

### UPSTATE WORKFORCE BOARD ONE STOP COMMITTEE MEETING February 20, 2018 12:00 p.m. SC Works Spartanburg

### **Present:**

Mr. Craig Jacobs, Chair

Mr. Jeff Gossett, Committee Member

Mr. Carter Smith, Committee Member

Ms. Betty Guzzo, Committee Member

Mr. Shelley Blount, Committee Member

Dr. Bryan Nottingham, SCDEW

Ms. Johnnie-Lynn Crosby, SC Works

Ms. Vicki Lawson, UWB

Ms. Dana Wood, UWB

Mr. Brent Bishop, UWB

### **Welcome**

The meeting was called to order at 12:00 p.m. by Mr. Craig Jacobs, Committee Chair.

### **SC Works Update**

Ms. Dana Wood provided an update to the committee referencing the January 2018 *Dashboard* and *Just In Time* reports. The committee did not have any questions regarding the information that was provided.

### **Financial Report**

Mr. Brent Bishop reported on the budget for SC Works as well as the status of all other ResCare grants through December 2017. He mentioned that a few operating expenses are showing high amounts, but this does not reflect income that is pending from other partners. The transition to the Munis system has gone well and Mr. Bishop has just completed reconciling the finances for state reporting. The committee did not have any questions regarding the information that was provided.

### **Policy Review**

• WIOA 17-09 - Application Procedures for the Eligible Training Provider's List (ETPL)

This policy has been in place for years with adjustments being made as needed. Ms. Dana Wood explained that the state will be requiring provider performance reports soon to ensure the quality of the program. Ms. Wood explained that one of the local, suggested requirements for a program to be added to the list is they must be in business under current ownership for a minimum of (2) years. After a brief discussion, it was decided that this requirement potentially needed a clause for special exemption approved by the One

Stop Committee via email, stating exceptions and allowances. Ms. Wood will be sending out emails requesting feedback on this requirement before presenting it to the Board for approval.

 Regional WIOA R17-06 – Incumbent Works Training (IWT) and Rapid Response Policy and Procedures

Ms. Johnnie-Lynn Crosby explained that during the last round of IWT solicitations, there was a company from Union which did not follow the policy regarding originals being mailed or delivered to SC Works Spartanburg, and; therefore, their application was denied. There was discussion regarding changing this policy to allow solicitations to be delivered electronically or to any of the SC Works locations in our service area. The suggestion was also made that a company could submit the initial solicitation electronically and bring the originals to their contract signing meeting after approval, to help limit paper and travel. Ms. Wood stated that she would collaborate with Ms. Crosby to create a different procedure and present it to the committee via a poll vote prior to the Board meeting.

### **Lobby Redesign for SC Works Spartanburg**

Mr. Doug Stephenson presented the committee with two of the three quotes he solicited: for Alfred Williams and Young Office. So far, the Alfred Williams' quote is coming in lowest and seems to be the better option. When Mr. Stephenson receives the third quote, he will send it out to the committee for review.

### **General Topics of Discussion**

- Living Wage Ms. Wood shared the idea of raising/lowering the self-sufficiency wage for training providers that is currently at \$12.00/hr. Ms. Crosby stated that this could negatively impact Union and Cherokee Counties on-the-job training numbers and potentially some Spartanburg trainings as well. The committee requested that more information be gathered regarding wages. It was asked that the full Board have the opportunity to participate in discussions regarding this topic.
- SC Works Union Ms. Wood shared that the SC Works Union office has the opportunity to move to the newly renovated Carnegie Library building sometime within the next 6 to 9 months. SC Works will have a designated resource room, conference room and offices. The cost will be very low and shared on a square footage methodology. The cost could possibly be around \$2.50/square foot, which will include utilities and internet. Preliminary calculations show the annual cost for the SC Works Union location will decrease from approximately \$24,000 to approximately \$14,000. A motion to continue conversations and move forward with the process of securing space in the Carnegie Library for SC Works Union was made by Mr. Shelley Blount and seconded by Mr. Jeff Gossett. There was no further discussion, and the motion was passed unanimously.

- MOU/IFA Ms. Wood reported about the ongoing issues with customer engagement at the
  door of SC Works Spartanburg. SCSEP staff are not equipped to triage visitors properly to
  the center. At the MOU/IFA annual meeting, it was proposed that the partners share in the
  cost of hiring a Director of First Impressions to provide quality and consistency. The
  partners countered with an offer to staff the position on a rotating basis with their agency
  employees beginning July 1, 2018. Also, there are new partners in the sharing agreement:
  Fatherhood Coalition, TANF and Telamon.
- Transportation Demo Grant Ms. Wood reported that there are 7 people currently being
  processed by Dial-A-Ride for route viability. There was some discussion about sending all
  or a portion of the money back to the state because of lack of participants. Asking the state
  to consider the Greenville model for funding was also been suggested.

### **Other Business and Adjournment**

There was no further business, so the meeting was adjourned at 1:30 p.m.

The next meeting will be held on April 10, 2018, at 12:00 p.m.



### **AGENDA**

## ONE STOP COMMITTEE MEETING February 20, 2018 12:00 noon SC Works-Upstate

Welcome

Mr. Craig Jacobs

SC Works Update

Ms. Dana Wood

Dashboard

Just in Time Report

Financial Report

Mr. Brent Bishop

Policy Review

Mr. Craig Jacobs

ETPL\*

■ IWT\*

• Lobby Re-Design\*

Mr. Doug Stephenson

• General Topics of Discussion

Ms. Dana Wood

- Living Wage\*
- SC Works Union\*
- MOU/IFA
- Transportation Demo Grant Update
- Other Business & Adjourn

**Next Meeting Date: April 10, 2018** 

Our Mission Statement:

Build and maintain a workforce development system that meets the needs of employers.

