Limit (Lifetime)
Targeted In Demand Industries for Greenville County Workforce Development Board and the Upstate Workforce Board	<ul style="list-style-type: none"> Advanced Manufacturing Healthcare Logistics/ Distribution Information Technology Construction Trades 	WIOA encourages career pathways and stackable credentials. Time limits exceeding 2 years from enrollment, should be approved using a waiver to the appropriate workforce board.	\$12,000.00 lifetime limit
Training Percentage Requirements	<p>While training in all of the above named industries is allowed, the industries should be given priority based on the statements below.</p> <ul style="list-style-type: none"> A minimum 20% of training dollars must be available for Advanced Manufacturing training. A minimum 15% of training dollars must be available for Construction Trades training. A minimum of 15% of training dollars must be available for Logistics/Distribution. The remaining 50% of training dollars may be used for any of the targeted in-demand industries (Advanced Manufacturing, Healthcare, Logistics/Distribution, Information Technology, and Construction Trades). 	WIOA encourages career pathways and stackable credentials. Time limits exceeding 2 years from enrollment, should be approved using a waiver to the appropriate workforce board.	\$12,000.00 lifetime limit
Individual Training Accounts – ITA	Training should be for regularly in-demand occupations within the industries listed above. Training should <u>not</u> be approved for occupations that do not meet a minimum of \$12.00 per hour entry wage (based on local LMI).	WIOA encourages career pathways and stackable credentials. Time limits exceeding 2 years from enrollment, should be approved using a waiver to the appropriate workforce board.	\$6,000 per year
On The Job Training	<p>Standalone training in demand occupations; may be coupled with classroom training only if industry typically requires experience for entry level workers.</p> <p>On-the-Job Training (OJT) is a training option that provides Employers the opportunity to train new employees (Trainees) on the specific knowledge or skills essential to the full and adequate performance of the job. OJT opportunities are formed through a contractual agreement between the Employer and the OJT Service Provider. The OJT Service Provider provides the Employer with a partial wage reimbursement.</p> <p>No more than 5 slots or 25% of an employer's workforce (whichever is less) per year per employer.</p>	6 months maximum (time period should be customized based on the specific skill gaps of the participant)	<p>\$6,000.00 per slot</p> <p>Employer Size Reimbursement Percentage is as follows:</p> <ul style="list-style-type: none"> A maximum of 50 percent for large employers defined as having a 250 or more employees A maximum of 65 percent for medium size employers defined as having 50-249 employees A maximum of 75 percent for small employers with a workforce of 1-49 employees

Training Activity	Local Requirements	Training Time Limit	Cost Limit (Lifetime)
Work Experience	<p>Standalone training in demand occupations; may be coupled with classroom training and/or OJT.</p> <p>The primary purpose of the WIOA Work Experience program is to provide training in a work environment that will enable participants to enhance their employability skills and to increase their potential for obtaining unsubsidized employment. Work experience is designed for those individuals who have not worked for an extended period of time or those who are entering a new career. A temporary short-term work assignment is provided through the Work Experience program to develop good work habits and basic work skills.</p> <p>This Work Experience Training Worksite Agreement will outline the responsibilities of the work experience worksites for delivering hands-on training to eligible WIOA participants.</p>	Up to 12 weeks	Max of \$4,800.00 (\$10.00 per hour)
Pre-Vocational Training (Includes Skill Upgrades)	GED, ESOL, remedial training, WorkKeys preparation, basic computer skills, skill upgrades, skill gap training and other training that enhances employability in demand occupations.	<p>2 years for GED or ESOL (continuous engagement required, if available)</p> <p>6 weeks for 215's</p> <p>12 weeks for all others</p>	\$1,500 (combined, not per activity)
Training Related Costs (required by the school or employer)	Training related costs including books, tools, uniforms, testing for certification/licensure, etc., are considered supportive services. These items should not be included in ITA's. See Supportive Services Policy for details.	N/A	See Supportive Services Policy
Bachelor's Degree Programs	Should a Bachelor's Degree Program be requested by a participant, it must be approved by the appropriate workforce board's Executive Director.	Must be complete within 2 years	\$6,000 per year

All training scholarships (ITA's) must be approved by the SC Works Project Director or designee using the above guidelines. A waiver may be submitted to the appropriate workforce board office should a client be eligible and suitable for training outside the scope of the above boundaries. Labor Market Information is required with waiver requests.

INSTRUCTION LETTER

REGIONAL INSTRUCTION NUMBER: WIOA 17-02

TO: SC Works Operator/Service Provider

SUBJECT: WIOA Supportive Services Policy

DATE

ISSUED: June 30, 2017

DATE

EFFECTIVE: July 1, 2017

DATE

EXPIRES: Indefinitely

PURPOSE:

As of the effective date, this policy will apply to all new supportive service approvals. Current participants affected must be notified in writing. **This Instruction replaces Upstate Local Instruction Letter 13-04 Amendment 2 and Greenville County Local Instruction Notice 16-02 (for Adult/DW only).**

BACKGROUND:

Adult or Dislocated Worker (DW) WIOA Participants may be eligible for supportive services as established by the Upstate Workforce Board (Upstate WB) and the Greenville County Workforce Development Board (GCWDB) by authority of the Workforce Innovation and Opportunity Act (WIOA) of 2014. Supportive Services are defined as necessary services provided to eligible WIOA participants enrolled in intensive or training activities, who cannot afford to pay for these services and without them, would make it impossible for the participant to attend WIOA activities. Supportive services may include: transportation, child and/or dependent care, supplies required for training or employment, legal aid services, and emergency assistance. These services are only available to participants who are unable to obtain these services through other providers. Referrals to appropriate partners or agencies should be documented as proof that these services are not available elsewhere. Any requested supportive service not mentioned above must be approved, in writing, by the appropriate WDB Executive Director.

ACTION:

Each participant's supportive service needs will be documented during the objective assessment using the Individual Service Strategy (ISS) and the Request for Supportive Services Form. Any participant requesting supportive service payments must complete a Living Expenses Budget to demonstrate all income and expenses for the household. The One-Stop Operator must have a written procedure, which is consistently applied, identifying all allowable living expenses. The UWB and GCWDB require all funding sources to be leveraged, and that participants be referred to all related agencies for supportive service needs prior to utilizing WIOA funds.

The amount of supportive service funds must be based on the level of need determined during the assessment. If necessary, grievance procedures found in the Applicants Rights Handout must be followed.

The following are guidelines to be followed for each available supportive service:

Supportive Service Type I: Transportation for Classroom Training, Customized Training, Pre-Vocational Training, and Job Readiness Classroom Activities

Residents of Cherokee, Greenville, Spartanburg, or Union counties attending training or intensive classroom activities will be reimbursed at the rate of:

- \$5.00 per day provided the individual travels ten (10) to twenty-four (24) miles per day roundtrip.
- \$10.00 per day provided the individual travels twenty-five (25) or more miles per day roundtrip.

