

## TRIDENT WORKFORCE DEVELOPMENT BOARD

June 3, 2025

10:00 AM

Barrett Lawrimore Conference Room  
5790 Casper Padgett Way  
North Charleston, SC 29405

### AGENDA

- I. Call to Order/Quorum Determination/Introductions
- II. Approval of Meeting Notes – April 8, 2025
- III. Adult and Youth Participant Success Stories
- IV. PY2025 Statement of Work (SOW) – Request for Approval – Sharon Goss
  - a. Adult/Dislocated Worker Program
  - b. Youth Program
  - c. Center Operator
- V. SC Works Certification Standards – Request for Approval – Sharon Goss
- VI. FY26 Budget – Request for Approval – Katie Paschall
- VII. Administrative & Systems Reports:
  - a. Financial Report – Katie Paschall
  - b. Program Performance Report – Kameron Alston
  - c. Adult/Dislocated Worker/Youth Program Performance Report – Brent LaPlante
- VIII. TWDB Member's Time
- IX. Workforce Development Director's Time
- X. Executive Director's Time
- XI. Other Business
- XII. Adjourn

**TRIDENT WORKFORCE DEVELOPMENT BOARD  
(TWDB)  
Board of Directors  
Meeting Notes  
April 8, 2025**

The Trident Workforce Development Board (TWDB) held a Board of Directors meeting on Tuesday, April 8, 2025 at 10:00 a.m. in the Barrett Lawrimore Conference Room at the Berkeley-Charleston-Dorchester Council of Governments located at 5790 Casper Padgett Way in North Charleston, South Carolina.

**MEMBERSHIP:** Tod Anderson; Mendi Arnold; Diane Bagwell; Jenny Bing; Janet Cappellini; Natasha Chatman; Butch Clift; Shirley Collenton; Marshall Connor; Wendy Courson; Nick DiFilippo; Susan Friedrich; Johnell Gaines; Pat Gilliard; Chris Hall; Dottie Karst; Jessica Lewis; William Lovelace; Ken Malcom; Andrew Maute; Michelle McDonald; Amanda McNeal; Don Smith; James Villeponteaux

**MEMBERS PRESENT:** Janet Cappellini; Natasha Chatman; Butch Clift; Susan Friedrich; Michelle McDonald; Amanda McNeal; James Villeponteaux

**OTHERS PRESENT:** Brent LaPlante (Ross IES); April Spinrkle-Steed (Ross IES)

**BCDCOG STAFF PRESENT:** Andrea Kozloski; Sharon Goss; Kameron Alston; LaQuosha Mack; Robin Mitchum; Katie Paschall; Matthew Spath; Kareem Wilson

**I. Call to Order/Quorum Determination/Introductions**

Chairman Clift called the meeting to order at 10:00 a.m. followed by introductions, a quorum determination and excused absentees. Chairman Clift introduced and welcomed new Board Member, Amanda McNeal. Ms. McNeal is the Director of Human Resources with Knight's Companies.

**II. Approval of Meeting Notes – February 18, 2025**

***Mr. Cappellini made a motion to approve the February 18, 2025 Meeting Notes as presented.***

***Ms. Chatman seconded the motion. The motion was unanimously approved.***

**III. Adult and Youth Participant Success Stories**

Brent LaPlante, Project Director with Ross IES, delivered a presentation regarding the Youth Program. He noted that a Youth participant was enrolled in the WIOA Youth Program on July 30, 2024. He was a high school dropout, basic skills deficient and he lacked work-readiness skills. He attended GED classes consistently and worked diligently towards obtaining his GED which he obtained on February 24, 2025. He has expressed an interest in becoming a Merchant Seaman or securing employment in the IT field and continues to work with his Career Coach regarding his resume, etc. Mr. LaPlante then delivered an update regarding the Lowcountry Careers Collaborative (LCC). A participant entered the WIOA/LCC program on October 3, 2024. She went to CMA training at Lowcountry Medical Training and graduated on March 3, 2025. She has been employed at the Charleston Center as a CNA, but with her new credentials, she has been promoted to a CMA making \$19.01 per hour. The Trident Workforce Development Board of Directors received the Adult and Youth Participant Success Stories as information.

**IV. Contract Modification to the Ross IES Adult/Dislocated Worker Contract LCC Funding Stream – Request for Approval – Sharon Goss**

Sharon Goss, Director of Workforce Development, discussed the Contract Modification to the Ross IES Adult/Dislocated Worker Contract LCC Funding Stream. She noted that staff is requesting approval to amend the Ross Innovative Solutions Corp.-Adult/Dislocated Worker Program Provider contract # WIOA2022-01. The request is to decrease \$78,000 from the Charleston Chamber LCC/Good Jobs funding for a PY24/FY25 amount of \$983,799. The funding stream was discussed in detail. Ms. Goss explained that, if approved, the funds would be used

towards OJTs. She also noted that MUSC will begin accepting OJTs through the WIOA program as well. Ms. Goss addressed questions and comments.

***Ms. McDonald made a motion to approve the Contract Modification to the Ross IES Adult/Dislocated Worker Contract LCC Funding Stream as presented.  
Ms. Friedrich seconded the motion. The motion was unanimously approved.***

**V. Interpreter Services Policy Revision – Request for Approval – Sharon Goss**

Ms. Goss presented the Interpreter Services Policy Revision. She noted that the Trident Workforce Development Board is committed to ensuring that language access services are available to all individuals, regardless of their language proficiency, allowing equal access to vital services and information. Ms. Goss explained that the Interpreter Services Policy has been revised to enhance the delivery of services within the Trident Workforce Area. The language in the Policy has been updated to specify that services will be provided on demand as needed and to clarify the process for accessing these services. The goal is to provide equal access to services for all individuals. Therefore, staff requests approval of the revised Interpreter Services Policy. Ms. Goss addressed questions and comments.

***Mr. Villeponteaux made a motion to approve the Interpreter Services Policy Revision as presented.  
Ms. McDonald seconded the motion. The motion was unanimously approved.***

**VI. Administrative and Systems Reports:**

- A) Financial Report – Katie Paschall:** Katie Paschall, Finance Manager, presented the Financial Reports for the period ending February 28, 2025. She delivered an overview of the activities for FY25 thus far. Ms. Paschall noted that, for fiscal year-to-date, workforce expenditures total \$1,991,403 as of February 28, 2025 and remain in line with the budget. Ms. Paschall also discussed the Budget to Actual report for revenues and expenditures for the period ending February 28, 2025. Ms. Paschall and Ms. Kozolski addressed questions and comments. The Trident Workforce Development Board of Directors received the Financial Report as information.
- B) Program Performance Reports – Kameron Alston:** Kameron Alston, Performance Outcomes Coordinator, presented the Program Performance Reports as of February 28, 2025. Ms. Alston discussed the WIOA Performance Dashboard in detail noting that the report depicts an overall snapshot of attendance, meeting eligibility requirements and enrollments with Adult & Dislocated Workers and Youth participants for the WIOA program. She noted that there is an increase in each category due to the LCC program. Ms. Alston discussed the Eligible Training Scorecard noting that there are currently five training providers where WIOA funds are being expended. She noted revisions to the scorecard. Ms. Alston briefly discussed the OJTs report and noted that LaQuosha Mack, Business Services Coordinator, will discuss the OJT report in more detail momentarily. Ms. Mack discussed the OJT report in detail, noting that there are employers who are new to the OJT program as well as the WEX. Ms. Mack addressed questions and comments. Ms. Alston then reviewed the Monthly Centers Report for each of the centers in the Tri-County Region and noted that the overall unemployment rate is at 4.2% as of February 2025. Ms. Alston and Ms. Goss addressed questions and comments. The Trident Workforce Development Board of Directors received the Program Performance Reports as information.
- C) Adult & Dislocated Worker/Youth Program Performance Report – Brent LaPlante:** Mr. LaPlante delivered an Overview of the WIOA Program as of March 31, 2025. He noted the following: WIOA Program Orientation in Berkeley County = 67 Adults/Dislocated Workers & 9 Youths; WIOA Program Orientation in Charleston County = 424 Adults/Dislocated Workers & 47 Youths; WIOA Program Orientation in Dorchester County = 33 Adults/Dislocated Workers & 9 Youths. Mr. LaPlante then discussed the WIOA Program Enrollment Numbers as of March 31, 2025: Berkeley County = 15 Adults, 5 Dislocated Workers & 12 Youths; Charleston County = 309 Adults, 4 Dislocated Workers & 52 Youths; Dorchester County = 16 Adults, 2 Dislocated Workers & 1 Youth; Overall: Adults = 340; Dislocated Workers = 11; Youths = 63. He noted the Total Served in the WIOA Program as of March 31, 2025: Adults = 558 (218 carry-in); Dislocated Workers = 43 (32 carry-in); Youths = 127 (67 carry-in), noting that the carry-in totals are subject to change. Mr. LaPlante discussed Occupational Skills Training as of March 31, 2025 noting that 364 Adults, 8 Dislocated Workers and 45 Youths received training in PY24; 191 credentials were earned; 352 MSGs for 244 participants. He noted that the Work Based Learning program resulted in the following as of March 31, 2025: PY24 WEX = 25; PY24 OJTs = 4; and Active WEX = 4. Mr. LaPlante discussed Lowcountry Careers Collaborative (LCC) totals as of March 31, 2025 noting

the following: 570 participants have enrolled in the program (as of this morning, 594 have enrolled); 215 students have completed training; 284 students are currently in training; there have been 126 placements. He then discussed upcoming events and outreach strategies noting the I-526 projects, high school events (such as Career Fairs, Job Fairs and Hiring Events), LCC interest forms (have received over 1,850 interest forms), "Your Next Step" event on May 7<sup>th</sup> at the North Charleston Convention Center, North Charleston High School event, various library events, and the Disability Job Fair tomorrow at Vocational Rehab on Dorchester Road from 9:00 a.m. until 12:00 p.m. Mr. LaPlante and Ms. Goss addressed questions and comments. The Trident Workforce Development Board of Directors received the Adult & Dislocated Worker/Youth Program Performance Report as information.

#### **VII. TWDB Members' Time**

- Susan Friedrich discussed the WIOA requirement regarding that the TWDB coordinate its activities with education and training providers in the local area, including providers of adult education and literacy activities. Ms. Goss noted that Board Members are in place to conduct the reviews to determine whether the applications are consistent with the TWDB's Plan and to make recommendations on how adult education providers' activities and services can be better aligned with the TWDB's Plan.
- Chairman Clift discussed the need for proctors for the skills-portion of the test for medical CNA (Certified Nurse Assistant) participants. Scheduling for testing continues to be an issue due to the lack of certified proctors. Ms. Goss noted that it is a statewide issue, and that Director Floyd is aware of the matter.