<sup>\*</sup>denotes a voting item

Monthly Report Card PV17 (January 2018)

Bringing Employers and Job Seekers Together



DASHBOARD 01/01/2018 through 01/31/2018													
	1st Quarter			2nd Quarter			3rd Quarter		П	4th Quarter			
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	NOC	TOTAL
Total Center Traffic	2671	3113	2707	2690	2105	2135	2621	0	0	0	0	0	18042
WIOA Traffic (Spartanburg 146, Gaffney 29, Union 47)	217	307	777	248	174	268	222			TO SHALL SHOW			1713
Ul Traffic (Spartanburg 438, Gaffney 204, Union 178)	833	846	855	803	762	735	820		To Marie	STATE AND ADDRESS OF THE PARTY			5654
WP Traffic (Spartanburg 898, Gaffney 301, Union 439)	1724	2040	1752	1529	1206	1191	1638			ALEKS HALL			11080
Total Unduplicated Center Traffic	1573	1805	1570	1408	1213	1244	1533	0	0	0	0	0	10346
# Scheduled for Orientation	46	69	43	44	23	39	52	0	0	0	0	0	316
# Attended Orientation	28	26	36	36	14	29	37	0	0	0	0	0	236
# of Workshops Offered	4	20	10	16	13	12	13	0	0	0	0	0	88
# Scheduled for Workshops	23	51	16	32	29	32	99	0	0	0	0	0	249
# of Workshop Attendees	18	44	11	16	16	25	51	0	0	0	0	0	181
New ADULT Enrollments	24	31	20	20	6	27	20						151
New DW Enrollments	0	4	2	2	2	3	3	0	0	0	0	0	16
Total Caseload	293	295	299	304	294	310	286	0	0	0	0	0	253
New ADULTS beginning training**	18	19	18	24	10	25	18	0	0	0	0	0	132
New DWs beginning training**	0	3	1	2	1	1	0	0	0	0	0	0	8
% New Clients vs Clients Entering Trng	75.0%	62.9%	86.4%	118.2%	100.0%	%2'98	78.3%						%8'98
# of New Job Orders Placed	326	351	320	342	263	217	295	0	0	0	0	0	2114
# of New Jobs Available	591	1/29	2488	915	1655	1822	832	0	0	0	0	0	8974
# Entered Employment	43	20	20	65	28	34	32	0	0	0	0	0	272
TALENT DEVELOPMENT SPECIALISTS CASELOADS:			CENTER TRAFFIC:	TRAFFIC:				国	LINING PRC	TRAINING PROVIDERS AND PROGRAMS	PROGRAMS		
Joselyn Bell - 86		Location	PY17	PY16	Change			Provider T	raining Pro	Training Program/Number of enrollees	er of enrollee	wi	
Melka Jones - 45		*Cherokee	457	0	+457			Limestone C	Computer Science	cience	-		
NIKA Burgess - 66		*Spartanburg	1519	1726	-207				ĕ		10)		STATE OF THE PARTY
Rose Cortes - 89		Union	645	498	+147			Ē	ĕ		ed I		
				4010100				G. Tech	BO to Work		M T		
Author of cardinal and and care and for market of cardinal		Spandibug onnes merged on 12/9/10-	fice number	of 12/2/10			. 0		Welding	3	4 -		
provided not individual traffic counts*				for for Green man a				bs	Welding		· <del>п</del>		
		New Trainings by County	gs by Cour	Iţ.			9	G. Tech S	Sonography		H		
**Training figures Include activities: 215,217,300,301,327, and 328.		Cherokee = 1						OST/WEP E	Established		4		
		Spartanburg = 11											
		Union = 4	No. of the last						- Total				THE COLUMN

Highlighted Events and Outreach

January 1st -January 31st

- Kenneth met with the Mayor of Carlisle to see how SC Works could assist the rural citizens of Union County. SC Works has been invited to attend a food drive in February to speak to individuals regarding the services we offer.
- Kenneth met with Dori Simpson to discuss topics for the upcoming workshop series to be offered at SCC Union.
- SC Works Greater Upstate held Monthly Partner Meeting in Spartanburg office. Upstate Fatherhood Coalition was the main presenter. They spoke about their programs and partnership with the community. SC Works staff shared the programs we have in the center and upcoming projects.
- Nancy along with Ruth and Greenville TDS staff met with the new program coordinator of CCT to discuss how to facilitate programs they offer to best serve the WIOA customers.
- Kenneth visited the Spartanburg Detention Center for Semester 3 of Operation Educate. He presented a variety of career topics over 2 days including: Soft Skills. Interviewing. Application Tips. and Resume Writing. The participants successfully wrote a Resume and completed a job application as part of the training. There were 11 students present.
- Deivis and Naney attended the 2018 Point In Time Homeless Counts event at the Spartanburg County Library. SC Works had a table and gave information about programs, and the function of SC Works in the Community.
- Kenneth and Meika went to Miraele Hill to conduct an onsite WIOA Orientation and enrollment assessment. Information was shared about the program and how it could benefit the residents there.
- Kenneth went to Vocational Rehab and was offered a tour of the new joint facility with Freightliner in Gaffney. This facility allows VR clients to work there providing materials to Freightliner and learn valuable skills for shipping/receiving. Kenneth also met with Bethany to discuss conducting onsite workshops to the clients employed at the facility as part of their career readiness preparation.

## Social Media Outreach:

Facebook: 34 Posts and 76 Lilkes / VTD 224 Posts PY January Post Goal- 21 / PY 17 Goal- 250 Posts

Twitter: 27 Posts

Community Engagement:

Goal: Spartanburg-6, Cherokee-4, Union-4 Actual: Spartanburg-12, Cherokee-4, Union-4

# Just In Time Report

# **Business Services Focus**

- Johnnie-Lynn and Doug attended the Annual Legislative Update Luncheon hosted by the UWB ED, Ann Angermeier. In attendance other than UWB staff and Curtis Anderson, Chair, UWB, were local council members and representatives for Rep. Trey Gowdy and Sen. Lindsey Graham.
- Tori and Tracy attended the Northside Development Group Job Fair for Harper Construction and several other sub-contractors. The goal was to promote and find future OJT opportunities.
- BST Team & TDS Jocelyn attended the Upstate EEDA/CATE Contextual Winter Conference. The purpose of the conference was to help understand all new changes and updates to better serve future workforce.
- Doug attended The Economic Forecast Breakfast; it is an event for Chamber members and their guests to learn about economic trends and forecasts from experts.

  Sarah House Economist, Wells Fargo Securities presented the keynote address focusing on regional, national, and global projections.
- BST held a job fair on January 30th, at CC Woodson Community Center. The Job fair was linked to the Ride to Success Transportation Grant.