The total maximum reimbursement amount is \$2,000, from the date of transportation assistance eligibility notification or from the date of approval, if after January 1, 2016. The Talent Development Specialist must ensure that MapQuest verification be placed in the participant file that shows the distance from the participant's residence to the training facility. An alternate internet mapping source may be used, with the SC Works Upstate/Greenville Project Director or Designee approval, if the address is unknown to MapQuest.

The participant's resident address must be used as the starting point (unless the participant attests to a starting point that results in a shorter commuting distance). The participant must attest to driving to and from the training facility and to personally bearing the expense. The Participant must provide verification to the Talent Development Specialist within ten (10) days of any changes in the participant's resident address or training facility location. This written verification must be placed in the participant's hard file. Mileage will be adjusted accordingly, retroactive to the date of the verifiable move date, however, no more than ten (10) days of retroactive reimbursement will be paid under any circumstances. Failure to report any changes timely may result in the revocation of any future transportation assistance. Action may be taken to seek reimbursement of any overpayments resulting from the failure to report changes.

Transportation assistance will be provided for the least expensive travel option available (i.e. public transportation, carpooling, etc.). In an effort to encourage carpooling, reimbursement to the participant for carpool expenses may be provided at a rate of \$2.50 per day, provided the driver is not already receiving transportation assistance (WIOA or otherwise). A signed receipt from the driver verifying the participant's paid carpool expense must be provided and affixed to the transportation voucher.

Note: In some instances, innovative transportation methods must be used to get the participant to and from training, or an approved activity, when they do not have a vehicle or if carpooling or public transportation is not possible. An example would be utilizing a car service such as Uber. In these instances, the appropriate WDB Executive Director must approve these expenditures.

Supportive Service Type II: Emergency Assistance

The maximum lifetime allowable amount approved for Emergency Assistance is \$600 per qualifying participant. Assistance may be provided for emergencies such as: housing, utilities, eye care, auto repairs, child care center registration fees or other needs that will enable the participant to attend or remain in training, conduct job searches, or other allowable activities, as determined by the Talent

Development Specialist. The participant must present documentation such as a bill, invoice, or service statement indicating need to the Talent Development Specialist. The participant must also provide documentation stating that these services are not available through other agencies or sources. This requires a letter from the employer stating participant has been offered employment. As always, the services must not be available free of charge from another entity in the area in order for WIOA funds to be used. All expenses must be *approved in advance* by the Talent Development Specialist and the SC Works Upstate Project Director.

Note: The UWB and GCWDB do not allow payment for medical-related services or costs, except eye care.

Supportive Service Type III: Supportive Services for Training Related Needs

Items required for training may be provided by voucher in an amount not to exceed \$4000. These items include: books, fees, uniforms/scrubs, driver's license/identification card, fingerprinting/drug screens, immunizations, physicals, tools, graduation fees (audit fee, not cap and gown), licensure tests, and other required items. Additional supportive services for training, including temporary lodging for training, may be approved but will require prior approval from the appropriate WDB.

Supportive Service Type IV: Supportive Services for Work Related Needs

Uniforms and work tools required to begin initial employment may be provided by voucher in an amount not to exceed \$300. Only commonly required uniforms or work tools will be funded for specific occupations or as indicated in writing from the employer. The employer must indicate in a letter that upon purchase of required uniforms or tools that the participant will be hired.

Supportive Service Type V: Supportive Services for Legal Aid Services

WIOA classifies legal aid services as allowable supportive services for Title I participants. These services can uniquely address certain barriers to employment, including access to driver's licenses, expunging criminal records, and resolving issues with debt, credit, and housing. Legal aid services, specifically expungement services, should be coordinated with local solicitors' offices. Costs may not exceed \$400.

Supportive Service Type VI: Child/Dependent Care for Approved WIOA Activities

All participants must provide verification that they have applied for ABC Child Care assistance but have been deemed ineligible. Adult care may also qualify on a case-by-case basis due to disability or other circumstances and must be approved by the Project Director. The participant must be a full time student as defined by the institutions guidelines to be eligible for child/dependent care. The participant will be required to make payment arrangements to the service provider for any amount that exceeds the approved WIOA payment or for days that the child(ren)/dependent(s) is (are) in care that the parent is not participating in an approved verifiable WIOA activity. The care provider will be notified in advance that invoices must be submitted to SC Works Upstate or SC Works Greenville by the 5th of the month following the month of care and under no circumstances will payment be made if an invoice is submitted after the 15th of the month following the month of service. Payments will not be provided when the participant is not attending school or a verifiable WIOA activity (20 or more hours per week if non-classroom activity). To further clarify, should a school be closed for a reason such as winter or fall break, the participant must report to Talent Development Specialist and plan acceptable and verifiable activities, otherwise payments will cease.

The following reimbursement rates apply for children who are in the care of a Provider that is CERTIFIED (ABC) by the Department of Social Services and provide an invoice to the appropriate SC Works staff for these services. **The child/dependent care provider is the sole decision of the parent/guardian.**

- ***Child/Development Care for Classroom Training***

(For children age of 12 and under or children with special needs)

A maximum of **\$100 for one child** and **\$175 for two children** (plus \$70 for each additional child) per week can be paid to the child care provider. After-School care may be provided at a rate of \$30 per week for one child and \$50 per week for two children or more, provided the parent is in class or an approved training related activity.

- ***Child/Dependent Care for Intensive Service/Part-Time Training Participants***

(For children age of 12 and under or children with special needs)

A maximum of **\$20 per day** and **\$35 per day for two children** (plus \$14 per day for each additional child) can be paid to the care provider for Intensive Service Clients that have a job interview, who are looking for a job, attending company-sponsored training, and/or orientations prior to beginning a new job.

Non-DSS Certified Child Care Providers (Non-ABC approved) will be reimbursed at a lesser rate of \$7 per day for one child and \$10 per day for 2 or more children under the same conditions noted above. The Relative must not live in the same home as the child(ren).

The maximum lifetime amount of child care supportive services is \$4,000.