#### **VIII. Workforce Development Director's Time**

Ms. Goss had no further business to discuss.

#### **IX. Executive Director's Time**

Deputy Director of Operations and Support, Andrea Kozloski, had no further business to discuss on Executive Director, Ron Mitchum's, behalf.

#### **X. Other Business**

There was no other business to discuss.

#### **XI. Adjourn**

There being no further business to discuss, Chairman Clift thanked everyone for attending today's meeting. He adjourned the meeting at 10:45 a.m.

Respectfully submitted,  
Kim Coleman

# SC **WORKS**

## TRIDENT





**GED Graduates:**

**Malik Smith**

**Donaven Campbell**

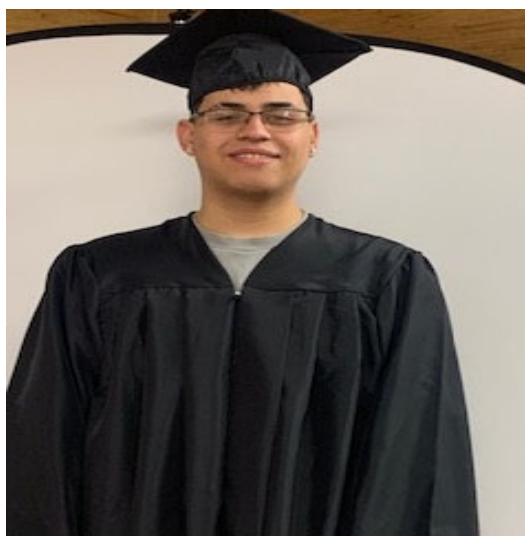
**Fabian Useche Vargas**

**Marisa Aleshire**

**Eva Andino**

**Jackson Hallman**

**Cedella Graham**



## KADEEM JACKSON SUCCESSFUL STUDENT

It was an easy decision for me to pursue my CDL because of the job at the Wando Terminal located in Mt. Pleasant. I fell in love with being behind the wheel at the very moment to be able to expand my skills in this career path. This career path not only gives me an opportunity to explore a new chapter of my life but also gives me the peace of mind knowing I'll be able to provide for my family.

MMDI is a wonderful CDL training school, from the knowledge that is being given to the equipment that we operate makes it a very valuable experience. The staff are very professional, extremely knowledgeable and willing to help any student that's in need of assistance. I definitely will recommend MMDI to anyone looking for a top tier CDL training school. The WIOA program is amazing while not being able to afford the cost of school outright, the program is designed to help those who are in need of financial assistance.

I'm truly thankful for Mr. Jonathan's help and support. He made my journey to getting my CDL stress free. His dedication, knowledge, and encouragement made a tough process feel achievable. I wouldn't have reached the milestone without his help, and I'm thankful for everything he's done.



## JONATHAN SHETTLER CAREER NAVIGATOR

At my job, I have been helping people. Whether that is working within workers' initiatives, or working with ROSS to provide Employment Solutions as an Adult Career Coach through the Workforce Innovation Opportunity Act located in Charleston, SC. As an Adult Career Coach, I worked with Mr. Jackson to help him overcome employment barriers by providing career counseling, creating a personalized employment plan, assisting Mr. Jackson with job searches, and connecting Mr. Jackson to Miller-Motte Training Institute and support services. I also collaborate with employers to identify job opportunities and provide ongoing case management to ensure Mr. Jackson reaches his career goals. The ultimate goal I have for each participant is to be confident, trained in their desired profession and help them find full-time employment within their desired profession. I love watching Mr. Jackson's dreams come true!

## Kadeem Jackson

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## MEMORANDUM

**Date:** June 3, 2025  
**To:** Trident Workforce Development Board  
**From:** Ronald Mitchum, Executive Director, BCDCOG  
**Subject:** Operator, Adult, Dislocated Worker and Youth Statement of Work (SOW) for PY2025

The Statement of Work (SOW) outlines the expectations and programmatic goals for the upcoming program year.

Ross Innovative Employment Solutions (Ross IES) will continue to serve as the service provider for the WIOA Adult, Dislocated Worker, and Youth Programs. The SOW specifies that the Youth program will serve 200 participants, while the Adult and Dislocated Worker programs will serve 500 participants during program year 2025 (July 1, 2025 – June 30, 2026). This participant count includes carryovers from program year 2024 and is subject to change based on the actual budget once received.

Additionally, the program will adhere to all Training & Employment Guidelines issued by the Department of Labor, State Instruction Letters from the South Carolina Department of Employment and Workforce (SCDEW), and local policies set forth by the Trident Workforce Development Board.

Eckerd Connects will serve as the WIOA Operator for program year 2025, from July 1, 2025, to June 30, 2026. The Operator Statement of Work outlines the expectations for the center operator to effectively manage the centers and provide oversight to partners in the facility, ensuring that workforce development services are accessible to both individual and employer customers.





**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**  
**STATEMENT OF WORK**  
**SC WORKS THE PROVISION OF WIOA SERVICES FOR ADULT AND DISLOCATED WORKERS**  
**PROGRAM YEAR 2025**

Ross Innovative Employment Solutions (IES), hereinafter referred to as the “Contractor”, having entered into a contractual agreement with the Berkeley Charleston Dorchester Council of Governments (BCDCOG), hereinafter referred to as the Administrative Entity for the Trident Workforce Development Area, shall perform the functions outlined pursuant to the provisions and regulations of the Workforce Innovation and Opportunity Act of 2014 (WIOA) (Public Law 113-128, July 22, 2014).

**Workforce Innovation and Opportunity Act Purpose**

WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA has six main purposes:

1. Increasing access to and opportunities for employment, education, training, and support services for individuals, particularly those with barriers to employment;
2. Supporting the alignment of workforce development, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system;
3. Improving the quality and labor market relevance of workforce development, education, and economic development efforts;
4. Promoting improvement in the structure and delivery of services;
5. Increasing the prosperity of workers and employers; and
6. Providing workforce development activities that increase employment, retention, and earnings of participants and that increase postsecondary credential attainment and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet skill requirements of employers, and enhance productivity and competitiveness of the nation.

**OVERVIEW OF EXPECTATIONS**

- Carry out the provisions outlined in TEGl: 16-16 and TEGl 19-16
- All recruitment material/advertisements must include a contact number and the following statement: “Trident Workforce Development Board provides equal opportunity programs. Services are available upon request to individuals with disabilities. TTY: 711”
- The American Job Center network is a unifying name and brand that identifies online and in-person workforce development services as part of a single network. Any material, websites, and other communications must include the appropriate logo and the phrase, “Proud Partner of the American Job Center Network”.
- The Contractor is expected to follow WIOA law and final regulations, all TEGls, State Instructions letters, and local policies. All participants in this program must be residents of Berkeley, Charleston, or Dorchester Counties and meet WIOA eligibility and entry guidelines established

by the Federal WIOA law and regulations, the South Carolina Department of Employment & Workforce, and TWDB.

- The TWDB has sole authority for the oversight, monitoring, and evaluation of the performance of the duties performed by the Program Service Provider.
- TWDB will support the creation of an environment of impartiality to ensure fairness and equitable distribution of referrals, resources, and resource deployment (as it relates to space allocation, resource sharing agreements), grievance procedures, shared/common instruction letters/policies, and procedures.
- Travel accommodations must be within the GSA rates and guidelines.
- All contracts must be approved, including modified budgets or changes to budgets.
- All decisions, including expenditures, must be supported with proper documentation.
- All expenditures must be reasonable and necessary. The program service provider will provide sufficient documentation to demonstrate compliance with WIOA, corresponding regulations, and relevant OMB circulars. All costs will be supported with documentation that demonstrates reasonableness, allowability, and allocability.
- Case Notes will be created in SC Works Online Services (SCWOS) within 72 hours after services are rendered.
- Program design must include career pathways to non-traditional career fields. See TEGL 19-16 for the definition of non-traditional career pathways.
- As part of the preparation for employment, staff should work with participants to ensure they have a professional resume. This resume should be uploaded in the documents section and the resume section in SCWOS. If the resume is still a work in progress, it should be set to offline until the resume has been updated.
- **The provider of Adult and Dislocated Worker (DLW) services will serve a minimum of 500 participants during the program year of the contract. The contractor is expected to strive to serve more than the minimum. The number expected to be served is subject to change based on the current situation in the local area.**
- Recruiting strategies should include partnering with community organizations and information sharing between local area partners and providers.
- Outreach services outside of the centers should also be included in the recruitment efforts in an attempt to engage participation in the WIOA programs.
- All participants in this program must be residents of Berkeley, Charleston, or Dorchester Counties and meet WIOA eligibility and entry guidelines established by the Federal WIOA law and regulations, the South Carolina Department of Employment & Workforce, and TWDB. An exception for the residency requirement must be pre-approved in writing, by the BCDCOG Executive Director.
- A minimum of a Forty-five percent (45%) participant cost rate is required for program cost category expenditures.
- All Businesses served must be located in Berkeley, Charleston, and Dorchester Counties. Exceptions for employers must be pre-approved in writing, by the Executive Director of the BCDCOG.

- 75% of customers served MUST be in the priority of the service group:  
**Priority must be provided in the following order:**
  1. First, veterans and eligible spouses who are also included in the groups are given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive priority for services with WIOA Adult formula funds for individualized career services and training services.
  2. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA Adult formula funds.
  3. Third, to veterans and eligible spouses who are not included in WIOA's priority groups.
  4. Fourth, priority populations established by the Governor and/or Local WDB.
  5. Last, non-covered persons outside the groups are given priority under WIOA.
  6. Customers not in the Priority of Service Group should only receive training if they meet the self-sufficiency definition in the Trident Area and have demonstrated a need for services. See Self-Sufficiency Definition Policy for more details.

The one-stop delivery system is the foundation of the workforce system. The system provides universal access to career services to meet the diverse needs of adults. The Contractor for the adult program is a required partner in the one-stop delivery system and is subject to the required partner responsibilities. Career and training services, tailored to the individual needs of jobseekers, form the backbone of the one-stop delivery system. While some job seekers may only need self-service or other basic career services like job listings, labor market information, labor exchange services, or information about other services, some job seekers will need services that are more comprehensive and tailored to their individual career needs.