January	4	3	1		2	2	1		13	15	1	3
PY17	20	28	7		10	53	3		58	94	9	17
Enrollment Data Union	New Trainings	<b>Enrollments AD</b>	<b>Enrollments DW</b>	Cherokee	New Trainings	<b>Enrollments AD</b>	<b>Enrollments DW</b>	Spartanburg	New Trainings	Enrollments AD	<b>Enrollments DW</b>	OJT'S

# 1/1/18 thru 1/31/18 Data

Talent Engagement News:

Center	Job Referrals	Placements
Gaffney	304	0
Spartanburg	1626	27
Union	153	10

# SC Works WIOA Orientation, WorkKeys, and Workshop Data

WIOA Orientation Attendees:
(Group and One on One Sessions)
Cherokee – 9
Spartanburg – 24
Union – 4

### WorkKeys Completed: 1/1 – 1/31 Spartanburg - 25 Union - 21

Intensive Workshop Attendance: 51

Training /Support Services Funding PY 17	Fund Amount Obligated Remaining	299,039 234,323 31,302	150,000 118,748 31,251	35,000 20,113 14,886	SS 33,360 19,327 14,032	A 90,462 29,037 61,424	6,640 2,480 4,159
Training /Su	Н	Adult 2 ITA	Adult 1 OJT	Adult 3 WEP	Adult SS 3	DW ITA 9	DW SS 6

1:29 PM 01/25/18 **Accrual Basis** 

### **Upstate Workforce Board** Profit & Loss Budget vs. Actual July through December 2017

Arbor

50% of PY17	Jul - Dec 17	Budget	\$ Over Budget	% of Budge
Income				<u> </u>
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	1,100.00	1,500.00	-400.00	73.33
Fringes	43,612.05	106,843.74	-63,231.69	40.82
Indirect Cost	42,067.99	78,460.10	-36,392.11	53.62
Management Fee	36,004.80	72,009.59	-36,004.79	50.0
Salaries	222,922.52	430,107.50	-207,184.98	51.83
Total Administration	345,707.36	688,920.93	-343,213.57	50.18
Operating Expenses	•	,	334,212.	00.10
Computers and Software	2,020.26	17,085.00	-15,064.74	11.83
Contract/Consulting Services	15,746.45	33,052.52	-17,306.07	47.64
Equipment Rental	2,326.18	4,680.00	-2,353.82	49.71
Mileage	5,121.17	11,000.00	-5,878. <b>83</b>	46.56
Misc. & Facilities Costs	6,497.02	11,095.08	-4,598.06	58.56
Office Supplies	2,340.82	6,471.98	-4,131.16	36.17
Outreach	1,874.47	2,000.00	-125.53	93.72
Postage	324.22	1,050.00	-725.78	30.88
Printing Supplies	1,125.84	6,320.00	-5,194.16	17.81
Professional Development	2,850.00	4,190.00	-1,340.00	68.02
Rent	74,525.68	75,000.00	-474.32	99.37
Telephone	7,407.80	13,654.80	-6,247.00	54.2
Travel-Out of Town	758.09	4,425.00	-3,666.91	17.13
Utilities	5,568.05	10,320.04	-4,751.99	53.9
Total Operating Expenses	128,486.05	200,344.42	-71,858.37	64.13
Supportive Services				
Books, Tools, Uniforms, Fees	3,157.72	3,000.00	157.72	105.26
Childcare	1,740.00	2,000.00	-260.00	87.0
Other Emergency Support	964.80	1,000.00	-35.20	96.48
Transportation	6,847.00	24,000.00	-17,153.00	28.53
Total Supportive Services	12,709.52	30,000.00	-17,290.48	42.37
Training Expenses				
Instructional Training	114,212.77	299,000.00	-184,787.23	38.2
OJT Training	59,065.72	62,200.00	-3,134.28	94.90
Work Experience	25,338.23	28,800.00	-3,461.77	87.98
Total Training Expenses	198,616.72	390,000.00	-191,383.28	50.93
Total Expense	685,519.65	1,309,265.35	-623,745.70	52.36
Income	623,745.70	0.00	623,745.70	100.0

### PY17 Arbor Grants

TOTAL

20%

Current %

D. E. 11. 4 CM COSDETO4 11MD #46DETO4 (44 4 40) 6			Budget		Variance	% of Budget
Ke-Entry Townsoare 101-0vvb #10re 101 (11-1-10)	84,173,43	69	170,420.00	69	86,246.57	49.39%
Transportation 16TDG03 (12-31-18)		s>	100,000,00	69	100,000.00	0.00%
RR 17M903RRIWT05-UWB #17RRIWT05 (7-31-18) \$	ı	63	49,980.00	s	49,980.00	0.00%
IWT 17M903IWT03-UWB #17IWT03 (10-31-18)	•	ક્ક	165,000.00	ક્ક	165,000.00	0.00%
G.	84,173.43	\$	485,400.00	€	401,226.57	17.34%

Totals

### **INSTRUCTION LETTER**

**INSTRUCTION NUMBER:** 

**WIOA #17-09** 

TO:

SC Works Operator Staff and any entity requesting to become an Eligible

**Training Provider** 

SUBJECT:

Application Procedures for the Eligible Training Provider's List

**DATE** 

DATE

DATE

ISSUED: February 16, 2018

**EFFECTIVE**: Immediately

**EXPIRES:** Indefinitely

**PURPOSE:** To transmit the Upstate Workforce Board area's policies and procedures governing applications for the Eligible Training Provider List under the provisions of the Workforce Innovation and Opportunity Act (WIOA). It repeals Upstate Instruction Letter 14-01 regarding this matter.

**BACKGROUND:** Section 122 of the Workforce Innovation and Opportunity Act (WIOA) establishes the eligibility criteria for training providers seeking to be placed on the list of providers eligible to receive funding for training WIOA-eligible participants. Subject to the provisions of WIOA, the provider shall be:

- 1. An institution of higher education that provides a program that leads to a recognized post-secondary credential;
- 2. An entity that carries out programs registered under the "National Apprenticeship Act" (50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq); or
- 3. Another public or private provider of a program of training services and eligible providers of adult education and literacy activities under Title II if such activities are provided in combination with occupational skills training.

Providers of on-the-job training, customized training, incumbent worker training, internships, paid or unpaid work experience opportunities, or transitional employment shall not be subject to the provisions of this instruction.