Guidelines for Payments

- The SC Works Upstate/Greenville Project Director or Designee may suspend one or more supportive service types if funds become limited. The appropriate WDB staff, appropriate WDB, and affected participants must receive thirty (30) days written notification prior to the suspension of supportive services due to limited funds.
- The amount of supportive service funding is to be determined by the participant's Talent Development Specialist. Support Services should be reviewed and/or revised any time there is a change in circumstances.
- Payments may not be made for time in which the participant did not attend training or a verifiable WIOA activity. Participants must complete attendance forms and return them to their SC Works Upstate or Greenville Center by the 5th day of the month following attendance. WIOA funds will not be approved for transportation assistance if attendance forms are received after the 15th of the month following service.
- No supportive service payments will be issued to WIOA eligible participants who are receiving Pell Grant funds to cover living expenses, if such funds are equal to or greater than the amount of supportive service payments eligible through WIOA.
- All supportive service costs must be approved by the Talent Development Specialist and the Program Supervisor or Project Director or Designee in advance.
- While receiving payments for Intensive Services, job searches must be conducted at companies that pay within an agreed amount or that has work available in the field that the participant shows interest.
- Any exceptions to this policy are strongly discouraged and require the written approval of the appropriate WDB Executive Director.

INQUIRIES: Should you have any questions regarding this instruction, please contact Eva Anagnostis at 864-467-8142, TTY:711, or at eanagnostis@greenvillecounty.org Dana Wood at 864-596-2028 ext. 100, TTY 711, or at wood@upstaterworkforceboard.org .

Ann Angermeier
Executive Director
Upstate Workforce Board

Dean E. Jones
Executive Director
Greenville County Workforce Development Board

Sources: TEGL 19-16, State Instruction Notice 16-05

REPLACES UPSTATE LOCAL INSTRUCTION LETTER 13-04 Amendment 2

REPLACES GREENVILLE COUNTY LOCAL INSTRUCTION NOTICE 16-02 (FOR ADULT/DW ONLY)

INSTRUCTION LETTER

REGIONAL INSTRUCTION NUMBER: WIOA 17-03

TO: SC Works Operator/Service Provider

SUBJECT: Grant Modification Procedures

DATE
ISSUED: June 30, 2017

DATE
EFFECTIVE: July 1, 2017

DATE
EXPIRES: Indefinitely

PURPOSE:

The purpose of this instruction letter is to advise all necessary entities of the procedure to request a modification of grants. This letter replaces Upstate Local Instruction Letter 12-08 (for Adult/DW only).

BACKGROUND:

The Upstate Workforce Board (UWB) and Greenville County Workforce Development Board (GCWDB) approve and issue grants on a yearly basis. This regional instruction letter identifies the process for modifying a grant.

ACTION:

Please follow the Request and Modification Processes, as outlined below.

REQUEST PROCESS:

A modification may be initiated by either the contractor, here on out referred to as the recipient/subrecipient/subgrantee, or the appropriate workforce development board (due to identified errors or a desire to change the grant).

Recipient/Subrecipient/Subgrantee Initiated:

1. A letter must be forwarded to the Upstate Workforce Board and/or Greenville County Workforce Development Board. The letter should be signed by the Program Director and sent to the UWB and/or GCWDB Associate Director(s). WDB staff will then request approval from the Executive Director(s).
2. In addition to sending the cover letter, the attached "REQUEST FOR MODIFICATION" form must be submitted. Modifications to grants will not be made based on verbal communication.

Workforce Development Board (UWB/GCWDB) Initiated:

1. Should WDB staff recognize the need for a modification, the appropriate WDB staff will contact the recipient/subrecipient/subgrantee. The WDB staff will request that the recipient/subrecipient/subgrantee follow numbers one (1) and two (2) above to process the request.

MODIFICATION PROCESS:

1. Once the form has been received by the appropriate WDB staff, it will be presented to the both WDB Executive Directors. The Executive Directors will indicate approval or disapproval. They will indicate if the modification requires full board approval (see #2 below for details).
2. Once the Executive Directors have approved the request and indicated that full board approval is necessary, the modification should be presented to each board:
 - a. UWB: The modification will first go to the OneStop Committee for approval, and then to the Upstate WB.
 - b. GCWDB: The modification will go straight to the Greenville County WDB.
3. Once final approval or disapproval is noted at the bottom of the form, the Executive Directors will mark the section that reads "begin with changes immediately" or "do not begin with changes until a modified grant is received." It is imperative that contractors comply with this section. Contractors should attach an approved returned form to the existing grant until receipt of the modification.
4. Once the modification has been presented and approved, UWB/GCWDB Associate Directors and recipient/subrecipient/subgrantee staff will work together to complete all necessary modification documents. Once the documents are finalized, the Associate Directors will send the modification to signatory officials for approval.

GENERAL INFORMATION:

- A. All grant coversheets should include a signature line for each entity and the Executive Directors.
- B. There should be three (3) originals (each belonging to the grant signatory officials). Copies of executed grants should be maintained in the UWB and GCWDB offices.
- C. The recipient/subrecipient/subgrantee may transfer funds within cost categories, provided all the following are met:
 - a. The transfer will not increase the total monetary obligations of the awarding entity;
 - b. The transfer will not increase the total amount allocated to any single cost category in the budget (exception: Operating Funds may be placed into the Client Services cost category by the way of a modification and approval of the UWB/GCWDB prior to the end of the grant period);
 - c. The transfer will not decrease the cumulative number of (1) individuals to be served, (2) the planned enrollment levels in each program activity, or (3) the individuals to be served within significant client groups;
 - d. The transfer will not significantly change the nature or scope of the program funded (exception: any and all changes in personnel, fringe benefits and indirect cost must have prior approval of the UWB/GCWDB).

- D. The recipient/subrecipient/subgrantee may increase the cumulative number of (1) individuals to be served, (2) the planned enrollment levels in each program activity, or (3) the individuals to be served with significant client groups as specified in the grant, provided that the level of funds does not exceed the cost categories of the grant (or latest modification).
- E. The UWB/GCWDB may at any time, by written order, make changes within the general scope of the grant. If any such changes cause an increase in the cost (or time required) of performance of any part of the program under the grant, an equitable adjustment shall be made in the grant amount, completion date or both, and the grant shall be modified in writing accordingly.
- F. The awarding entity will not guarantee a modification to provide additional funds to cover expenditures to the recipient/subrecipient/subgrantee during or after the period of the agreement.
- G. For any joint contracts with the UWB and the GCWDB, all modifications must be approved by both entities with accompanying documentation.

INQUIRIES: Should you have any questions regarding this instruction, please contact Eva Anagnostis at 864-467-8142, TTY:711, or at eanagnostis@greenvillecounty.org Dana Wood at 864-596-2028 ext. 100, TTY 711, or at wood@upstateworkforceboard.org.