### **SC WORKS REQUIRED PARTNERS**

The Contractor will coordinate the SC Works services offered by required partners and other entities that may serve as one-stop partners. Public Law 113-128 (Section 121(b) (1) (B) of WIOA identifies the entities that are required partners in the local one-stop system. The required partners are:

WIOA T-I Adult, DW, Youth	Migrant Seasonal Farmworkers
Wagner-Peyser	Veterans
Adult Education and Literacy	Youth Build
Vocational Rehabilitation	Trade Act
Career, Technical Education	CSBG (Community Action)
Title V Older Americans Act	HUD
Job Corps	Unemployment Compensation
Native American Programs	Second Chance
Temporary Assistance for Needy Families (TANF)	

### **PROVISION OF SC WORKS CENTER OPERATIONS:**

- The Trident Local Workforce Development Area (LWDA) will follow the state-issued guidance regarding the certification of the SC Works Centers and the SC Works delivery system.

- Local Boards are responsible for the assessment of the comprehensive and satellite/affiliate centers and the SC Works delivery system against the standards outlined in the State Instructions.
- The Contracted Program Service Provider is responsible for ensuring the Jobseeker Services are met.
- The Contracted Program Service Provider should follow all TEGLS with attention to TEGl 04-15 and any other TEGLS pertinent to the operations of the centers. The Contracted Program Service Provider will adhere to local policies and procedures and the WIOA final regulations.

SC Works Center services are currently provided in each county. Agencies representing the partners may vary from county to county. The SC Works Charleston Center serves as the comprehensive SC Works Center in the Trident Region.

<b><i>Geographic Area</i></b>	<b><i>Location:</i></b>
Berkeley	Berkeley Prosperity Center 500 S. Live Oak Dr., Moncks Corner, SC 29461
Charleston	SC Works Charleston (Comprehensive Center) 1930 Hanahan Road Suite 200, North Charleston, SC 29406
Dorchester	SC Works Dorchester 1325-D Boone Hill Road, Summerville, SC 29483

The SC Works Trident Program Service Provider will be required to collect, review and report monthly services provided within the centers to the Administrative Entity. These reports should detail the numbers of persons processing through each category and the disposition of participants to SC Works/One-Stop partners and contracted service providers. Special emphasis within the reporting process should be placed on the referral of non-UI Adults to the WIOA component of the SC Works One-Stop System.

### **CUSTOMER SERVICES**

Under WIOA, One-Stop centers, their partner programs, and entities that are jointly responsible for the workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services. The one-stop delivery system includes six core programs: (Title I Adult, Dislocated Worker, and Youth programs, Title II Adult Education and Literacy programs, Title III Wagner-Peyser program, and Title IV Vocational Rehabilitation programs) as well as other required and optional partners identified in WIOA. Through the one-stop centers, these partner programs and their service providers ensure that businesses and job seekers have a shared client base. The customers will have access to information and services that lead to positive employment outcomes.

### **Career Services:**

In collaboration with SC Works Partners, the Contractor is responsible for the provision of WIOA Career Services. The Contractor is to follow all State Instruction Letters and local policies established by the Trident Workforce Development Board. Under WIOA, career services are classified in the following categories:

#### **Basic Career Services are available to all individuals:**

- Determinations of whether the individuals are eligible to receive assistance.
- Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system.
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.
- Labor exchange services, including-
- Job search and placement assistance and, in appropriate cases, career counseling, including the provision of:
  - Information on in-demand industry sectors and occupations;
  - Information on nontraditional employment;
  - Information from career profiles and interest inventories, and
- **All Business Services will be conducted by the BCDCOG and the Business Services team. This includes appropriate recruitment and other business services on behalf of employers, including small employers, in the local area, which services may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system. The Services Provider is not to perform any business services.**
- Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, in appropriate cases, other workforce development programs.
- Workforce and labor market employment statistics information including the provision of accurate information relating to local, regional, and national labor market areas, including:
  - Job vacancy listings in such labor market areas.
  - Information on job skills necessary to obtain the jobs.
  - Information relating to local occupations in demand and the earnings, skill Requirements, and opportunities for advancement for such occupation.
- Provision of performance information and program cost information on eligible providers of training services by program, and type of providers, and workforce services by program and type of providers.
- Provision of information in formats that are usable by and understandable to SC Works customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information to the one-stop delivery system in the local area.
- Provision of information in formats that are usable by and understandable to SC Works



customers, relating to the availability of supportive services or assistance to include the following: child care, child support, medical or child health assistance under title XIX or XXI of the Social Security Act, benefits under the supplemental nutrition assistance program (SNAP) established Food and Nutrition Act 2008, assistance through the earned income tax credit under section 32 of the Internal Revenue Code of 1986, and assistance under a State program for temporary assistance for needy families funded under part A of title IV of the Social Security Act and other supportive services and transportation provided through funds made available under such part, available in the local area; and referral to the services or assistance as described above provision of information and assistance regarding filing claims for unemployment compensation.

- Assistance in establishing eligibility for programs of financial aid assistance for training and educational programs that are not funded under WIOA, if determined to be appropriate for an individual to obtain or retain employment.

### **Job Seeker Services**

The Contracted Program Service Provider shall meet all requirements regarding compliance with State and Federal disability laws and procedures for ensuring universally accessible physical and program environments for all customers. It is required that the Contracted Program Service Provider ensure that the SC Works Centers adhere to the standards and expectations outlined in the national Equal Opportunity Self-Assessment Guides and checklists. The Berkeley Charleston Dorchester Council of Governments will monitor the sites annually for compliance. The Contracted Program Service Provider may be required to attend training in program access for customers with disabilities and access to employment programs and services for the disabled. The Program Services Provider shall ensure that the programs are accessible to all customers by meeting ADA requirements. The Berkeley Charleston Dorchester Council of Governments' EO Officer/contact will handle all complaints.

### **Individualized Career Services may include:**

- Comprehensive and specialized assessments of the skills levels and services needs include-
  - diagnostic testing and use of other assessment tools;
  - and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an Individual Employment Plan, to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services, and career pathways to attain career objectives.
- Group counseling
- Individual counseling
- Career planning
- Short-term prevocational services, including the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

- Internships and work experiences that are linked to careers.
- Workforce preparation activities.
- Financial literacy services.
- Out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training program
- Development of Resumes`

#### **Follow-up Career Services:**

Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities, authorized under this subtitle that are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate

The Contractor is responsible for coordinating individualized career services in the SC Works Centers. These services include: Assessment, Individual Employment Plan, Group Counseling, Individual Counseling, Career Planning, Short Term Prevocational Services, Internships, and Work Experiences, Financial Literacy Services, and Workforce Preparation Activities, and see the full list outlined in TEGl 03-15.

#### **Assessments:**

The Contractor is responsible for following the local workforce area policy on assessments. All assessment test results must be recorded on the applicable assessment screen in SCWOS. Basic Skills Deficient individuals as defined in State Instruction Letter 15-17, Change 2. The Contractor will follow any state instruction letters further defining Basic Skills Deficiency. No minimum TABE scores can be required as a stipulation for enrollment into the WIOA programs. TABE cannot be required to be taken before eligibility. Effective July 1, 2021, seventy-five percent (75%) of adult participants must be low-income, including public assistance recipients, or have basic skills deficient. If an individual is not in the "Priority of Service" group, sufficient documentation in case notes and job search logs demonstrating that the individual needs WIOA services to remove barriers to employment.

#### **Training services:**

Training Services can be critical to the employment success of many adults and dislocated workers. There is no sequence of service requirements for "career services" and training. This means that SC Works staff may determine whether training is appropriate regardless of whether the individual has received basic or individualized career services first. Under WIOA, training services may be provided if SC Works staff determine, after an interview, evaluation or assessment, and career planning, that the individual:

- Is unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
- Needs training services to obtain or retain employment that leads to economic self-sufficiency

or wages comparable to or higher than wages from previous employment through career services alone, and has the skills and qualifications to successfully participate in the selected program of training services.

Training services, when determined appropriate, must be provided through an Individualized Training Account (ITA). Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the adult or dislocated worker is willing to commute or relocate. The selection of training services should be conducted in a manner that maximizes customer choice, is linked to in-demand occupations, informed by the performance of relevant training providers, and coordinated to the extent possible with other sources of assistance.

- **Training Services May Include:**
- Occupational skills training, including training for nontraditional employment;
- On-the-job training (OJT);
- Incumbent Worker Training;
- Programs that combine workplace training with related instruction, which include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs;
- Job readiness training is provided in combination with services described in any of clauses 1 through 8.
- Adult Education and Literacy Activities, including activities of English language acquisition and integrated education and training programs, are provided concurrently or in combination with services described in any of clauses 1 through 7.
- Customized training is conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

#### **Outreach Services:**

The Contracted Program Service Provider shall promote the SC Works Trident System services and ensure that the system is viewed as a part of the state of South Carolina's SC Works System. In collaboration with the Trident Workforce Development Board, BCDCOG staff, system partners, the business community, and WIOA partners. The Program Services Provider shall coordinate the development of outreach strategies to ensure effective outreach and communication for recruiting target populations. The Contracted Program Service Provider shall use all mandated brochures developed by the TWDB or the State and propose additional brochures, as appropriate. WIOA consistently emphasizes the need for services targeted to persons with disabilities and individuals with barriers to employment, including individuals who receive public assistance or are otherwise low income and/or basic skills deficient. Outreach and services shall include efforts to encourage the use of the SC Works system by groups that need employment and training services to become more skilled and employable in the path to financial self-sufficiency.

**Follow-Up Services:**

Follow-up Services must be provided as appropriate for participants who are placed in unsubsidized employment for up to 12 months after the first day of employment. Counseling about the workplace is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting.

**WIOA sec. 3 (24) defines an “individual with a barrier to employment” means a member of one or more of the following populations:**

- Displaced Homemakers
- Low-Income Individuals
- Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in Section 166.
- Individuals with disabilities, including youth who are individuals with disabilities.
- Older individuals
- Ex-Offenders
- Homeless Individuals (as defined in Section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2)).
- Youth who are in or have aged out of the foster care system.
- Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers.
- Eligible migrant and seasonal farmworkers, as defined in Section 167(i).
- Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.).
- Single parents (including single pregnant women).
- Long-term unemployed individuals.
- Other groups as the Governor involved determined to have barriers to employment.