**POLICY:** The Statewide List of Eligible Training Providers includes all training programs that are currently certified by one or more Boards. General inquiries regarding certified programs should be directed to the Upstate Workforce Board (UWB), PO Box 5666, Spartanburg, SC 29304 or via email to <a href="www.wood@upstateworkforceboard.org">wood@upstateworkforceboard.org</a> or by phone at 864-596-2028 and ask for Dana Wood.

The Upstate Workforce board will consider all programs approved for the Statewide Eligible Training Providers List, but establishes the following additional requirements of entities seeking eligibility to provide training services in the Upstate Workforce Board area:

1. Be in business under their current ownership for a minimum of two (2) years, and

- provide performance data for programs.
- 2. Be licensed by the South Carolina Commission on Higher Education (CHE) or submit a letter from CHE indicating licensure is not required.
- 3. Be nationally or regionally accredited by a regulating body recognized by the US Department of Education (such as SACS, NEASC, NCA, MSA, WASC, NWCCU) <a href="https://ope.ed.gov/accreditation/agencies.aspx">https://ope.ed.gov/accreditation/agencies.aspx</a>
- 4. Where programmatic accreditation is not available for a course of study, the provider must be able to issue an industry recognized and portable credential to participants completing the course.
- 5. Offer training in a facility that is in compliance with ADA requirements, and be able to pass a site visit.
- 6. Report their performance to the South Carolina Department of Employment & Workforce's SC Works Online Services system (SCWOS) required beginning October 1, 2018 for new WIOA students.
- 7. Be subject to a review/analysis by the Upstate Workforce Board (UWB), and respond to all questions or concerns of the UWB.

### **ELIGIBLE TRAINING COURSES:**

- 1. Must be offered to the general public.
- 2. Must be for an in-demand occupation in the UWB area.
- 3. Must have supporting documentation of \$12.00 per hour entry wages.

### CONTINUING ELIGIBILITY WILL BE EVALUATED BY THE UWB.

- 1. ETP must continue to have valid accreditation:
  - a. Maintain accreditation; and
  - b. Continue to supply student-based information to SCWOS.
- 2. For courses to remain on the local ETP list, the training course must:
  - a. Have training related placement rates within guidelines of UWB policy (still to be determined):
  - b. Be for a demand occupation in the UWB area.

### **USE OF THE TERM INDIVIDUAL TRAINING ACCOUNT (ITA)**

The term voucher system is synonymous with the term Individual Training Account (ITA) as

<sup>\*</sup>Providers who operate solely as online institutions are not eligible for local approval.

used in section 134 of the WIOA.

### **USE OF ITA'S**

In general, training services shall be provided to eligible adults and dislocated workers through the use of an ITA issued by the local workforce area or by the local SC Works Center, in accordance with procedures established herein. Please refer to the latest version of local instruction letter R17-01 for the current policy on ITA limitations. Funds must be used to train individuals for high wage/high demand occupations.

Payment for training services will be made through the use of a voucher, issued in an amount agreed upon prior to the start of training by the use of a scholarship budget. The voucher should be consistent with the scholarship budget and sufficient to cover the approved training service costs for eligible adults, dislocated workers and older out of school youth who are unable to obtain other grant assistance for such services, including Federal Pell Grants; or eligible adults, dislocated workers and older out of school youth who require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.

In addition to the invoice, the training provider will be responsible for providing the service provider's case management personnel with WIOA participant attendance records, periodic and final reports on the participant's progress, grade or competency achievement, performance appraisals (when applicable), and such other information necessary to assess the participant's progress in the training program.

Tuition reimbursements will be made upon submission of the invoice. Occasional delays of state funding may affect the timing of ETP tuition reimbursements. The service provider reserves the right to reject vouchers not submitted for redemption in a timely fashion in accordance with established policy.

Private providers must agree to the following payment schedule before anyone may be sent for training:

- •50% of required funds for the total training will be paid to the provider at the start of training,
- •25% will be paid at the time the participant successfully completes 50% of the training,
- •The last 25% will be paid when the training is successfully completed.

Appropriate facilities and systems of providers of training services must be accessible to monitoring and/or auditing by all appropriate representatives and/or agents, of the Federal, State and local workforce area. All Eligible Training Providers must have a Provider Consumer Report on training performance and costs available to WIOA participants.

Inclusion on the Statewide List of Certified Training Providers, in itself, does not guarantee that WIOA funds are available for enrollment in an eligible offering. The availability of WIOA funding for enrollment is based on many factors, including an assessment of each

individual's employment needs.

### **APPEAL PROCEDURES:**

The UWB also reserves the right not to approve training programs that are part of the Statewide list in accordance with established policies.

The UWB will notify the training provider in writing when a determination is made re: the placement of a course on the local training provider list. In the event that the UWB declines to place a provider from the Statewide list on the local area's list of approved training programs, the training provider will have the right to appeal that decision. In addition, the UWB reserves the right to terminate a provider's eligibility for placement on the local training provider list if it determines it is in its best interest to do so. Reasons for the termination of a training provider's eligibility for the local list include, but are not limited to, intentional supplying of inaccurate or false information, substantial violations of the Workforce Investment Act (WIA) or Workforce Innovation and Opportunity Act (WIOA), change in the industry's demand for a specific training program, unsatisfactory performance, change in the quality of the program or its ability to produce a post-secondary or industry-recognized credential, etc.

In the event that a training provider is not approved for, or is approved but subsequently removed from the UWB's local list, the following appeal procedures will apply.

### APPEAL PROCEDURE

- a. The applicant submits a Notice of Appeal to the Executive Director of the local Board at the local Workforce Area office. The appeal must be received within 10 days after the date of the letter of denial or removal.
- b. Should an appeal not be filed and received within IO working days after the letter of denial, the denial will stand. There will be no recourse for appeal after the 10 working days expiration time.
- c. The appeal will be submitted to the local Board's Executive Committee, reviewed and scheduled for an appeal hearing by the Executive Committee. The applicant will be notified of the location, date, and time of the scheduled hearing to present to the Executive Committee.
- d. The Executive Director or Board Chair will notify the applicant of the Executive Committee's final decision within five days of the appeal hearing.
- e. The Executive Committee's decision may be appealed to the State per the State Appeal Procedures. These procedures will be provided at time of denial from the local Executive Committee.