Ann Angermeier
Executive Director
Upstate Workforce Board

Dean E. Jones
Executive Director
Greenville County Workforce Development Board

REPLACES UPSTATE LOCAL INSTRUCTION LETTER 12-08 (FOR ADULT/DW ONLY)

**SC WORKS UPSTATE/GREENVILLE
GRANT MODIFICATION REQUEST FORM**
(If necessary, use more than one form)

Date:

Grant number:

Change(s) requested (note which section(s) of the original grant are to be changed, then state the new wording to reflect those changes):

Reason for modification:

For questions regarding this modification request, please contact:

NAME:

TITLE:

EMAIL:

PHONE:

SUBMIT COMPLETED FORM TO:

UWB and GCWDB Associate Directors

****DO NOT WRITE BELOW THIS SECTION****
****BOTH BOARD APPROVAL PAGES REQUIRED****

Upstate Workforce Board Approval

Upstate WB Director: _____

Signature

Date

- ☐ Approval to begin modification process
☐ Disapproved

Requires Approval/Disapproval by Upstate WB: (to be determined by UWB Executive Director)

- ☐ YES
☐ NO

Funding Oversight Committee: _____

Meeting Date or Poll Date

- ☐ Approved
☐ Not Approved
☐ N/A

Upstate WB: _____

Board Meeting Date or Poll Date

- ☐ Approved
☐ Not Approved
☐ N/A

Upstate WB Director: _____

Signature

Date

- ☐ Grant modification(s) may begin immediately
☐ Executed Modification needed to proceed with requested grant modification

Greenville County Workforce Board Approval

Greenville County WDB Director:

Signature

Date

- ☐ Approval to begin modification process
☐ Disapproved

Requires Approval/Disapproval by Greenville County WDB: (to be determined by GCWDB Executive Director)

- ☐ YES
☐ NO

Greenville County WDB:

Board Meeting Date or Poll Date

- ☐ Approved
☐ Not Approved
☐ N/A

Greenville County WDB Director:

Signature

Date

- ☐ Grant modification(s) may begin immediately
☐ Executed Modification needed to proceed with requested grant modification

INSTRUCTION LETTER

REGIONAL INSTRUCTION NUMBER: WIOA 17-04

TO: SC Works Operator/Service Provider

SUBJECT: Adult Priority of Services

DATE

ISSUED: August 21, 2017

DATE

EFFECTIVE: July 1, 2017

DATE

EXPIRES: Indefinitely

PURPOSE: To outline key provisions and changes to priority of service in the Workforce Innovation and Opportunity Act (WIOA) adult program.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) Adult Program eligibility requirements remain mostly consistent with Workforce Investment Act (WIA), but include significant changes to the service priority provisions.

Consistent with WIA, priority for Adult Program services must be given to recipients of public assistance and other low-income individuals, with added priority for individuals who are basic skills deficient. Under WIA, this priority applies only when Adult Program funds are restricted. Under WIOA, however, priority access to services by members of this group (public assistance recipients, other low-income groups) applies automatically.

Per Training and Employment Guidance Letter (TEGL 3-15), Adult Program applicants must meet basic eligibility requirements and any other service priority criteria in effect for the local region.

POLICY:

WIOA Adult Eligibility

To be eligible to receive WIOA services as an adult in the Adult and Dislocated Worker programs, an individual must:

- Be 18 years of age or older;
- Be a citizen or noncitizen authorized to work in the United States; and
- Meet Military Selective Service registration requirements (males only).

Adults who receive services from WIOA-funded staff beyond self-service and information must be determined eligible, enrolled and considered a participant for WIOA Title I services. Individualized career services and training services must be given on a priority basis, regardless of funding levels, to:

- First Priority: Veterans and eligible spouses who are low-income, to include recipients of public assistance, or who are basic skills deficient;
- Second Priority: Individuals who are low-income, to include recipients of public assistance, or basic skills deficient;

- Third Priority: Veterans and eligible spouses who are not low-income, or are not recipients of public assistance, and are not basic skills deficient; and
- Last: Individuals outside of the groups given priority.

Eligible individuals who do not meet the above priorities may still be enrolled as participants in the WIOA adult program. However, effective July 1, 2016, seventy percent (70%) of newly enrolled adult participants must be low-income, to include public assistance recipients, or basic skills deficient. Local Workforce Development Boards (LWDBs) are responsible for establishing local procedures to comply with this policy and for conducting outreach to these priority populations. This priority of service policy is not applicable to participants served as dislocated workers.

While seventy percent (70%) of participants must meet the above priorities, the other 30% may be individuals who are not in a priority group. In order to keep enrollment numbers up, the UWB and GCWDB expect non-priority individuals to be enrolled. The procedure should be as follows: after seven (7) to eight (8) individuals meeting the priority have been enrolled, another two (2) to three (3) non-priority individuals should be enrolled. This should continuously allow the percentage to remain above the state's minimum of 70%. Non-priority individuals who meet the self-sufficiency guidelines of 200 percent of the LLSIL should be enrolled first. All other non-priority individuals must still meet the minimum requirements to be served in the WIOA program listed on page 1.

Low-income Individual

An individual who meets any one of the following criteria satisfies the low-income requirement for WIOA adult services:

- Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through SNAP, TANF, or Supplemental Security Income (SSI), or state or local income-based public assistance;
- Receives an income or is a member of a family receiving an income that, in relation to family size, is not in excess of the most recent Family Income Guidelines issued via State Instruction;
- Is a homeless individual as defined in the McKinney-Vento Homeless Assistance Act or the Violence Against Women Act of 1994; or
- Is an individual with a disability whose own income meets the income requirement above, but who is a member of a family whose income does not meet this requirement.

Basic Skills Deficient

WIOA defines basic skills deficient as an adult who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the participant's family, or in society. The local region defines basic skills deficient as an individual who meets any one of the following indicators:

- Lacks a high school diploma or equivalent; or
- Has the following English, reading, writing, or computing skills documented on a generally accepted standardized test within six (6) months of WIOA Application Date:
 - 8.9 or below on the Test for Adult Basic Education (TABE)
 - <4 on the Reading for Information, Applied Mathematics, or Locating Information WorkKeys® assessments; or
 - Compass:
 - Reading score at or below 81
 - Math score at or below 52 (algebra entrance is 53)
 - Accuplacer:
 - Reading or Elementary Algebra score at or below 79
 - ACT:
 - Reading or math raw scale at or below 18

- Is enrolled in Title II adult education; or
- Enrolled in English as a Second Language (ESL).
 - Has within previous six (6) months attended or is currently attending ESL classes, with supporting documentation; or
 - Has a recommendation from an ESL instructor, in writing; or
 - Scored as outlined in the “educational functioning level descriptors—English as a second language levels” as outlined in TEGL 17-05 Change 1 Attachment A.

It is expected that basic skills deficiency will be determined using an objective, valid, and reliable assessment, such as the indicators listed above. However, when a formal evaluation is not available or practical, case manager observations, customer acknowledgement, and documented case notes are acceptable. For example, the case manager may observe that the adult is experiencing difficulty in reading or filling out an application form, or has poor English language skills and may be appropriate for ESL. However, an individual should not be determined as basic skills deficient merely because he/she lacks soft skills or the occupational skills needed for a particular job.