Printed material and other written information at the Center must be language accessible for Trident’s diverse population of job seekers. Whenever feasible, language barriers should be removed so that all visitors to the Center feel welcome and can benefit from the experience. Outreach materials should be available in English and Spanish, when appropriate.

**Coordination with Programs under Title IV of the Higher Education Act including Pell Grant and other Financial Aid Sources is required.****Veterans Services:**

The Contractor will ensure Veterans are given priority in Eligibility appointments. (Review the Priority of Services for Veterans policy for further details.)

Veterans and eligible spouses of veterans will receive priority of services under all DOL-funded employment and training programs as stipulated in TEGL 5-03. This priority for service applies

throughout all phases of WIOA including certification, enrollment, and training. The Contractor is required to post a notice of priority for services for veterans in an obvious location in the SC Works Center.

**Priority for Services for Adults** - As referenced in Public Law 113-128, title I, Section 134(c)(3)(E), the Trident Workforce Development Board has established priority for individualized career services for adults. Priority for access to career services shall be determined as previously mentioned.

### **SC WORKS ONLINE SYSTEM/ORIENTATION**

The Contractor will be responsible for ensuring that SC Works Trident orientation/informational sessions are provided at least weekly and online. Virtual or online information sessions are a requirement of the SC Works Certification Standards. All SC Works programs require registration in SCWOS and instruction should be provided for registering during the session. Individuals who are interested in pursuing the WIOA program must be provided with an eligibility appointment. No barriers should be put in place to prevent an individual from receiving and/or sitting for an eligibility appointment. The individual will be instructed to bring in eligibility verification documents. If all documents are not brought in at the time of eligibility, complete a partial application to ensure the activity is recorded in SCWOS. All eligibility documents including verification documents must be scanned into SCWOS within 24 hours.

The Contractor will be required to adhere to SCWOS. SCWOS is an online system for WIOA intake, case management, tracking of services, follow-up, and reporting. The WIOA tracking component is designed to help staff better serve WIOA participants and collect accurate information for reporting. Updates to the SCWOS manuals are available in SCWOS under the Staff Online Resources tab. The Contractor is required to use the document feature in the system to upload and/or scan all documents into the system (except those of confidential nature i.e., medical records, SS Cards, etc.) These documents include but are not limited to verification for Eligibility, Receipt of Information forms, signed ISS, vouchers, training approval documents, documents for supportive services, etc.

Per the South Carolina Department of Employment and Workforce (SCDEW) in State Instruction Number 21-01, the SC Works Online Services (SCWOS) system will be the primary tool used to collect programmatic and fiscal performance data for the dashboard with SCDEW. Implementation of the Advanced Individual Fund Tracking (AIFT) module will support comprehensive fund management capabilities and enable real-time reporting on expenditures related to training programs, supportive services, and other participant activities. The full AIFT module in SCWOS will be used. This means vouchers must be created, approved and payment added to close the vouchers out and track expenditures.

The South Carolina Works Online Services (SCWOS) system is a real-time, online system for WIOA intake, case management, tracking of WIOA/WP/TAA services, follow-up, and reporting. SCWOS was designed with built-in business rules and user-friendly selection lists to ensure data consistency and reduce the number of data entry errors. Text entry has been kept to a minimum (initial input of personal



information, case notes, and comments).

### **ELIGIBLE TRAINING PROVIDER LIST**

In light of the passage of the new legislation Workforce Innovation and Opportunity Act (WIOA), there have been substantial changes to the workforce law which includes the Eligible Training Provider List (ETPL) policies and eligibility procedures. The established eligibility criteria and procedures will be made available to State, Local Boards, and WIOA participants, and a list of eligible providers who meet the established criteria will be published. The LWDA will communicate any changes or further instructions regarding the ETPL.

The Contractor may refer participants to eligible service providers only. Eligible service providers are listed in SCPATH.org under Trident. Costs incurred for participants attending institutions/courses of study that are not eligible to receive WIOA funds will be disallowed. Should there be any question about whether an institution and/or course are on the approved list, the LWDA should be contacted.

### **FACILITATION, PAYMENT & TRACKING OF WIOA PARTICIPANT TRAINING**

The Contractor is responsible for payment of ITAs, OJT reimbursements, and, when necessary, supportive service payments to individual participants and to enter amounts paid in the Contractor's financial tracking system. The Administrative Entity's appropriate staff must be given access to financial tracking systems for monitoring purposes.

#### **Communication:**

A member of the Contractor's Management staff shall be present at all TWDB meetings.

The Contracted Program Service Provider should maintain and be knowledgeable of all active Trident WIOA/SCWOS Instruction Letters relevant to Operations.

### **PERFORMANCE STANDARDS**

**The Contractor's performance standards and other contractual requirements will be evaluated on an ongoing basis to determine the need to de-obligate funds or implement other corrective action if the Administrative Entity determines performance is below standard. This may result in financial penalties.**

It is the responsibility of the Contracted Program Service Provider to work with partners, especially those co-located in the centers, to maximize their active participation in the center and to meet and exceed their programs' performance goals. The Contracted Program Service Provider should actively engage partners to make sure they receive the maximum benefit and coordination by being in the Centers.

**Below are DOL performance measures.: The benchmark for each goal will be disseminated as it is updated.**

Performance Measure	PY2025
Adult Employment Rate 2nd Quarter After Exit	79.5%

Adult Employment Rate 4th Quarter After Exit	78.4%
Adult Median Earnings 2nd Quarter After Exit	\$8,003
Adult Credential Attainment Within 4 Quarters After Exit	73.8%
Measurable Skill Gains	66.3%
DW Employment Rate 2nd Quarter After Exit	84.8%
DW Employment Rate 4th Quarter After Exit	81.9%
DW Median Earnings 2nd Quarter After Exit	\$8,745
DW Credential Attainment within 4 Quarters After Exit	74.1%
Measurable Skill Gains	74.1%

**The WIOA performance measures are described below:**

- **Employment** - To increase employment, as measured by entry into unsubsidized employment (2<sup>nd</sup> quarter after exit).
- **Employment Retention** - To increase retention in unsubsidized employment six months after entry into employment (4<sup>th</sup> quarter after exit).
- **Median Earnings** - To increase earnings received in unsubsidized employment (median of 2<sup>nd</sup> quarter wages after exit).
- **Credential Rate** – To increase credentials or diplomas obtained during or immediately after program exit.
  - *Definition: Percentage of participants who obtain a recognized postsecondary credential or diploma during participation or within 1 year after program exit.*
- **In-Program Skills Gain** – To increase the skills obtained through education leading to a credential or employment during the program year.
  - *Definition: Percentage of participants in education leading to credentials or employment during the program year, achieving measurable gains. Measured in real-time.*
- **Employer Services** – To indicate effectiveness in serving employers.
  - *Employer Penetration Rate* – the percentage of employer establishments using services out of all employer establishments in the state.
  - *Repeat Business Customers Rate* – the percentage of employer establishments using services during the year that also used services within the previous three years.
- **Credential Rate** – Credential Attainment Within 4 Quarters After Exit

The Trident Workforce Development Board also requires that the Contractor maintain a minimum overall “Satisfactory” customer service satisfaction rating from job seekers and employers. See SC Works Certification Standards.

## **REPORTING & MONITORING**

Monitoring is a primary tool for the identification of strengths and weaknesses in the operation of WIOA

programs and the delivery of services at the Contractor level. Monitoring will be performed by LWDA staff, Trident Workforce Development Board (TWDB) members, and others involved in the oversight responsibility of the WIOA program.

Monitoring will begin as soon as the contract is fully executed and will be ongoing. The review will cover all aspects of each Contractor's operation using desk-top and on-site monitoring techniques. The Contractor acknowledges the right and responsibility of the Workforce Development Board and/or its representatives, the State Administrative Entity, and the US Department of Labor (DOL) and/or its representatives under provisions of the WIOA to conduct program oversight or monitoring on an announced and/or unannounced basis where WIOA funds are expended. The Contractor shall further assist cooperatively the agents or representatives of the aforementioned entities when conducting on-site monitoring or audits of WIOA-funded program activities. The Trident Workforce Development Board may impose sanctions on the Contractor when continued non-compliance with this contractual agreement, other policies and procedures of the Workforce Development Board, and the Workforce Innovation and Opportunity Act of 2014 and/or its regulations exist. The Trident LWDA will follow the State's Instruction Letter 12-12.

#### **FINANCIAL MANAGEMENT REQUIREMENTS**

Monthly Financial Status Reports, Requests for Payment Invoices, and Status of Funds Reports are due to the BCDCOG within 10 days after the end of the period.

Monthly Financial Status Reports, Requests for Payment Invoices, and Status of Funds Reports (where applicable) are due to the BCDCOG by 5:00 pm on the tenth (10<sup>th</sup>) calendar day of the month. If the tenth falls on a Saturday or Sunday, the reports are due the preceding Friday by 5:00 pm. Late reports and requests will not be processed until the tenth of the following month. Failure to submit financial reports per the LWDA's guidelines will be documented and noted in monitoring and performance evaluation reports.

Budgeted expenses for meetings and/or conferences are allowable when their primary purpose is the dissemination of technical information relating to the WIOA program and when they are consistent with regular practices and local travel policies followed for other activities of the contractor. Allowable costs under WIOA contract awards must be necessary and reasonable for the proper and efficient administration of the program, be justifiable, and be by applicable OMB circulars.

The contractor shall establish, maintain, and utilize internal program management procedures sufficient to provide for the effective management of all activities funded in whole or in part under this Agreement.

The contractor shall not purchase, lease, rent, trade, transfer or dispose of any non-expendable personal property without prior approval of the Administrative Entity. It is understood and agreed by the parties hereto that title to any non-expendable personal property furnished by the US Department of Labor or the Awarding Entity to the contractor for use in connection with programs under this

Agreement shall remain vested in the Awarding Entity.

The Operator is the custodian of all assets belonging to the BCDCOG located at SC Works Facilities. An asset Change Form must be submitted to the Operator for all WIOA assets that are relocated, purchased, or removed. All disposals must have prior written approval by the Operator.

The Local Workforce Development Areas (LWDAs) receive a small percentage of their total Adult and Dislocated Worker allocations at the beginning of the program year. The remaining amount becomes available on October 1. No large expenditures, other than training-related costs, will be approved before October 1.

The Contractor will keep a log of all customer service complaints received and the disposition of such complaints. The Contractor will advise the Trident Workforce Development Director immediately if a complaint is filed. This report is due on the 15<sup>th</sup> day after the quarter-end.