All appeals to the local Upstate WB should be submitted to:

Ms. Ann Angermeier, Executive Director Upstate Workforce Board PO Box 5666 Spartanburg, SC 29304

Nothing in this instruction prevents a complainant from pursuing a remedy authorized under another Federal, State or local law.

ACTION: Training providers seeking initial eligibility for the Statewide Eligible Training Provider's list are required to submit requested information to the SC Department of Employment and Workforce using the Palmetto Academic Training Hub (PATh) portal <a href="https://www.scworks.org/etp.asp">https://www.scworks.org/etp.asp</a>. Detailed instructions and tutorials are available to assist interested training providers in uploading their information to the State ETPL. Once the initial vetting of the program application is concluded by the State and the Upstate Workforce Board is notified, the UWB staff will make a determination, based on established policies, regarding whether or not the course(s) will be placed on the local area's list, for those providers who request placement on the UWB's local list. This process will apply to both initial and subsequent eligibility applications.

<b>INQUIRIES:</b> (	Questions may be	e directed to	Dana Wood	wood@upstat	<u>eworkforceboa</u>	rd.org
or 864-596-2	028 TTY:711.					
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Ann Angerme	eier, Director		10			
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Replaces local instruction letter 14-01





### **INSTRUCTION LETTER**

**REGIONAL INSTRUCTION NUMBER: WIOA R17-06** 

TO:

**SC Works Operator/Service Provider** 

**SUBJECT:** 

Incumbent Works Training (IWT) and Rapid Response Policy and Procedures

DATE

DATE

DATE

ISSUED: November 2, 2017

EFFECTIVE: November 2, 2017

**EXPIRES:** <u>Indefinitely\*</u>

**PURPOSE:** The purpose of this instruction letter is to advise all necessary entities of the new IWT and Rapid Response Policy.

BACKGROUND: Each program year the State Workforce Development Board (SWDB) has WIOA dollars that they hold back to issue as "statewide grants." Each year the SWDB issues grants to local Workforce Boards (WBs) to be used by local employers for incumbent worker training, incumbent workers are workers who are already employed by the employer. In addition, Local Workforce Boards may also designate up to 20% of their combined total Adult and Dislocated Worker allocated funds for the cost of providing IWT.

**ACTION:** The Upstate Workforce Board (UWB), the Greenville County Workforce Development Board (GCWDB), and the SC Works Greater Upstate Operator will follow the procedure outlined below in administering these funds at the local level.

### **POLICY:**

### **APPLICATION PROCESS**

- 1. An IWT Ad Hoc Review Committee (designated by each board) shall review applications. The review meeting will last until all applications are reviewed; this should be taken into consideration when scheduling the meeting. It is recommended that this meeting take place approximately fifteen (15) business days after the application deadline date for receiving applications. Recommendations for funding will then be presented to each board for approval. It is the responsibility of the SC Works Greater Upstate Business Services Lead (BSL), in conjunction with the Board staff, to ensure that this date is set and suitable for all reviewers.
- 2. The BSL will accept applications from eligible employers seeking incumbent Worker Training grants. The application period will be identified in a press release and on the

UWB, GCWDB, and SC Works Greater Upstate websites. The application period will always be at least three (3) weeks in length to allow adequate time for companies to prepare applications.

The BSL will be responsible for disseminating the attached application (Attachment A) and procedures (Attachment B) with a notice announcing the application period to the following partners:

- ♦ Spartanburg Area Chamber of Commerce CEO
- **♦ Greenville Chamber of Commerce CEO**
- **♦ Union Chamber of Commerce CEO**
- Cherokee County Chamber of Commerce CEO
- Greater Greer Chamber of Commerce CEO
- ♦ Simpsonville Chamber of Commerce CEO
- Mauldin Chamber of Commerce CEO
- Fountain Inn Chamber of Commerce CEO
- Upstate Employer Network President
- ♦ Spartanburg Community College VP of Corporate & Community Education
- ◆ Greenville Technical College VP of Economic Development and Corporate Training
- ♦ Spartanburg Economic Future's Group Executive Director
- **♦** Cherokee County Development Board Executive Director
- Union County Development Board Executive Director
- ◆ Greenville Area Development Corporation CEO
- Greer Development Corporation
- South Carolina Manufacturing Extension Partnership (SCMEP)
- Spartanburg Downtown Association
- **♦** Greer Downtown Association
- South Carolina Manufacturing Alliance (SCMA)
- Small Business Development Center
- Upstate Alliance
- ◆ Ten at the Top
- ◆ SHRM (local chapters)
- South Carolina Business Opportunities (SCBO)

The BSL will also send a press release to the Spartanburg Herald-Journal, Gaffney Ledger, Cherokee Chronicle, Union Daily Times, Union County News, Greer Citizen, Greenville News, Upstate Business Journal, and any other relevant newspaper(s) to be determined at the time of release, as well as other media outlets.

The notice will include the deadline date as well as the method by which applications will be accepted. Applications will be accepted by the SC Works Greater Upstate offices:

For Spartanburg, Cherokee, and Union Counties Attn: Johnnie-Lynn Crosby, Business Services Lead SC Works Greater Upstate 220 E. Kennedy Street, Spartanburg, SC 29302 (864) 764-1966, TTY: 711

### For Greenville County

Attn: Johnnie-Lynn Crosby, Business Services Lead SC Works Greater Upstate 225 S. Pleasantburg Drive, Suite E-1, Greenville, SC 29607 (864) 467-8080, TTY: 711

Applications that arrive after the deadline date or that are delivered to the wrong location will not be accepted, and postmarks will not be accepted if application arrives after the deadline date (the BSL should clearly state proper mailing addresses on all communication). It will also be noted in the release that applications missing any required information will not be accepted.

The application and guidelines will be made available on the UWB, GCWDB, and SC Works Greater Upstate websites for the duration of the application period. There must be a minimum of one grant awarded to employers in each county of Cherokee, Greenville, Spartanburg, and Union (if properly completed applications are received from all counities).

As applications are received, the <u>date and time</u> received should be marked in ink in the top right corner on the application along with the initials of the staff member who accepts the application. All applications should be forwarded to the BSL who will be responsible for compiling all originals of applications received into a <u>central file</u>.