WIOA Title I funds cannot be used for assessment of basic skills deficiency prior to eligibility certification.

Documentation Requirements

It is beneficial to capture all applicable priority of service categories to reflect efforts in serving those most in need. In addition, such characteristics will likely have a positive impact on future performance negotiations as the statistical adjustment model is implemented. Therefore, all applicable priority of service criteria should be recorded in SC Works Online Services (SCWOS) and the documentation required for each criteria recorded must be maintained in the participant's case file.

INQUIRIES: Should you have any questions regarding this instruction, please contact Eva Anagnostis at 864-467-8142, TTY:711, or at eanagnostis@greenvillecounty.org or Dana Wood at 864-596-2028 ext. 100, TTY 711, or at wood@upstateworkforceboard.org.

Ann Angermeier
Executive Director
Upstate Workforce Board

Dean E. Jones
Executive Director
Greenville Workforce Development Board

Source: State Instruction letter 15-17.

REPLACES LOCAL UPSTATE INSTRUCTION LETTER 15-13 and 15-15

REPLACES GREENVILLE COUNTY WIOA ADULT PRIORITY OF SERVICES POLICY

INSTRUCTION LETTER

REGIONAL INSTRUCTION NUMBER: WIOA 17-05

TO: SC Works Operator/Service Provider

SUBJECT: Local Sanctions under WIOA

DATE
ISSUED: June 30, 2017

DATE
EFFECTIVE: July 1, 2017

DATE
EXPIRES: Indefinitely

PURPOSE:

This policy updates the Local Sanctions policy for 4 county workforce region (Cherokee, Greenville, Spartanburg, and Union). This policy provides sanction procedures which will be imposed when there is continued noncompliance with the terms of the Act, Regulations, grants, and local and state policies.

BACKGROUND:

Because the local workforce region is tasked with evaluating and monitoring SC Works operations, system performance, and subsequently recommending new policies and changes to existing policies for the operation of the SC Works Upstate System, there was a need to issue a sanctions policy, in addition to performance based sanctions, for instances where repeat issues and/or noncompliance occurs.

POLICY:

The ultimate goal of this sanctions policy is to improve services to customers, both businesses and job seekers, and to promote continuous improvement in the region.

The Local Sanctions Policy for contractors failing to meet negotiated levels of performance and administrative, fiscal, and programmatic requirements is as follows:

Prior to Imposing Sanctions:

The local boards will ensure that the following documented conditions have been met before sanctions are imposed:

1. A written and signed grant/contract agreement with clear goals and funding obligations in unambiguous language are in place.
2. Appropriate corrective action has been recommended.
3. Technical assistance has been offered to correct violations, inadequacies, or deficiencies.
4. Violation follow-up has established lack of satisfaction and a continuation of noncompliance.

When the conditions outlined above have been met, and the local boards, or the local board's designated committee, determines that the response and/or corrective actions are inadequate or if the violation continues, sanctions will be imposed. Willful noncompliance or any criminal violation of the WIOA or Regulations will invoke immediate sanctions.

Violations for which Sanctions will be imposed:

Administrative

1. Failure to comply with policies and procedures as stated in the WIOA and Regulations, state and local laws/ policies and procedures, to include: management of the information system for participant data, terms and conditions of all grants, and financial reporting requirements.
2. Failure to correct deficiencies cited in monitoring reviews/reports issued by the respective workforce board, the South Carolina Department of Employment and Workforce, the Department of Labor or any other relevant audit, or failure to respond to monitoring reports by the requested date.
3. Failure to adequately maintain supporting documentation for programmatic and/or financial activities.
4. Failure to submit required reports, forms, and documents as scheduled or within the time limits established.
5. Failure to inform the appropriate board staff of any issue that might compromise the integrity of the 4 county region.

Fiscal

1. Failure to operate within grant budget limitations. Noncompliance with the grant budget spending plan and/or failing to request a grant modification to correct the spending plan.
2. Unreasonable invoice delays or repeat invoice inaccuracies and/or failure to meet bonding, auditing, or closeout requirements.
3. Incurring costs outside the time period of any grant.
4. Charging costs to any grant which are prohibited by the Act and Regulations, or charging costs not included within the approved grant budget.
5. Charging the same costs to more than one grant.
6. Failure to obtain and document matching funds when matching funds are required by the terms of the grant agreement.
7. Failure to provide required documentation with an invoice.
8. Expenditure of WIOA funds for disallowed, non-WIOA activities, including but not limited to: political, sectarian, or union activities.
9. Spending less than the required amount of planned expenditures as outlined in the grant Statement of Work.

Programmatic

1. Failure to meet enrollment levels as outlined in the grant Statement of Work.
2. Failure to meet service levels, for each county, as outlined in the grant Statement of Work.
3. Failure to meet service levels to specified target groups as outlined in the grant Statement of

- Work or other written guidance from the Upstate WB or Greenville County WDB.
4. Failure to meet OneStop Certification Standards.
 5. Failure to meet any performance measure.
 6. Failure to meet customer satisfaction levels as outlined in the Statement of Work.
 7. Failure to maintain accurate records for WIOA participants/registrants.

Possible Sanctions Include, but are not Limited to the Following (specific sanctions, per infraction, are attached):

1. Official notice from the local board that sanctions will be imposed, to include: specific violation(s), Corrective Action Plan, and an offer for technical assistance.
2. Delay of payment(s) or reimbursement(s) until a violation is corrected and approved.
3. Non-payment/reimbursement for a disallowed activity.
4. Repayment of disallowed costs, if applicable.
5. Monetary fine.
6. Reduction of a grant budget.
7. Limit participant enrollment to specified target groups only, until the target group enrollment level has been reached, as outlined in the grant Statement of Work.
8. Grant cancellation.
9. Debarment of service provider/grantee from future grants for a minimum of two (2) years.

Local Appeal Procedure:

Sanctions imposed by the local boards, or the local board's designated committee, may be appealed only for sanctions which reduce grant funding or for grant cancellation. The appeal should be submitted in writing and addressed to the respective board, within ten (10) days of reduced grant funding or grant cancellation notification. The local board designated committee will schedule a hearing within thirty (30) days of appeal receipt, and render a decision within thirty (30) days after the hearing date. The decision of the local board's designated committee is considered final.

INQUIRIES: Should you have any questions regarding this instruction, please contact Eva Anagnostis at 864-467-8142, TTY:711, or at eanagnostis@greenvillecounty.org Dana Wood at 864-596-2028 ext. 100, TTY 711, or at wood@upstateworkforceboard.org.