The Contractor shall not enter into sub-contracts for any work contemplated under this Contract and shall not assign this Contract or monies without the prior written consent of the Executive Director or designee.

#### **CUSTOMER FILE MAINTENANCE**

Storage space should be maintained in the Comprehensive Center to protect the Personal Identifying Information and confidentiality of the Exited files and store for the appropriate time frame. See Record Retention and the Accessibility, Confidentiality, and Reasonable Accommodation policies for additional information.

#### **GENERAL**

The Contractor agrees to abide by Local Workforce Development Area regulations to ensure that funds are made available for services/training that are required to meet the needs of the participant.

All forms, documents, and information of the Contractor about this contract or mentioned herein will be made available to the Administrative Entity upon request and are subject to review at any time. The Contractor shall maintain records that are sufficient to permit the preparation of reports required by WIOA and to permit the tracking of funds to a level of expenditure adequate to ensure that funds have not been spent unlawfully (Sec. 185 of the WIOA).

All instruction letters and policies, unless otherwise instructed, will still apply under WIOA.

The Contractor shall reimburse any costs determined to be disallowed in connection with the operation of the WIOA contract to the Berkeley Charleston Dorchester Council of Governments (BCDCOG) from non-WIOA fund sources.

The Contractor shall have all partly or fully WIOA-funded staff persons participate in and support professional development efforts initiated or approved by the BCDCOG or Contractor, including

regularly announced service provider meetings and appropriate conferences and workshops.

The Contractor shall establish an in-house policy and procedure for recouping non-expendable training equipment (items designed to last more than one year when a WIOA customer leaves training early).

The Contractor acknowledges the right and responsibility of the Trident Workforce Development Board and/or its representatives, the South Carolina Department of Employment & Workforce and/or its representatives, and the US Department of Labor (DOL) and/or its representatives under provisions of the WIOA to conduct program oversight or monitoring on an announced and/or unannounced basis where WIOA funds are expended for WIOA program activities. The Contractor shall further assist cooperatively with the agents or representatives of the aforementioned entities when conducting on-site monitoring or audits of WIOA-funded program activities.

Any changes or modifications to this contractual agreement shall be detailed in writing and executed by both parties. The Contractor may initiate changes or modifications in letter format at any time. Changes or modifications required because of changes in the Workforce Innovation and Opportunity Act or new decisions of the BCDCOG may be made at any time during the period of the contractual agreement.

The Contractor will ensure that all adhere to the records retention requirements as indicated in the Terms and Conditions of this agreement. The Contractor may retrieve the records to ensure that auditable records are available and readily accessible.

It is understood that all major work elements associated with this agreement are outlined in the work statement, terms and conditions, and instruction letters issued by the BCDCOG. However, because employment and training programs are constantly evolving at the federal, state, and local levels and, in the spirit of teamwork and cooperation, Contractors will often be required to perform functions that are not included in these documents. If should occur, full instructions will be provided in the form of an amendment or other specific instructions detailing the change(s)/additional work required.

**Staffing:**

Timesheets shall be made available to BCDCOG staff during monitoring. The BCDCOG reserves the right to provide input into the hiring and termination of WIOA-funded staff. The Contractor will submit to BCDCOG staff in writing the following items:

- The names of New WIOA hires or resignations/terminations for any reason.
- SCWOS Staff-account activations, changes (within 2 days of hire or change), and deactivations (within 24 hours).

As part of the hiring process, the contractor is required to inform potential hires that their acceptance of a position under this contract agreement neither makes them federal employees nor does it make them employees of Berkeley Charleston Dorchester Council of Governments (BCDCOG). The BCDCOG approves funding for specific positions but does not make personnel decisions for its contractors.



However, it is further understood that employees whose positions are funded under the terms of this contract agreement have the right to use the BCDCOG's grievance procedures to challenge a personnel decision that directly affects their employment with the contractor. Unless an employee is unable to access his/her employer's grievance process for some reason, such as its unavailability to temporary contract employees, affected employees must demonstrate that they have utilized the grievance process established by the contractor before filing a grievance with the BCDCOG. The BCDCOG's role in all grievances presented at the LWDA level is to determine whether or not the contractor complied with its personnel policies and procedures as it relates to the specific action the employee is grieving.

The Contractor promises and attests that the Contractor and any members of its staff and governing body shall avoid any actual or potential conflicts of interest.

The Contractor shall schedule appropriate training sessions for all new and existing WIOA-funded staff, including scheduling an orientation session with the WDB staff within one week of the WIOA employee's start date.

Travel costs for personnel supported by the contract award are allowable when the travel is specifically related to the operation of programs under the Act, and directly benefits the Trident Workforce Area. Payment for travel shall be made only as it applies to the scope of the contract, is necessary and reasonable, and follows all local travel policies. All travel expenditures must follow GSA rates and guidelines.

The Contractor will ensure that, if necessary, due to Rapid Response efforts, personnel vacancies, or changes in program design, Center staffing schedules will remain flexible to accommodate customer needs.

The Contractor shall provide ongoing training to WIOA-funded staff on aspects of the Americans with Disabilities Act and training on meeting their accommodation needs and effectively communicating with individuals with disabilities.

The Contractor shall provide documented in-depth WIOA program orientation as follows:

- All staff funded under this contract shall receive training on the Work Statement customer data system, financial procedures, WIOA Regulations, and Terms and Conditions. Signed statements by the staff certifying this training will be submitted to the Berkeley Charleston Dorchester Council of Governments within ten (10) days of receipt of the signed contract.

**All front-line staff should maintain a copy of the work statement at their workstation for reference.** When questions arise, the work statement should be reviewed before requesting assistance from the LWDA.

With the increased emphasis on customer satisfaction under the Workforce Innovation and

Opportunity Act and the SC Works Certification Standards, the Contractor will conduct ongoing customer service training with staff and other partner staff. Workforce Center staff will participate in any training provided by the Trident WDB.

Staff should not be absent from the SC Works Centers without adequate coverage.

The contractor will ensure that sufficient qualified staffing will be available to ensure the successful performance and effective management of the SC Works Trident Centers. Staff will be familiar with the requirements of WIOA and related Federal Regulations, the terms of this contract, and WDA instructions. **Poor staff performance in managing the SC Works centers may result in the Program Services Provider facing financial penalties.**

The BCDCOG should be informed of new hires and staff changes. An updated organizational chart is required when there is a change in the management staff levels.

### **TWDB POLICIES/INSTRUCTIONS**

All WIOA contractors must adhere to the policies, procedures, and instructions as set forth by the TWDB and WIOA. All applicable policies, forms, and instructions will be provided to the Contractor.

### **CONTINUOUS IMPROVEMENT**

#### **Purpose/Meaning of Continuous Improvement:**

Continuous Improvement means that there is always room for improvement. No matter how closely excellence is approached, we can always do better. This means that we must constantly look for ways to improve our performance. Quality Improvement Tools must be employed by the Contractor to identify improvement opportunities, identify root causes and best solutions, monitor improvement opportunities, and measure results. The Contractor is responsible for employing Continuous Improvement principles to ensure quality is built into the services and programs being provided. The Contractor must design processes, programs, and services that enable them to exceed customer expectations and provide a fair return on investment (ROI) to the Trident Workforce Development Board. Pertinent instructions, procedural information, and training will be provided to ensure Contractors become familiar with and effectively implement continuous improvement practices into all WIOA program operations.

#### **Contractor Continuous Improvement Team (CCIT):**

To ensure that Contractors are provided guidance and technical assistance regarding TEGLS, State Instruction Letters, and local policies and procedures, the contractors will attend the monthly Contractors Continuous Improvement Team (CCIT) meetings. This will be a time when the BCDCOG Staff will provide technical assistance, address any potential programmatic issues, and distribute information.

#### **In-Service Training:**

BCDCOG staff may provide mandatory training for the Contractor on subjects relevant to the program operation, performance, and continuous improvement principles. The In-Service Training times may be

scheduled in conjunction with the monthly CCIT meeting.

**PUBLICATIONS** The Contractor agrees that any publication (written, visual, signs for posting or sound, including press releases, but excluding newsletters, and Issue analyses) issued by the Contractor describing programs or projects funded in whole or in part with federal funds, shall contain the following statement: “Trident Workforce Development Board provides equal opportunity programs. Services are available upon request to individuals with disabilities. TTY: 711”.

The Contractor also agrees that one copy of any such publication will be submitted to BCDCOG to be placed on file and distributed as appropriate to other potential Contractors or interested parties. The BCDCOG may waive the requirement for submission of any specific publication upon submission of a request justification from the Contractor.

### **COPYRIGHT**

Except as otherwise provided in the terms and conditions of this agreement, the Contractor paid through this agreement is free to copyright any books, publications, or other copyright-able materials developed in the course of or under this contract. However, the U.S. Department of Labor (federal awarding agency), South Carolina Department of Employment & Workforce, and/or BCDCOG reserve a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use, and authorize others to use, for the federal government, state, or county purpose; the copyright in any work developed under this agreement or through a contract under this agreement; and any rights of copyright to which a Contractor or sub-contractor purchases ownership with WIOA funding support.

The federal and state government’s rights, and/or the county’s rights identified above must be conveyed to the publisher and the language of the publisher's release form must ensure the preservation of these rights.

### **OPTION TO EXTEND**

Based upon funding availability, the BCDCOG may extend an agreement period of performance if it appears to be in the best interest of the BCDCOG and is agreeable with the Contractor. The total extension may be less than but may not exceed two (2) additional years and may be issued in increments. Similarly, the slot levels and/or the number of participants served and/or associated costs may be adjusted at any time during the agreement period if agreeable with the Contractor and BCDCOG. An extension may be contingent upon the satisfactory performance of this contract.

### **BUDGET**

A copy of the negotiated detailed budget is attached.

### **SPENDING PLAN**

The Contractor will ensure that 25% of the funds are expended by September 30th; 50% of the funds are expended by December 31st, and 75% of the funds are expended by March 31<sup>st</sup> and 90% by June

30th. If funds are not expended per the attached sanctions policy, the Contractor may face sanctions.

#### **PAYMENT TERMS**

No funds will be paid for persons not certified, eligible, enrolled, and initiated as required in the WIOA federal regulations.

TWDB reserves the right to de-obligate underruns that accrue as the result of poor performance or under expenditure. Determinations regarding the amount of the obligation may be based on Contractor reports (financial or programmatic).

