

### USC Upstate ACHIEVE Program Supportive Services

- 1) ACHIEVE provides **Transportation** via vans that pick up participants at their homes in each county, bring them to class and activities and return them to their homes after class. ACHIEVE has done this for the entirety of its 35 years of service. Many participants do not have daily, reliable transportation; this supportive service improves attendance, and is much more effective than offering vouchers, which have to be tracked that they are used for the actual transportation. Participants are provided this information during the eligibility process. The information is also listed in materials and brochures. Transportation 481 is opened in SCWOS and is noted in a case note. Transportation also includes fuel, maintenance and vehicle insurance.
- 2) ACHIEVE provides **Childcare** to participants who cannot find care for their child. All efforts are made to find childcare before providing assistance. Only one to three (1-3) participants use childcare during the contract year. ACHIEVE asks the participant to locate the daycare; ACHIEVE then arranges for payment through a Purchase Order at the University of South Carolina Upstate. Once the funds are exhausted, no more is offered for the year. Participants are provided this information if they have children, but it is not usually offered unless the participant makes known that coming to class is difficult or impossible due to lack of childcare. The information is also listed in materials and brochures. Case notes are made to document in SCWOS. No Childcare is provided when funds are not available.
- 3) **Work Attire/Clothing Scholarships** are awarded when it is determined that a participant needs assistance with a winter coat, work experience attire, etc. It is done on a case-by-case basis and documented in SCWOS.
- 4) ACHIEVE provides **Other Supportive Services** that include Field Trips/Lunch & Learn Workshops, Fees, Graduation Costs and Incentives, such as Gift Cards/Clothing Scholarships/Other  
  
*Field Trips and Workshops* funds are used to cover expenses for participant tours of manufacturing plants (BMW), do team building through ropes courses, etc. Most activities do not have a cost, but funds are allocated for this purpose. These activities and visiting speakers along with a host of other activities are provided to enhance leadership development opportunities. Two local agencies, Spartanburg Alcohol and Drug (SADAC) and REACH Upstate provide drug/alcohol education and pregnancy prevention education, respectively. These activities are documented under code 441 Leadership Development or 420 Workshops in SCWOS along with a corresponding case note.  
  
*Fees* are used to pay for GED exams and, in some cases, college entrance fees and other fees that are one time fees. *Expungement fees* are used to pay for participants who may need to have criminal records expunged in order to remove barriers to employment. *Background checks* and other fees needed to perform job internships and job attainment are paid through supportive services.

*Graduation Costs* are used for the yearly GED graduation and recognition ceremony held at ACHIEVE's parent agency, the University of South Carolina Upstate. Some graduation ceremonies are in conjunction with a partner agency. These participants have accomplished a goal and the ceremony culminates their success. The information is provided to each participant that received a GED diploma and documented in a case note in SCWOS if they attend.

*Incentives* are provided to increase motivation in the program goals of education and employability. There is a separate incentive policy that participants sign upon enrollment.

- Gift cards are awarded during specified events. Most incentives are awarded as an incentive to complete the GED exam successfully: \$150 for completing within six months and \$100 for completing in one year.
- Follow-up incentives are currently provided with a grant from Carolina Foothills Federal Credit Union. ACHIEVE has found this incentive to improve long term motivation. Participants must achieve all program goals in education and employability training as well as begin college. Documentation is made in case notes in SCWOS and records of each computer awarded are filed. *(The follow-up incentives are suspended under new WIOA regulations that prohibits incentives offered during follow-up. ACHIEVE currently has a community grant to offer incentive measures during follow-up (May 2017).*

- 5) ACHIEVE's **Referral Process** is used for participants who need additional services provided by a partnering agency as well as for potential participants who are not eligible/suitable for the ACHIEVE Program and are better served by another agency/agencies. The list of agencies on the Partner Referral Form (which is used by SC Works and other SC Works partners) is extensive and includes a "Other" if referral agency is not listed on the form. Some of the agencies most often used are...

- Adult Learning Center
- Adult Education—co-enrollment and sharing of resources
- Dept of Social Services
- Goodwill Industries
- Hope Center for Children
- SC Works
- Spartanburg Community College
- Spartanburg Housing Authority
- The YouthStop
- Vocational Rehabilitation

This list is not exhaustive but some of the most common. This Referral Partner Form is sent to the referred agency and/or with the referred client. Inquiry follow-up is done for the participants. For non-participants who are not eligible/suitable for WIOA enrollment into ACHIEVE, an in-house referral log is kept as well.

Supportive Services are a vital part of the success of the participants at ACHIEVE. ACHIEVE is careful to use discretion when awarding any of the Supportive Services with funds involved so that funds are used wisely and effectively.