Ann Angermeier
Executive Director
Upstate Workforce Board

Dean E. Jones
Executive Director
Greenville County Workforce Development Board

Sanctions for SC Works Operator/Service Provider Violations

Infraction	1 st Violation	2 nd Violation	3 rd Violation
Administrative Violation #1	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • Grant Cancellation and/or Debarment of service provider/grantee from future grants for a minimum of two (2) years.
Administrative Violation #2	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer • Non-payment/Reimbursement for a disallowed activity • Repayment of disallowed costs 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • Grant Cancellation and/or Debarment of service provider/grantee from future grants for a minimum of two (2) years.
Administrative Violation #3	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • Delay of payment(s) or reimbursement (s) until a violation is corrected and approved. 	<ul style="list-style-type: none"> • \$300 Fine
Administrative Violation #4	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • \$300 Fine
Administrative Violation #5	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • \$300 Fine

Fiscal Violation #1 and #2	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer • Delay of payment(s) or reimbursement (s) until a violation is corrected and approved 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • Reduction of grant budget
Fiscal Violation #3	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer • Non-payment/Reimbursement for a disallowed activity 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • Reduction of grant budget
Fiscal Violation #4 and #5	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer • Non-payment/Reimbursement for a disallowed activity 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • Grant Cancellation and/or Debarment of service provider/grantee from future grants for a minimum of two (2) years.
Fiscal Violation #6	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • \$300 Fine
Fiscal Violation #7	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer • Delay of payment(s) or reimbursement (s) until a violation is corrected and approved 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • \$300 Fine
Fiscal Violation #8	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer • Non-payment/Reimbursement for a disallowed activity • Repayment of disallowed costs 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • Grant Cancellation and/or Debarment of service provider/grantee from future grants for a minimum of two (2) years.
Fiscal Violation #9	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • \$300 Fine • Reduction of grant budget for the following year, if awarded.

Programmatic Violation #1 and #2	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • \$300 Fine
Programmatic Violation #3	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine • Limit participant enrollment to specified target groups only, until the target group enrollment level has been reached, as outlined in the Statement of Work. 	<ul style="list-style-type: none"> • \$300 Fine • Reduction of grant budget for the following year, if awarded.
Programmatic Violation #4	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine • Reduction of grant budget for the following year, if awarded. 	<ul style="list-style-type: none"> • Grant Cancellation and/or Debarment of service provider/grantee from future grants for a minimum of two (2) years.
Programmatic Violation #5	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine • Reduction of grant budget for the following year, if awarded. 	<ul style="list-style-type: none"> • \$300 Fine • Grant Cancellation and/or Debarment of service provider/grantee from future grants for a minimum of two (2) years
Programmatic Violation #6	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • \$300 Fine
Programmatic Violation #7	<ul style="list-style-type: none"> • Written Notice • Corrective Action Plan • Technical Assistance Offer 	<ul style="list-style-type: none"> • \$100 Fine 	<ul style="list-style-type: none"> • \$300 Fine

Office Assistant

From: Dana Wood
Sent: Monday, August 21, 2017 10:58 AM
To: Office Assistant
Subject: FW: Upstate Visit

Please print 12 copies of this email.
Thank you!

From: Dana Wood
Sent: Monday, July 17, 2017 12:19 PM
To: Douglas Stephenson <dstephenson@scworksgreaterupstate.com>
Cc: 'Goldwire, Diana' <DGoldwire@dew.sc.gov>
Subject: Upstate Visit

Attached are the most recent secret shopper reports. We verbally discussed the reports and concerns. Below is a summary of our conversation and the items that Ann and I identified as areas for improvement.

- Evaluate the need for first time visitors to see Katherine P.
- People don't all have to be low income. 30% need to be enrolled who are not low income and they can be qualified based on basic skills. This is one of Ann's biggest concerns. Frank Hart is concerned low training numbers.
- Apparently only Union is using assessment form. Why are all areas not using it for first time visitors. Do we need to do an instruction letter on this?
- Address the long wait in Cherokee for an orientation (video, by phone, one on one in person, etc.).

Overall, great job by the FULL team.

Thanks,
Dana Wood

Corrective Action Plan (CAP)

Secret Shopper- Upstate- June/July 2017

Finding	Discussion	Action Required/Taken	Due Date
1 Evaluate the need for first time visitors to see Katherine P.	This practice began when there were several reports of poor customer service in Union SC Works center. It was determined that when DEW staff were not present, customers needed to be assessed by someone soonest to provide optimal customer service. Union is a small office- with one DEW staff member there presently on Monday and Thursday, that leaves Tuesday and Wednesday as the two days that Katherine, as the only other 'Wagner Peyser' full time staff member available to meet with first time customers.	Katherine has been advised to see all first time customers only on Tuesday and Wednesday, and let the DEW staff member handle Monday and Thursday.	7/23/2017
2 People don't all have to be low income. 30% need to be enrolled who are not low income and they can be qualified based on basic skills. This is one of Ann's biggest concerns. Frank Hart is concerned low training numbers.	Training numbers have been discussed in separate correspondence. It is understood that the state requires minimum of 70% POS served. In PY16 we achieved a level of around 95% POS, mostly due to being so far under in previous years when it was not mandatory to hit POS.	Regarding POS, I have met with Nancy and she understands the goal of POS at approximately 75%, to ensure meeting state's requirement of 70% minimum POS. The TDS's team will strive for 2-3 non-POS for every 7-8 POS. This has been put in place already.	7/23/2017
3 Apparently only Union is using assessment form. Why are all areas not using it for first time visitors. Do we need to do an instruction letter on this?	Only Union partners agreed upon the assessment form and referral form they use; partners in Spartanburg and Cherokee approved referral form.	The referral form is a mandatory component of the MOU/IFA document, but the assessment is not. I think discussion should be had with partners about including as mandatory with referral form.	9/30/2017
4 Address the long wait in Cherokee for an orientation (video, by phone, one on one in person, etc.).	Queried staff on this and believe this was a communication issue.	Formal Orientations to WIOA will continue to be scheduled for 2-3 days per month by Facilitator/Outreach Coordinator in Cherokee. All TDS's are allowed and able to conduct Orientations in groups or one-on-one scenarios and will be reminded to exercise this option when needed. TDS Supervisor has already taken for action.	7/24/2017
5 Workshops do not appear to be encouraged by staff.	Mentioned in shopper remarks, it appears that there were opportunities for staff to recommend workshops and did not; as well, workshops were not available when needed.	Staff should determine appropriateness of workshops for customers and encourage use whenever possible. Facilitator/Outreach Coordinators will evaluate opportunities to allow Zoom access to Spartanburg workshops (or other locations) by remote sites. If needed, we will look at adding a Zoom account for this purpose.	9/30/2017
6 In Spartanburg, customer was not referred to WIOA training.	I wanted to look into this further and discuss issue with partners and staff. Not every customer needs to be referred to WIOA individual career or training, if basic career services are enough for customer to become sufficiently employed.	Comprehensive Center Managers will work with TDS Supervisor and partners to determine when this referral should be made. As a customer under WIOA can request training discussion at any time in process, all staff will be reminded. Partner staff including DEW staff, asked for and received a WIOA presentation by the TDS team within the past couple months.	8/30/2017
7 Website for SC Works Upstate not updated totally for Greater Upstate.	While issue of shopper not being able to access Job Fair Workshop not recreated, a review of the website indicates it still needs work on updating to include Greater Upstate in many locations, yet leave specific centers identified as appropriate for items such as workshop location and recruitment event locations.	Facilitator/Outreach Coordinator for Upstate, in addition to new Staff Coordinator from Greenville, will work together on updating the SC Works Greater Upstate website.	8/15/2017