The performance of activities may be terminated by the BCDCOG in whole or in part for either cause or convenience as outlined in the Terms and Conditions.

**Failure to meet performance on the local, state, and DOL levels may result in penalties. Please see Appendix A – Unsatisfactory Performance Fees.**

Payment may not be made for expenses not incurred nor earned during the contract period.

The Contractor may not over-expend any negotiated budget line item over 10% without prior authorization. Authorization of any over expenditure of more than 10% must be requested in writing and is subject to approval by the BCDCOG.

Without regard to the date of the parties' signatures, the parties agree that the effective date of this agreement is July 1, 2025.

**IN WITNESS WHEREOF**, the Parties hereto have executed this Contract under their several seals the day and year first written above.

**Ross Innovative Employment Solutions**

**BCD Council of Governments:**

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Shawn Brenner  
Chief Executive Officer

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Ronald E. Mitchum  
Executive Director

**Attest:**

**Attest:**



**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)  
YOUTH STATEMENT OF WORK  
AND THE PROVISION OF WIOA SERVICES  
PROGRAM YEAR 2024**

**Overview**

Under Title I of WIOA, funds are provided to states and local workforce areas through formula funding to deliver a comprehensive array of youth workforce development services: tutoring, alternative secondary school offerings, summer employment opportunities directly linked to academic and occupational learning, paid and unpaid work experiences, including internships and job shadowing, occupational skills training, leadership development, supportive services, adult mentoring, counseling, and follow-up services.

The intent of WIOA for youth programs is to move away from one-time, short-term interventions and implement a systematic approach that offers youth a broad range of coordinated services. Such offerings include opportunities for assistance in both academic and occupational learning, developing leadership skills, and preparing for further education, additional training, and eventual employment. Rather than supporting separate categorical programs, the youth sections of the WIOA Law are written to facilitate the provision of a menu of varied services that may be provided in combination or alone at different times during a youth's development.

- All participants in this program must be residents of Berkeley, Charleston, or Dorchester Counties and meet WIOA eligibility and entry guidelines established by the federal WIOA law and regulations, the South Carolina Department of Employment & Workforce, and Trident Workforce Development Board (TWDB). Any exception for the residency requirement must be approved by the BCDCOG Executive Director.
- The contractor is expected to follow WIOA law and final regulations, all TEGLS, State Instructions letters, and local policies. All participants in this program must be residents of Berkeley, Charleston, or Dorchester Counties and meet WIOA eligibility and entry guidelines established by the federal WIOA law and regulations, the South Carolina Department of Employment & Workforce, and TWDB.
- All decisions, including expenditures, must be supported with proper documentation.
- All expenditures must be reasonable and necessary. The program service provider will provide sufficient documentation to demonstrate compliance with WIOA, corresponding regulations, and relevant OMB circulars.
- 2 CFR part 200 emphasizes that while incentive payments are allowable under WIOA, the incentives must comply with the requirements in 2 CFR part 200.
- Youth incentives are allowed during follow-up as long as the incentives meet the requirement in 20 CFR 681.640 that requires, they are for recognition and achievement directly tied to training and work experience.
- Incentives for youth employment in follow-up must be directly related to employment received from the training that occurred while the participant was active in the WIOA youth program or employment directly related to work experience the participant received while active in the WIOA youth program.

- Travel accommodations must be within the GSA rates and guidelines.
- Region Travel or training must be pre-approved in writing by BCDCOG staff before travel or training. The request must demonstrate how the training or travel will directly benefit the local workforce area.
- Case notes should be created in SCWOS within 72 business hours after services have been rendered.
- All contract budgets must be approved including modified budgets or changes to budgets.
- TEGL 21-16 states *“There is one additional low-income category not included in WIOA Section 3(36) that applies only to youth. According to Section 129(a)(2) of WIOA, for both ISY and OSY, a youth qualifies as low income if the youth lives in a high-poverty area. The youth staff will print out the census tract from the spreadsheet showing the high poverty indication and get address verification to maintain in the individual’s file. No further income calculation is needed.*
- **All Business Services will be conducted by the BCDCOG and the Business Services team. This includes appropriate recruitment and other business services on behalf of employers, including small employers, in the local area, which services may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system. The Services Provider is not to perform any business services.**

**The Statement of Work is divided into the following twelve sections:**

- Section One – Youth to be Served
- Section Two - Program Design
- Section Three - Program Eligibility Requirements and Determination
- Section Four- Basic Skills Deficiency
- Section Five - Partnerships which describes criteria for Partnerships
- Section Six – Performance Accountability Definition
- Section Seven – Reporting Requirements
- Section Eight – Performance Expectations
- Section Nine– Referrals for Ineligible Youth
- Section Ten – SCWOS
- Section Eleven – General Provisions
- Section Twelve - Budget

## **SECTION ONE**

## Youth to be served

**The provider of youth services will have a goal to serve 200 youth during the contract.** Also, the Youth Case Managers are expected to maintain a caseload of no less than fifty. The Contractor is expected to strive towards serving more. The minimum number served and caseload may increase or decrease based on funding availability and the current economic state of the Trident region. WIOA requires a minimum of 75 percent of state and local youth funding to be used for out-of-school youth. At least 20 percent of local Youth funds must be used for work-based learning, such as summer and year-round employment, pre-apprenticeship, on-the-job training, or internships and job shadowing. If in-school youth is served, it must include youth from each of the respective counties.

Recruiting strategies should include partnering with community organizations, conducting outreach, and information sharing between local area youth providers and school districts. Temporary Assistance for Needy Families (TANF) recipients should also be targeted in light of the increased OSY age.

WIOA definition of “Low-Income Individual”:

- Receives or in the past 6 months has received or is a member of a family that is receiving or in the past 6 months has received, assistance through SNAP, TANF, SSI, or State or local income-based public assistance;
- Receives an income, or is a member of a family that receives an income that, considering family size, is not over the most recent Family Income guidelines issued via State Instruction (in a family with total family income that does not exceed the higher of the poverty line or 70 percent of the lower living standard income level);
- Is a homeless individual as defined in the McKinney-Vento Homeless Act or the Violence Against Women Act of 1994;
- Receives or is eligible to receive a free or reduced-price lunch under the Richard B. National School Lunch Act (based on an individual student’s eligibility as opposed to school-wide eligibility for free or reduced-price lunch);
- Is a foster child on behalf of whom state or local government payments are made;
- 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; and/or
- Lives in a high-poverty area.

**Eligible WIOA OSY is not younger than 16 or older than 24 at the time of enrollment and meets the following criteria:**

- Not attending any school (as defined under state law);
- Not younger than 16 or older than age 24 at the time of enrollment. Because age eligibility is based on age at enrollment, participants may continue to receive services beyond the age of 24 once they are enrolled in the program; and
- One or more of the following:
  - A school dropout;
  - A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.

The school year calendar quarter is based on how a local school district defines its school year quarters;

- A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner;
- An individual who is subject to the juvenile or adult justice system;
- A homeless individual, a runaway, an individual who is in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or an individual who is in an out-of-home placement;
- An individual who is pregnant or parenting;
- An individual with a disability;
- A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment. (WIOA sections 3(46) and 129(a) (1) (B).)

**Eligible WIOA In-School Youth (ISY) must be no younger than age 14 or no older than 21 at the time of enrollment, is attending school, is low income, and is one or more of the following:**

- Basic skills deficient;
- English language learner;
- Offender;
- Homeless individual (as defined in the Violence Against Women Act of 1994 or the McKinney-Vento Homeless Assistance Act), a runaway, an individual who is in foster care or who has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or an individual who is an out-of-home placement;
- Individual who is pregnant or parenting;
- Individual with a disability;
- Individual who requires additional assistance to enter or complete an educational program or to secure and hold employment

*Individuals 22 and older attending postsecondary education:* Local programs should keep in mind that ISY, including those attending postsecondary education, must be between the ages of 14 through 21. A youth attending postsecondary education who is 22 at the time of eligibility determination would not be eligible for the WIOA youth program because they are in school and over the age of 21. That individual could be served through the WIOA Adult Program.

### **Location of program**

The Youth Center's hub will be located at the Comprehensive location, which is SC Works Charleston at 1930 Hanahan Road, North Charleston, SC 29406. The program will be conducted in Berkeley, Dorchester, and Charleston Counties and at various affiliate sites.

### **Dates of program**

The program will begin **July 1, 2024, and end June 30, 2025.**

**Hours of program**

Hours of the program may vary depending on the type of employment and training activities provided.

**Client population to be served**

All participants in this program must be residents of Berkeley, Dorchester, or Charleston Counties and meet WIOA eligibility and entry guidelines established by the Federal WIOA law and regulations, the South Carolina Department of Employment & Workforce, and TWDB. Out of the total youth to be served, 18% will reside in Berkeley County, 71% in Charleston County, and 11% in Dorchester County. This is a representation only and does not serve as a restriction or requirement on the number to be served per county.

## **SECTION TWO**

**Program Description**

On March 26, 2015, DOL published Training and Employment Guidance Letter (TEGL) No.23-14 on WIOA youth program transition. On November 17, 2015, DOL published TEGL No. 8-15 which provided additional WIOA youth transition guidance. This issuance, TEGL 21-16, is the third TEGL that addresses key provisions in WIOA and provides guidance to assist states and local areas in implementing the WIOA youth program. The Youth Contractor must adhere to TEGL 21-16, TEGL 19-16, TEGL 10-16, and any other TEGLs, State Instruction Letters, and Local Board Policies.

According to Section 129(c) (1) of the WIOA, the program design for youth activities must incorporate three categories that include:

According to Section 129(c)(1) of the Act, the program design for youth activities must incorporate three categories. These include:

- Providing an objective assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs of each participant. A new assessment of a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent assessment of the participant conducted under another education or training program.
- Developing service strategies for each participant that shall identify an employment goal (including, in appropriate circumstances, and nontraditional employment), appropriate achievement objectives, and appropriate services for the participant taking into account the assessment conducted. Except that a new service strategy for a participant is not required if the provider carrying out such a program determines it is appropriate to use

a recent service strategy developed for the participant under another education or training program; and Providing:

- preparation for post-secondary educational/training opportunities, in appropriate cases.
- Activities leading to the attainment of a secondary school diploma or recognized equivalent or recognized postsecondary credential
- Strong linkages between academic and occupational learning;
- Preparation for unsubsidized employment opportunities; in appropriate cases; and
- Effective connections to intermediaries with strong links to:
  - The job market; and
  - Local and regional employers.