- 3. The contact person for employer questions should always be the BSL. The SC Works Greater Upstate Business Services Team (BST) may provide assistance in completing the application to any company requesting such assistance.
- 4. Applications will be reviewed by the BSL, or any designees, for accuracy and eligibility. Eligibility criteria include:

### **Business Eligibility for Incumbent Worker Training Funds**

- Each business must have at least one full-time employee and be current on all State and County tax obligations.
- Third parties or consortia acting on behalf of a group of employers are eligible to recipients of IWT (e.g., business associations, industry councils, chambers of commerce, or downtown/community development corporations).
- Training entities/training providers are not eligible for IWT funding or to act on behalf of a business or group of businesses as a third party.
- City, county, and state governments are not eligible for IWT funding.
   NOTE: Generally, IWT should be provided to private sector employers; however, there may be instances where non-profit and local government entities may be recipients of IWT funds. For example, IWT may be used in the health care industry

- where hospitals are operated by non-profit or local government entities and a nursing upskilling opportunity is available.
- A business receiving services through ReadySC is not eligible to receive IWT funding for the same training. Employers who are receiving ReadySC services will have their IWT funding requests evaluated on a case-by-case basis for eligibility.
- A business that has relocated resulting in the loss of jobs at the original location is not eligible for IWT funding. Such a business becomes eligible once operational in the new location for 120 days.
- Applicants must complete IWT application and submit to the correct SC Works location before the application deadline;
- Businesses that request training funds due to any of the following are eligible:
   Expansion, new technology, retooling, new services/product lines and new organizational structuring or as part of a layoff aversion strategy.
- Trainings requested must be eligible trainings (not OSHA or other routine costs of doing business trainings).

In addition to the Business Eligibility criteria listed above, the following criteria must be considered when determining which companies will receive IWT funding:

- The characteristics of the individuals who would receive training
- Whether the training improve the labor market competitiveness of the employees or both the employees and the employer
- Other factors, which will only be considered in the instance of a tied score between two or more companies requesting funds.
  - The employer in consideration who is proposing to train the largest number of incumbent workers should receive one bonus point.
  - Each employer requesting to train employees with an industry recognized credential should receive one bonus point.
  - Each employer who has indicated there will be layoffs averted as a result of the training should receive one bonus point.

### **Worker Eligibility for Incumbent Worker Training Funds**

- The incumbent worker must be employed by the business and meet Fair Labor Standards Act requirements for an employer-employee relationship.
- The incumbent worker must have an established employment history with the employer for six months or more (which may include time spent as a temporary or contract worker performing work for the employer receiving IWT funds).
  - There is one exception to this rule. When IWT is being provided to a cohort
    of employees, not every employee in the cohort must have an established
    employment history with the employer for six months or more as long as a
    majority of those employees being trained meet the employment history
    requirement.
  - The UWB and GCWDB have developed an additional form (Attachment M) to be completed and signed by the employer prior to receiving training. The employer guarantees that the six-month criteria above applies to the

employees receiving training through the contract and agrees to supply documentation upon monitoring. Any disallowed costs will be the responsibility of the employer.

 An incumbent worker does not have to meet the eligibility requirements for participation in the Adult or Dislocated Worker program, unless also enrolled as a participant in the WIOA Adult or Dislocated Worker program.

Employers participating in IWT are required to pay for a share of the cost of providing the training to incumbent workers. The UWB and GCWDB will use employer size to determine employer share. For a business location with not more than 50 employees, the employer share is 10 percent of the cost. For a business location with more than 50 employees but not more than 100 employees, the employer share is 25 percent of the cost. For a business location with more than 100 employees, the employer share is 50 percent of the cost. The employer share can be met through cash payments, fairly evaluated in-kind contributions, or both. The employer share must not come out of any other Federal funds. The employer share may include the wages the employer pays to the incumber worker trainee while the worker is attending training.

Upon review of the applications, if any business has selected that they have experienced a layoff or relocated operations, the BSL should have the business complete the UWB/GCWDB Pre-Award Review Section 1 and the BSL should complete the UWB/GCWDB Pre-Award Review Section 2 (Attachment C).

SC Works Greater Upstate staff members are encouraged to seek guidance from the appropriate Board on any application or requested training that seems questionable in terms of eligibility and allowable activities **PRIOR** to the review meeting. Trainings "not allowable" will be marked as such and will not be reviewed by the committee. A list of ineligible applicants will be provided with an explaniation for the review committee.

If upon review, the eligibility for Incumbent Worker Training funds has not been met, the application will be marked "Disapproved," dated, and an explanatory letter will be sent to the employer. A copy of the letter will be attached to the original application and the application will remain in the central file.

### **REVIEW PROCESS**

IWT applications are reviewed by the appropriate Board's IWT Review Committee (hereinafter referred to as "reviewers").

Should a reviewer's company apply, he/she shall refrain from participating in the entire review process. Once the application deadline has passed and a list of eligible companies is made available, appropriate Board staff will ensure that a Conflict of Interest Statement (Attachment D) is completed by each reviewer, prior to the start of the review process.

5. The BSL and/or designated staff will complete the following:

- Fill out an IWT grant score sheet based on each employer's application (Attachment E);
- Create an excel spreadsheet summarizing the training requested (Attachment F); and
- Maintain a copy of the IWT Grant Application (Attachment A).

The BSL and/or designated staff are responsible for having information available for review at the review committee meeting.

### 6. Review Committee Meeting:

During the review committee meeting, the designated UWB or GCWDB staff will take thorough minutes. It is imperative that justification be detailed for each application funded or not funded.

The review committee will evaluate data presented by the BSL and have the opportunity for input, questions, and discussion. The BSL and the appropriate Associate Director will compile scores during the meeting. Should a tie occur, the reviewers will re-evaluate the applications that are tied (separately with detailed minutes of review) and re-score those applications.

At the conclusion of the meeting, the BSL will provide the committee with a final list of trainings to be funded in order from highest to lowest scored. The committee will then recommend to the full board that IWT funding is allocated to companies in order of the rankings until state and local funding (as available) are exhausted. Any application that the committee chooses not to include in the rankings should be marked "Disapproved" with the committee date filled in.