Summary of Union Visit Bobby Shehan 220 S. Boyce St Union

I called the office before I went in and spoke with Mrs. Linda. I asked her the location of the building and she provided the address and a few local landmarks. She also briefly described some of the services offered. As I entered the building I was quickly greeted and asked to sign in by Linda. There are four people total in the resource room. After completing the initial quarter sheet, I was given a list of hot jobs (Attach A) and asked to sit and wait while she assisted another individual. During the wait, I was also asked to complete a full sheet providing background information. (Attach B) She said I needed to speak with Ms. Pendergrass but she wasn't in the office. Another employee whom I later learned was Nikki came through the resource room asking about individuals with forklift experience. She and the gentleman went to another room. She came back after a few minutes and asked if I needed help. My story was I moved to the area and I am looking for work. We discussed the type of work I was seeking and that I did not have a resume. She offered to help me create a resume. She did mention the regional job fair next week. We discussed my background and what I wanted to do. She gave me a resume that's attached. (Attach C) She also researched and discussed several training options. (Attach D) She said I was over income based on my stated salary but she may be able to help in the future. I left with a resume and the training material in a relatively short period of time. Ms. Pendergrass called me about 5:20pm. She apologized for missing me earlier and we covered the following topics:

- reviewed some of my background information - encouraged me to return to the Center when convenient - mentioned the job fair next week

- *Metric #1: RELIABILITY (how well the program and services meet the expectations of the customer from the customer's perspective)* Very high, meet all expectations.
- *Metric #2- RESPONSIVENESS (a speed dimension for delivering or receiving services based on the customer's perspective)* Very High, very quick service
- *Metric #3- ASSURANCES (knowledge and professionalism of the staff and partners from the customer's perspective)* Very Knowledgeable staff. Everyone was very professional.
- *Metric #4- EMPATHY (the amount of care and understanding for the customer's problem and situation exhibited by the staff, partners, and program design from the customer's perspective)* I thought they were very sincere in approach and very helpful. I didn't see a situation requiring a great deal of empathy.
- *Metric #5- TANGIBLES (the level of convenience and usefulness of the facilities and resources from the customer's perspective)* I did not tour the entire facility but what I saw they were nice, clean and easy to use. A very nice space overall.
- *Metric #6- PLANNING (the amount of input that the customer had in the development of an employment or service plan from the customer's perspective)* I had a good deal of input on my service plan. The background sheet was a good start. This was the only place I saw it used. I did not complete one in the other locations. But I did not used it during my time. I assume it provided information for Ms. Pendergrass when

she called me later.

- *Metric #7- CAREER EXPLORATION (the scope and extent of career exploration the customer enjoyed before being placed in training or sent out for job search activities from the customer's perspective)* Job search time was very quick. I did leave with possibilities and a job fair form but I did not actually apply to anything.
- *Metric #8- WORKSHOPS (the overall effectiveness and helpfulness of available workshops from the customer's perspective)* A list of workshops was on the board out front but we did not discuss workshops. Ms. Pendergrass mentioned resume workshop when we talked on the phone but no date was scheduled.
- *Metric #9- TRAINING OPTIONS (the variety and types of training programs available from the customer's perspective)* Very good here. When I talked with Nikki regarding training she was very helpful. She gave me several options (electrical industrial and residential) and she also called and gathered more information from the school as shown on the handwritten note.
- *Metric #10- TRAINING EFFECTIVENESS (the overall effectiveness of available training to prepare the customer for a good career from the customer's perspective)*
N/A
- *Metric #11- TELEPHONE ANSWERING (how the telephone was answered and its impact on the job seeker from the customer's perspective)* Courteous knowledgeable but conversation was brief.
- *Metric #12- TELEPHONE KNOWLEDGE (the scope and extent of knowledge and professionalism exhibited by staff and partners over the telephone from the customer's perspective)* Knowledgeable
- *Metric #13- TELEPHONE ETIQUETTE (the level of politeness, courteousness, and caring exhibited by staff and professionals on the telephone from the customer's perspective)* Pleasant voice, tone, good manners
- *Metric #14- SCWOS FOR JOB SEEKERS (the overall design and usefulness of SCWOS (www.scworks.org) for job seekers from the customer's perspective)*
I did not use SCWOS in this visit.
- *Metric #15- WEBSITE FOR LOCAL AREA (the overall design and usefulness of the local area's website- Do all links work? Info up to date? Useful information? Easy to navigate?- from the customer's perspective)* www.scworksupstate.com I found the website to be up to date and very useful. All of the links I tried worked. The site seemed user friendly and easy to navigate. My only comment was on the job fair section. The site main page said click to get priority pass. When clicked it took you to

a separate page with information about the job fair but to get the pass you had to attend a workshop. No one in any of the three Centers discussed a job fair workshop so there seems to be a disconnect.

Summary of Spartanburg Visit Will Shehan 436 Risen Star Dr Boiling Springs

When I entered the building I was greeted by Michelle Campbell. She asked that I complete the quarter sheet registration form and checked to see if I had an SCWOS account already set up. While in this process she asked the type of work I was seeking. When I told her construction she said she had several local employers who called in this morning with job opening. She then escorted me to the lab to start my registration. She introduced me to Kiana who was helping a gentleman seated across from me. She got me started on the computer and said she would return. After a few moments she did with a Hot Jobs (same as other sheet) list and a handwritten note with contact info for the companies she mentioned earlier. (Attach E) She suggested after registration I complete a resume and apply online for these positions. I completed the registration and did some job searches on my own. When I asked for assistance I met John who was sitting in the front corner of the resource room. He helped me work through the steps for completing a resume in the system. He said for me to work on the resume and he would check back in. After completing the steps I ended up with a resume. I intentionally just clicked boxes on in the template to see the finished product including misspelled words. (Attach F) I have included this resume. John reviewed and said it was too long with too much information. The resume needed to be detailed but succinct. He helped me modify the resume and it is included as well. (Attach G) While we were finishing up the resume I asked about training opportunities. He printed my resume and asked me to meet him at his desk. He looked up and confirmed the date for 6/26 at 9:00am He provided a pink sheet for me to complete and return and to return with copies of my resume. (Attach H) He promoted the job fair and gave a flyer. (Attach I and Attach J) He encouraged me to keep searching for work and come back the next week. The next day I received a call from Debbi Harris from Express Personnel Specialist in Spartanburg. I called her back later but no response. I am assuming it was in reference to my resume. (I am including some additional Attachments just for FYI. My papers got out of order so I am not positive if these were Spartanburg or Gaffney.) Attach K, L, M, and N