The Youth Service Provider must demonstrate how they plan to provide all components of the program design framework, which consists of intake, objective assessment, individual service strategy development, and information and referrals for youth participants. A description of these key components is provided below:

- Objective Assessment – To identify appropriate services and career pathways for participants;
- Service Strategies - Developing Individual Service Strategies (ISS) directly linked to indicators of performance and identifying career pathways that include education and employment goals; and
- Services:
  - Activities leading to the attainment of a secondary school diploma or recognized equivalent, or recognized postsecondary credential
  - Preparation for postsecondary educational/training opportunities
  - Strong linkages between academic instruction and occupational education that led to recognized postsecondary credentials
  - Preparation for unsubsidized employment opportunities
  - Connections to employers, in-demand industry sectors/occupations

### **Eligibility**

Although all youth participants will be TABE assessed before eligibility to evaluate basic skills deficiency, no minimum score requirement will be established to avoid the appearance of prescreening or screening out applicants.

### **Objective Assessment**

Objective Assessment will be provided for WIOA eligible youth by the Contractor. The Contractor is responsible for scheduling, administering, and scoring all pre-and post-assessments at the Trident Center or an affiliate site. Program participation may commence when an eligible participant

begins the objective assessment. Objective assessment is a process that identifies service needs, academic levels, goals, interests, skill levels, abilities, aptitudes, and supportive services needs as well as barriers and strengths. It includes the following:

- Academic levels;
- Skill levels;
- Service needs of each participant;
- Review of basic skills and occupational skills;
- Prior work experience;
- Employability/Workplace Skills;
- Interests;
- Aptitudes (including interests and aptitudes for nontraditional jobs);
- Supportive service needs; and
- Developmental needs.

A new assessment of a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent assessment of the participant conducted by another education or training program. The Contractor may determine that a new Test of Adult Basic Education (TABE) assessment is not required if a TABE assessment was conducted within 6 months. Documentation of all objective assessment results must be maintained in the participant's file per the SCWOS Manual.

### **Individualized Service Strategy (ISS)**

The Contractor will be responsible for completing registration by developing the ISS in SCWOS.

Note: The participation date will be the first day the youth receive any WIOA-funded services, which **MUST** correspond with the objective assessment.

The ISS is the plan of action for each participant while in WIOA and will be reviewed regularly by the participant and Career Coaches to ensure the participant is progressing as scheduled. The Contractor will develop a service strategy for each youth in SCWOS that will identify:

- An employment goal, including (if appropriate) non-traditional employment, that is supported by local labor market information;
- Basic skills goals;
- Appropriate services for the participant taking into account the objective assessment; and
- Educational/academic goal(s).

A new service strategy for a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the participant under another education or training program

### **Agreement with the Individualized Service Strategy**

Upon complete development of the ISS in SCWOS, it must be reviewed with and agreed to by the customer. This review and agreement must be documented by the participant and Contractor's signatures. The ISS goals must be attainable within 18-24 months.

### **Regular Review of the ISS**

All reviews must be indicated by “ISS Review” in the subject line and the participants’ case notes. The Contractor will closely monitor participant performance to ensure adherence to the ISS. The ISS may require updating by the Contractor as new information becomes available and may be modified with agreement from the participant. All reviews should be conducted periodically as the participant progresses through the program and any modification must be completed in SCWOS, printed, and initialed by the participant and maintained in the file, and documented in case notes.

### **Orientation**

The Contractor must provide an Orientation for youth per WIOA Regulations. At the Orientation an overview of the WIOA Program must include the following:

- Eligibility requirements;
- Information on all 14 required program elements;
- Supportive service information; and
- Participants must participate in follow-up for a minimum of 12 months after exit.

WIOA Orientations conducted with prospective participants will include information on all services/programs (i.e., Adult, Dislocated Worker, and Youth). To ensure consistent distribution of information, the Contractor in conjunction with the Center Manager will develop an Orientation Outline/Agenda that will be used by all staff to conduct orientations. Although the Contractor may recruit youth through their efforts, those entering the SC Works Centers must be made aware of all services available to them. Additionally, participants between the ages of 18 – 24 may be registered into the WIOA program per the Trident Workforce Area’s Dual Enrollment Policy.

To ensure the integration of youth into the SC Works Centers, the Contractor shall provide recruitment activities as necessary at SC Works Centers in each county. The Contractor should meet with Center Manager to coordinate space and equipment needs for those sites.

### **Case Management**

The Contractor will provide comprehensive case management. Guidance and counseling resources are to be provided under a comprehensive case management approach with each participant as follows:

Case management is a participant-centered, goal-orientated approach to the delivery of services designed to coordinate comprehensive employment plans to ensure that participants have access to the necessary training and support services. Case Management strategies should include, but are not limited to:

- Regularly scheduled contact with the participants
- Intensive and personal follow-up activities
- Use of the Individual Service Strategy (ISS) benchmarks to measure progress
- Career Coaches deliver effective services to facilitate the positive growth and development of youth. Career Coaches are responsible for the intake, assessment, and development of



an Individual Service Strategy (ISS) for WIOA-eligible youth. A description of each activity is provided below:

- Intake involves services such as registration, eligibility determination, and collection of information to support verification of eligibility for services. It may also include pre-screening of potential participants and general orientation to self-help services. Other activities include referrals to other services.
- Assessment is a process that identifies service needs, academic levels, goals, interests, skills levels, abilities, aptitudes, and supportive service needs; it also measures barriers and strengths. It includes a review of basic and occupational skills, prior work experience, employability potential, and developmental needs. Assessment results help develop the ISS
- The ISS is the plan that identifies the employment goals, educational objectives, and prescribed appropriate services for the participant. The ISS is essential in identifying the needs of participants and is a critical component when it comes to assisting a young person's development.
- Case Notes must include a summary of each counseling/guidance session, a corrective action plan, a plan of follow-up, and further services needed. Copies of email counseling sessions must be maintained in the participant's hard copy file; and
- Usually, a one-day service unless the case manager assigns the participant with a specific task and schedules another appointment (usually within 2 weeks) at a specific time and date to demonstrate results. The reason for extending the activity must be explained in detail in the case notes. The activity should only be extended to the date specified in the case note as the next counseling appointment date.

South Carolina utilizes the SC Works Online System (SCWOS) to track and document services provided to participants. Youth service providers are required to utilize SCWOS for all case management activities. All documents including eligibility, case management, and training must be scanned or uploaded into SCWOS. This includes vouchers, assessments, receipt of information forms, and any other documents normally kept in the hard files. The only exception is confidential documents such as medical records. The Individual Funding Track must be utilized for training and supportive service vouchers. This is for monitoring purposes.

The basic objective of case management is to monitor participants' progress in fulfilling the ISS. Where progress is slow or in reverse, Career Coaches must demonstrate a proactive approach in identifying the problem and work with the participant to solve it before the participant quits without achieving a recorded positive outcome. Career Coaches will make every reasonable effort with each participant to achieve a positive outcome, but should a participant become non-responsive and/or unwilling to participate in the program the Career Coaches will attempt a minimum of three telephone contacts and send one letter via regular US mail.

Note: All Career Coaches must complete Career Development Facilitator training, or similar case management training within 18 months of the hire date.

### WIOA Participant Record Keeping

- To ensure all required hard copy case files of WIOA Participants are maintained for a sufficient time frame to cover data validation and audits, the records must be maintained for **five years**; and
- Hard copy case files of WIOA applicants who completed an application, but were never enrolled or were determined ineligible for WIOA services will be maintained for **three years**.

### South Carolina Works Online System (SCWOS)

The Contractor will be required to adhere to SCWOS. SCWOS is an **online system** for WIOA intake, case management, tracking of services, follow-up, and reporting. The WIOA tracking component is designed to help staff better serve WIOA participants and collect accurate information for reporting. Updates to the SCWOS manuals are available in SCWOS on the Staff Online Resources page. The Youth Contractor is required to use the document feature in the system to upload and/or scan documents into the system. These documents include but are not limited to Verification for Eligibility, Receipt of Information forms, signed ISS, Vouchers, training approval documents, documents for supportive services, etc. The Individual Fund Tracking feature must be used to generate vouchers. Vouchers must be created, printed, and have authorized staff member signatures and included as part of the documentation sent with the invoices. The contractor may continue to use their voucher system as long as the voucher from SCWOS is an attachment.

SCWOS has been built with user-friendly selection lists to make navigating through the system as easy as possible. Text entry has been kept to a minimum to reduce the number of errors. Business rules have been included to ensure that inconsistent information is not entered into the system. Alerts appear in SCWOS to guide the user through the decision-making process. Throughout SCWOS, help text displays definitions taken directly from the federal guidelines.

### Service Activities

Youth must be made aware of all fourteen (14) youth program elements required under WIOA section 129(c)(2). WIOA includes 14 program elements, which include the original 10 program elements under WIOA (which consolidated to nine as the summer employment opportunities program element is now a sub-element of underpaid and unpaid work experiences) and 5 new program elements.

New Youth Program Elements added under WIOA:

- Financial literacy education
- Entrepreneurial skills training
- Services that provide labor market and employment information on in-demand industries and occupations
- Activities that help youth prepare for and transition to post-secondary education and training
- Education is offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster

Not all fourteen (14) youth program elements must be provided to every youth participant. The Contractor must determine what program elements will be provided based on the participant's

objective assessment and ISS. However, each youth will participate in more than one of the 14 program elements required as part of any local youth program, and all youth must receive follow-up services. Youth must be made aware of all 14 youth program elements required under WIOA section 129(c)(2) and 20 CFR 664.410 although not all 14 youth program elements must be provided to every youth participant.

**The Fourteen program elements are:**

- Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies;
- Alternative secondary school offerings;
- Paid and unpaid work experiences (summer employment, on-the-job training, etc.);
- Occupational skill training;
- Leadership development opportunities;
- Supportive services;
- Adult Mentoring;
- Follow-up services;
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or cluster
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral as appropriate
- Financial literacy education
- Entrepreneurial skills training
- Labor Market and employment information about in-demand industry sectors or occupations such as career awareness, career counseling, career exploration
- Preparation for and transition to postsecondary education and training

**Tutoring/Remediation:**

As appropriate, the Contractor will provide tutors to prepare students for PSAT, SAT, PACT, Exit Exams, or any other standardized testing. Also, tutors will be made available to students having difficulty in academic or employment training subjects. The provision of such activities should be coordinated with other organizations.