The detailed minutes of the meeting will be distributed by the designated UWB/GCWDB staff member within five (5) working days to the appropriate Executive Director, each reviewer, the BSL, and the SC Works Greater Upstate Project Director. The BSL should keep meeting minutes at the front of the <u>central file</u>.

The BSL and/or designated staff is responsible for determining which of the IWT agreements will be funded through State IWT funds and which will be funded through Local IWT funds. The UWB and GCWDB expect all state funding to be designated prior to use of local reserved IWT dollars. The BSL should clearly indicate which funds are being used when submitting the final list of approved businesses to the appropriate Board staff.

The slate of approved businesses and training programs will be presented to the full UWB/GCWDB for approval.

### **GRANT EXECUTION**

7. The UWB/GCWDB Executive Directors will receive announcement of IWT funding from the

SCDEW office. Spartanburg County and Greenville County will receive the grant award from SCDEW.

Spartanburg County and Greenville County will then issue a sub-grant, separate from regular formula fund agreements, to the SC Works Greater Upstate operator to carry out the activities set forth in the statement of work for the IWT program. This sub-grant will allocate IWT resources to the SC Works Greater Upstate operator for agreements with approved businesses. The SC Works Greater Upstate operator will be responsible for complying with the statement of work and held accountable for the proper use of funds.

- 8. With approval from the full board and execution of the IWT sub-grant to the SC Works Greater Upstate operator, the BSL will write a letter to each employer funded and not funded advising them of the board's decision. A list of IWT employer names and grant awards should be sent to the list of partners listed above (Section 2). A press release should be distributed to media outlets listed above (Section 2).
- 9. The appropriate BST member should begin writing grants using the attached "IWT Agreement Packet" that includes a work statement and other required documents (Attachment G). The grant numbers are assigned as follows:
  - The first digit will always be 0;
  - The second three letters will always be IWT:
  - The fifth and sixth digits are the ending numbers of the current program year (i.e. if program year 2017, July 1, 2017 through June 30, 2018, the digits will be 17);
  - Then two letters that are an abbreviation of the employer name (e.g. the letters used for Linpac were Li);
  - All applications have the ending UWB or GCWDB.

All grants must have a number that is unique to that grant so that duplications do not occur.

The company should be contacted by the BST member to confirm the training timeline to be included in the grant agreement. The company will be expected to start training on time; training must begin within one (1) month of the stated time. The statement of work will reflect that if training has not started within the specified time frame, the agreement will end and funds will be recaptured for use elsewhere. It is imperative that training outlines be as accurate as possible.

Compliance Documentation Required: W9 (Attachment H)

- 10. Once the grant has been reviewed for accuracy by the BSL, TWO (2) originals will be printed. The grants will be routed in the following manner (using the folder with the IWT Routing Sheet as a cover, Attachment I) to ensure that all signatures are received:
  - FIRST, the two original grants will be given to the SC Works Greater Upstate Project

Director for signature;

 SECOND, the BSL or appropriate BST member will hold an orientation meeting for all companies receiving funding (separate meetings may be held in each county) to obtain Authorized Business Signatures\* on the two original documents.

\*Authorized Business Representatives must be executive-level company representatives (representatives with authority to sign a legally-binding document). Should an executive-level company representative designate authority to someone within the company, appropriate written notification signed by the executive must be included as an attachment to the grant documents.

- 11. Once all signatures have been obtained, the distribution of the documents will be as follows:
  - Application
    - ORIGINAL application to remain in the central file.
    - COPY of the application must be sent to the SCDEW.
    - Grant
    - One (1) ORIGINAL grant (w/ a copy of the W9 form) will remain on file with the SC Works Greater Upstate Project Director.
    - One (1) ORIGINAL grant (w/ a copy of the W9 form) will be given to the employer for their records.
    - One COPY of the grant (w/ a copy of the W9 form) will be sent in the monthly report to SCDEW. This applies to any grants that have been received since the submission of the last report, and should only be reported once during the grant period.
    - One COPY of the grant (w/ the original W9 form) will be kept by the BSL or BST member in the central file.
    - One COPY of the W9 form will be given to the SC Works Accounting Department.
    - Other copies and documentation may be incorporated by the SC Works operator at their discretion.
- 12. All company representatives who will assist in executing the grant requirements should receive training on the grant forms and requirements from BST members either during the orientation session or one-on-one. The BST member will supply all forms electronically. Applicable forms include:
  - Attachment J Quarterly Report Packet
    - <u>Trainee Information Form</u>: to be completed by the business no later than the first day of training and again within five (5) days of the end of training.
    - <u>Cumulative Expenditure Form</u>: to be completed by the business at the conclusion of training. All back-up documentation related to the training should be provided with the form and can include cancelled checks, paid

invoices, paid registration information, and other documents (examples include invoices from the training institution, sign-in sheets, etc.).

• <u>Final Report Packet (Attachment P)</u>: to be completed once all grant funds have been expended or the grant period has expired (see number 16).

### **GRANT MANAGEMENT**

13. The BST will manage each IWT agreement during the grant cycle. All staff responsible for grant management should review each statement of work and be knowledgeable of all company requirements.

<u>Trainee Forms:</u> Originals will be reviewed for accuracy and maintained in the <u>central file</u>. Trainee Forms are due within five (5) days of the start of a training program and again within five (5) days of the completion of the training program. The Trainee Form must have been received before reimbursement can be processed. Scanned copies are allowable.

<u>Cumulative Expenditure Forms</u>: Originals are required by the 5<sup>th</sup> of each month, regardless of whether expenses have been incurred. All backup documentation must be included with Cumulative Expenditure Forms to Indicate that business payment has occurred to request reimbursement. Scanned copies are allowable.

### 14. Requesting Reimbursement:

Final payment may not be requested until all required documentation is received including the Final Report (Attachment P). A copy of the Final Report will be sent with the reimbursement request following the procedure outlined above.

The Cumulative Expenditure Form and back up documentation should be copied and remain in the <u>central file</u> with a notation that it has been submitted to the SC Works operator for reimbursement.

The signed Cumulative Expenditure Form and back up documentation (not to include trainee forms) should be sent to the SC Works Project Accountant for verification of the expenditures, prior to forwarding to the SC Works Project Director for signature. Once signed, the payment can be submitted to the SC Works accounting department for reimbursement.