- *Metric #1: RELIABILITY (how well the program and services meet the expectations of the customer from the customer's perspective)* Very professional, very patient
- *Metric #2- RESPONSIVENESS (a speed dimension for delivering or receiving services based on the customer's perspective)* High marks, a good bit of information in a short period of time.
- *Metric #3- ASSURANCES (knowledge and professionalism of the staff and partners from the customer's perspective)* Very knowledgeable, professional, John very patient with other client I would have lost my patience.
- *Metric #4- EMPATHY (the amount of care and understanding for the customer's problem and situation exhibited by the staff, partners, and program design from the customer's perspective)* They understood situation but no real examples of empathy.

- *Metric #5- TANGIBLES (the level of convenience and usefulness of the facilities and resources from the customer's perspective)* Nice facility, lots of room.
- *Metric #6- PLANNING (the amount of input that the customer had in the development of an employment or service plan from the customer's perspective)* They trusted me for the direction. No plan other than my direction.
- *Metric #7- CAREER EXPLORATION (the scope and extent of career exploration the customer enjoyed before being placed in training or sent out for job search activities from the customer's perspective)* No real exploration at any center. I told them I wanted construction and then electrical.
- *Metric #8- WORKSHOPS (the overall effectiveness and helpfulness of available workshops from the customer's perspective)* Information was provided after I requested it. I do not remember seeing a schedule for workshops. Orientation information was provided.
- *Metric #9- TRAINING OPTIONS (the variety and types of training programs available from the customer's perspective)* I was provided information on the orientation and told they would discuss programs at the orientation. No training programs were discussed.
- *Metric #10- TRAINING EFFECTIVENESS (the overall effectiveness of available training to prepare the customer for a good career from the customer's perspective)*
N/A
- *Metric #11- TELEPHONE ANSWERING (how the telephone was answered and its impact on the job seeker from the customer's perspective)*
- *Metric #12- TELEPHONE KNOWLEDGE (the scope and extent of knowledge and professionalism exhibited by staff and partners over the telephone from the customer's perspective)*
- *Metric #13- TELEPHONE ETIQUETTE (the level of politeness, courteousness, and caring exhibited by staff and professionals on the telephone from the customer's perspective)*
- *Metric #14- SCWOS FOR JOB SEEKERS (the overall design and usefulness of SCWOS (www.scworks.org) for job seekers from the customer's perspective)*
- *Metric #15- WEBSITE FOR LOCAL AREA* See Above

Summary of Gaffney Visit John Shehan 646 Buck Shoals Rd

As I walked into the building I was greeted by Susan Ross. She asked that I complete the quarter page and have a seat. She went back to assist I the resource room while I completed the form. After a few minutes she asked me to come back to her office. She wanted to check if I had a SCWOS account set up. After it was determined I did not have an account she asked about my work history. After a few minutes of discussion she suggested I register in SCWOS and do job search for open positions. She mentioned the WIOA program but said the next orientation would be in July. She walked me back to the resource room which was very crowded. There were 5 clients plus myself and three staff people in the small space. As I worked on the registration the room cleared out. I think several individuals were there for UI claims. A couple of us were conducting a job search. I was given a hot jobs list, and I applied to a couple of positions. I used the background wizard to apply but I didn't have a resume. Then I went into the resume section and started working on my resume. Jennifer and Susan worked in and out of the room with myself and other clients. Both were knowledgeable and very nice. One of the jobs I asked about was with a staffing firm and the had a hiring event last week. Susan answered my questions the best she could and provided some information. She called me after I left, to ensure I was successful in submitting applications and to provide a number for Trace, the staffing agency. Jennifer was very nice and very sympathetic to a lady completing her first UI claim. The lady had a difficult time and broke down crying a couple of times. Jennifer was compassionate and helped her where possible but still enabled her to complete the process. As I was leaving there was an issue with the submission of her claim and Susan and Jennifer were working to help her resolve the issue. On the way out Susan came outside and 1.)invited me to the job fair next week 2.) said she would call back with info on WIOA orientation 3.) encouraged me to participate in other workshops, check with Spartanburg because they offered more sessions. There was a gentleman working with them in the office but his name tag was turned around so I didn't get his name. He was very knowledgeable and helpful to the clients he interacted with during this visit.

- *Metric #1: RELIABILITY (how well the program and services meet the expectations of the customer from the customer's perspective)* Very good. They provided the resources I requested.
- *Metric #2- RESPONSIVENESS (a speed dimension for delivering or receiving services based on the customer's perspective)* Very quick and quality services.
- *Metric #3- ASSURANCES (knowledge and professionalism of the staff and partners from the customer's perspective)*very knowledgeable very professional staff.
- *Metric #4- EMPATHY (the amount of care and understanding for the customer's problem and situation exhibited by the staff, partners, and program design from the customer's perspective)* very empathetic some of the best customer service skills I have seen in a center.
- *Metric #5- TANGIBLES (the level of convenience and usefulness of the facilities and resources from the customer's perspective)* a nice space, tight quarters in the resource

General Comments/ Observations

- I completed a full page general background form in Union. I did not get the form to complete in any other location. I am not sure of it's purpose. I never saw the form again after I went back for assistance with my resume. Why the difference?
- The quarter page in Union asked me if this was my first visit to the Center. I do not remember that question being asked in the other locations.
- I am not sure of the process so I do not know when assessments are done. I did not complete any assessments. Once I told them I wanted a construction job and I wanted to learn more about electrical that's the path we followed.
- While in Gaffney I asked about orientation and she said the next WIOA orientation was July 13. Later in the conversation I asked about a resume writing workshop and she said she thought it would be the same time July 13th. She would double check the dates and call me back. She did call me later to confirm the dates. She said Spartanburg did offer more workshops.
- Nikki gave me information on training classes as I requested. She wasn't sure if I could get assistance or not through WIOA but she was optimistic of resources available from SCC to help.
- All three centers and in all aspects (face to face or by phone) very good customer service, very sincere, very positive atmosphere.