Successful completion of the training program is required to reimburse the business; however, the BSL should thoroughly review the appropriate records to adjust the final reimbursement amount to account for any refund paid to the business because of cancellation of training program, if applicable. Payments per module is allowable.

### 15. Monitoring:

The respective BST member should monitor each IWT grant. The BST member should speak to at least one trainee participating in a training course once during the course of each training project. The BST member should speak to the company representative at least once during the course of the agreement to ensure that training is taking place and to ensure that the grant funds are being spent as indicated. This monitoring is in addition to the ongoing communication between the business and BST member on the status of the grant. The monitoring may be done on site or by phone. Areas for review can include:

- Instructor Wages/Tuition through documentation and involces submitted
- Materials/supplies through documentation/invoices submitted
- Trainee wages Trainee wages may not be used as part of the business matching amount

A monitoring report (Attachment K) should be placed in the central file.

### 16. Closing the grant:

Once the employer has expended the funds in their respective grant or the grant date has expired, the grant should be closed. Grants may also be closed if training has not occurred within one (1) month of the training outline and/or company has failed to follow the work statement. It is imperative that BST staff maintain detailed documentation of all communication with the employer in regards to their IWT agreement.

The top portion of the Final Report will be completed by the BST member and then sent to the employer for completion. The employer must sign the Final Report and submit the signed document to the BST. The original Final Report should remain in the <u>central file</u>.

### 17. Modifications:

Should changes occur during the life of the grant that require a modification, the attached Modification Request Form should be used (Attachment L).

Changes, other than requests for reduced or increased funding may be approved by the <u>SC</u> <u>Works Project Director</u>. These changes can include but are not limited to the following: changes to the end date (as long as the training can be completed by the end of the grant period), number of trainees, and line item changes (that do not result in overall funding change). It is the responsibility of the BSL to provide the appropriate Associate Director with a detailed explanation of the requested changes, as needed.

Changes to agreement end dates will ONLY be granted in cases where the BSL provides an explanation that the company has regularly communicated with the BST and the change in end date is a result of class cancellations or extenuating circumstances with the company. Proper documentation should be presented with the request.

An increase in the amount of funding for the grant must be presented and approved by the appropriate Board (or Executive Committee). The Associate Directors will provide the board's response to the BSL.

Once the modification has been approved, the BST member will print two original copies. The originals are then forwarded to the SC Works Project Director for signature. The BSL will then forward both originals to the employer for signature and the employer will be instructed to keep one original for their records and the other original should be returned to the BST. One original modification will be kept in the **central file**, and one copy will be sent with the monthly report to the SCDEW.

### 18. Allocation of un-used funding:

If at any point during the grant period, any previously allocated funds are recaptured (recapturing will occur for any unused funds at the close of each company's grant), the BSL will execute new grants following the ranked order list previously approved. If all training has been funded, an application period will be reopened following the procedure outlined above. An exception may be made to the amount of time allowed for applications to be received so that approval can occur before the end date of the grant.

### 19. Reporting and filing procedures:

An IWT quarterly report (Attachment J) is due quarterly to the SCDEW. The report should include:

- New agreements including application, "grant packet," and W9;
- Cumulative Expenditure Reports (not including back up documentation) that have been received since the submission of the last report;
- Final Reports; and
- Modifications (including budget modification if required)

Should there be zero expenditures, written communication from the BSL to the appropriate SCDEW and Board staff can be submitted in lieu of the report.

<u>Central File</u> - There should be a central file for each company awarded a grant, including all of the information below:

- A COPY of the application received during solicitation;
- The ORIGINAL grant agreement with each company;
- Trainee Information Forms:
- Cumulative Expenditure Forms and back up documentation;
- Final Reports;
- Monitoring Reports;
- Related communication regarding IWT grant, as needed; and
- ORIGINAL of Modifications.

There should be a binder of ORIGINAL applications and minutes from the review committee meeting available for monitoring.

Employer Documents — The BST will assist employers in maintaining their own file that will include:

- COPY of application.
- ORIGINAL Grant agreement documents,
- ORIGINAL Modifications, and
- COPY of the Final Report.
- COPY of trainee forms, cumulative expenditures, and back up documentation to include employee records documenting six month employment requirement.

ALL IWT files should be kept and accessible for monitoring for three years after the end date of the agreements.

Additional requirements per State Instruction Number 17-03: There are additional requirements included in State Instruction 17-03. Currently, the intent and language of those requirements is unclear. Assistance has been requested for how to put those requirements into practice. Further instruction will be given at such time as additional guidance has been provided to the Local Areas. Once guidance is received, staff may need to obtain more information from employers.

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

Ann Angermejér Executive Director

**Upstate Workforce Board** 

Dean E. Jones

**Executive Director** 

**Greenville County Workforce Development Board** 

Source: State Instruction Notice 17-03

**REPLACES LOCAL UPSTATE INSTRUCTION LETTER 14-03** 

### Self Sufficiency

Information submitted for a single person, renting a one bedroom apartment in the Spartanburg area.

Rent/Mortgage	\$650.00
Property Taxes/Insurance	\$25.00
Food	\$200.00
Utilities: Water, Gas Electric	\$160.00
Phone: Home/Cell	\$75.00
Internet	\$50.00
Car Payments	\$180.00
Fuel for Vehicles	\$100.00
Auto Property Taxes	\$15.00
Auto Insurance	\$100.00
Medical Bills (currently paying)	\$25.00
Medications	\$10.00
Health Insurance	\$100.00
Clothing	\$50.00
Personal Expenses	\$80.00
Total	\$1,820.00

Based on this monthly list of expenses, that represents the net income needed since about 25% of the gross income would go to taxes. This would then require an annual income of \$29,120 to cover these expenses, or \$14 per hour full time.

### Personal Budget Based on \$12.00/hour at 40 hours/week

Net Income:	\$ 1,540.40
Rent	\$ (630.00)
Utilities	\$ (95.00)
Cell Phone	\$ (25.00)
Internet	\$ (35.00)
Vehicle Ins	\$ (50.00)
Vehicle Maint/Rep	\$ (50.00)
Gas	\$ (150.00)
Health Ins	\$ (150.00)
Med Copays	\$ (6.00)
Groceries & Incidentals	\$ (300.00)
Clothing	\$ (50.00)
Remaining Funds	\$ (0.60)