**Tutoring:**

Tutoring, study skills training, and instruction leading to the completion of secondary school may include remedial reading, writing, mathematics, literacy training, and study skills. These activities should reinforce basic skills previously taught and prepare the individual for further training, future employment, or retention in school. This may be accomplished through classroom instruction, tutorials, or guidance programs operated in cooperation with the local community college and/or school system.

**Remediation:**

Basic and remedial education must always be provided if youth are Basic Skills Deficient. Basic and remedial services must be offered in combination with other required elements or services. These programs should be designed to raise the potential for continuing education beyond the secondary

level.

**Alternative Secondary School Offerings:**

The Contractor will make available alternative educational opportunities to eligible youth. Efforts should be made to determine which of the counties offer an Alternative Program and develop a formal coordination and referral system. The Service Provider's staff should be fully versed in each County's offerings and be able to competently explain alternative opportunities to the youth.

Alternative secondary school services, as appropriate, may include programs designed to identify and recruit eligible school dropouts and/or other eligible out-of-school youth to enroll and attend alternative secondary school services or other educational programs that lead to the attainment of a high school diploma or GED. Alternative education opportunities should include tutoring, study skills training, and other instruction, leading to the completion of a high school diploma or GED, and should include dropout prevention strategies. These programs should increase the basic education or promote the development of basic academic skills of the participant and should prepare the individual for further training, future employment, or retention in school.

**Paid or Unpaid Work Experience/OJT:**

Any youth that will participate in a work experience activity MUST receive up to 20 hours of Employability Skills Training before beginning the job to ensure the youth has the soft skills necessary to be "job-ready". This will be documented in the participant's IEP. For youth who are planning to enter a work experience activity, the Employability and Workplace Skills Training must take place before placement on the job site. This will assist the participant in developing good work habits designed to help individuals obtain and retain employment.

Employability and Workplace Skills Training: The service provider may provide appropriate participants with Employability and Workplace Skills training. This will be documented in the participant's IEP. For youth who are planning to enter a work experience activity, the Employability and Workplace Skills Training must take place before placement on the job site. This will assist the participant in developing good work habits designed to help individuals obtain and retain employment.

The Employability and Workplace training should address the following:

- |                                  |                                    |
|----------------------------------|------------------------------------|
| - Pre-employment Skills Training | - Work Maturity Skills Training    |
| - Making Career Decisions        | - Being Consistently Punctual      |
| - Using Labor Market Information | - Maintaining Regular Attendance   |
| - Preparing Resumes              | - Demonstrating Positive Attitudes |
| - Filling out Applications       | - Good Interpersonal Skills        |
| - Interviewing                   | - Completing Tasks Effectively     |

Note: Career Coaches should encourage participants to complete their resumes in the South Carolina Works Online System One-Stop System (SCWOS).

Funds under this agreement may be used to pay for work experience in the public, private, for-profit, or non-profit sectors, where the objective assessment and the individual service strategy

indicate that Work Experience is appropriate.

OJT is not an appropriate work experience activity for youth under age 18.

### **Work Experience:**

This activity will involve a planned, structured learning experience that takes place in a workplace for a limited period. The participant performs actual duties with adequate supervision.

- Work Experience is designed to enable youth to gain exposure to the world of work and its requirements. Work Experience should be designed to help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment; and
- The purpose is to provide the participant with opportunities for career exploration and skill development and not exclusively to benefit the employer. Usually lasts 2-4 months based on local area policy.

### **On-the-Job Training (OJT):**

This activity may be offered to appropriate older out-of-school youth and must be training for in-demand occupations. This MUST be facilitated through the Business Services Coordinator under the BCDCOG.

- The OJT must provide knowledge or skills essential to the full and adequate performance of the job for which the employee is being hired to perform.
- Employers participating in the OJT program may receive reimbursement of up to 50% of the wage rate of the WIOA participant, not to exceed the allowable training amount per WIOA participant (see OJT Policy).

### **Summer Youth Employment**

This is now a part of the Paid/Unpaid Work Experience Element. The summer youth employment opportunities element is not intended to be a stand-alone program. The contractor should integrate a youth's participation in that element into a comprehensive strategy for addressing the youth's employment and training needs. The contractor must ensure that summer youth employment provides direct linkages to academic and occupational learning as part of the menu of services offered. Strong, effective connections to employers are essential in the creation of a system of providers that can effectively assist youth to become highly skilled and employable.

For younger youth, the Contractor should design a community project in each county that develops teamwork, community service, participant's interest, and aptitudes. This project should be the culmination of the yearlong learning process and should be an incentive for participants to remain in the program year-round.

Note: Careful consideration should be given to the participant's ISS to ensure that the work done during the summer project best meets the participant's employment goals and will allow for the acquisition of occupational skills that are applicable.

### **Occupational Skills Training:**

The Contractor will make available appropriate and relevant (in demand) individuals with occupational and vocational training or entrepreneurial training. Occupational training provided under the Youth program, to the extent feasible, will include opportunities to apply knowledge and

skills relating to academic subjects to the world of work. Occupational Skills Training is designed for youth who complete other youth programs or elements and plan on attending college or entering the labor force. These programs should afford occupational skills training to eligible youth and provide intensive case management services as necessary. The Contractor will provide this element through training directly or through coordination with the military, the local Technical Colleges, or other post-secondary schools. The Contractor may include an entrepreneurial training component in conjunction with occupational skills training.

Local areas must give priority consideration to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area.

Such training must:

- Be outcome-oriented and focused on an occupational goal specified in the individual service strategy;
- Be of sufficient duration to impart the skills needed to meet the occupational goal; and
- Lead to the attainment of a recognized postsecondary credential.

**If ITAs are used, the training provider must be in SCPATH.**

**ISY cannot use youth program-funded ITAs (co-enroll in the adult program)**

#### **Leadership Development Activities:**

The Contractor will make available leadership development activities to include, but not be limited to, the following:

- Exposure to post-secondary educational opportunities
- Community service-learning projects and organizational teamwork training
- Peer centered activities, including peer mentoring and tutoring
- Citizenship training
- Employability
- Positive social behaviors and training in decision-making, including determining priorities.

All Leadership Development Opportunities should be developed through linkages with appropriate agencies and should be designed to be fun, informative, and motivational.

#### **Supportive Services:**

Supportive services for Youth, as defined in WIOA Section 101(46), may include the following: See Supportive Services for full policy.

- Linkages to community services;
- Assistance with transportation costs;
- Assistance with child care and dependent care costs;
- Assist with housing costs;
- Referrals to medical services; and
- Assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eyeglasses and protective eye gear.

**Adult Mentoring:**

The Contractor will make available adult mentoring through job shadowing or worksite supervisors, tutors, community organizations, and/or other professional personnel. The Contractor will be responsible for identifying and developing these relationships. Mentors should meet monthly with the youth to discuss goal setting, school, and/or problem-solving.

Adult Mentoring will take place during the period of participation and a subsequent period, for a total of not less than twelve months. Key to the success of this activity is an adult (s) within the community must be committed to serving as a mentor(s) or role model(s) for all participating youth. Adult Mentors should serve as role models and impart standards or expectations for these youth concerning employment decisions, life skills, self-sufficiency, and/or education achievement as outlined in the WIOA regulations.

Services are available as needed and may be provided directly by the youth provider and/or other community organizations.

To ensure the participant meets retention, the Contractor will assist in arranging for additional support services when necessary. Mentors should also stay in contact with Career Coaches to ensure clients are progressing with their ISS goals and such contact will be noted in the participant's file.

**Follow Up:**

All youth participants must receive some form of follow-up services for a minimum duration of 12 months following exit from the program. The types of services provided and the duration of services must be determined based on the needs of the individual. Follow-up services for youth may include:

- Leadership development and supportive services;
- Regular contact with a youth's employer, including assistance in addressing work-related problems that arise;
- Assistance in securing better-paying jobs, career development, and further education;
- Work-related peer support groups;
- Adult mentoring; and
- Tracking the progress of youth in employment after training.

Such services must be for a minimum of twelve months, which includes the 90 days waiting to soft exit and the Contractor will document such service in the participant's SCWOS file. At a minimum, the Contractor will conduct follow-ups by phone or in person for each participant once per month. In addition to the monthly follow-up contact, Service Providers will obtain employment verification quarterly for all employed youth. The employment verification must be obtained for each quarter following exit, through the fourth quarter.

**Education offered concurrently with and in the same context as workforce preparations activities and training for a specific occupation or cluster:**

20 CFR § 681.630 states that this program element reflects an integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on

occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway. While programs developing basic academic skills, which are included as part of alternative secondary school services and dropout recovery services (program element 2), workforce preparation activities that occur as part of a work experience (program element 3), and occupational skills training (program element 4) can all occur separately and at different times (and thus are counted under separate program elements), this program element refers to the concurrent delivery of these services which make up an integrated education and training model.

### **Comprehensive Guidance and Counseling:**

The Service Provider will provide comprehensive case management. Guidance and counseling resources are to be provided under a comprehensive case management approach with each participant as follows:

- Case Management is a client-centered approach in the delivery of services designed to assist youth in finding employment through the proactive provision of counseling, pre-employment and work maturity skills, basic and remedial education, occupational training, work experience, and ISS updates, resolving problems that would impact participant's ISS.
- A counseling/guidance session is conducted in person, by phone, or through email with a participant to help resolve problems that would impact the participant's Individual Service Strategy (ISS), returning to or staying in secondary or post-secondary education, training for employment, finding employment or employment retention. This will include career counseling related to career choice, change, or adjustment.
- Case Notes must include a summary of each counseling/guidance session, a corrective action plan, a plan of follow-up, and further services needed.
- Copies of email counseling sessions must be maintained in the participant's hard copy file.
- Usually, a one-day service unless the Career Coach assigns the participant with a specific task and schedules another appointment (usually within 2 weeks) at a specific time and date to demonstrate results. The reason for extending the activity must be explained in detail in the case notes. The activity should only be extended to the date specified in the case note as the next counseling appointment date.

### **Financial Literacy Education:**

20 CFR § 681.500 states that this program element may include the following activities:

- Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions.
- Support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards.
- Teach participants about the significance of credit reports and credit scores; what their rights are regarding their credit and financial information; how to determine the accuracy of a credit report and how to correct inaccuracies; and how to improve or maintain good credit.
- Support a participant's ability to understand, evaluate, and compare financial products,



services, and opportunities and to make informed financial decisions.

- Educate participants about identity theft, ways to protect themselves from identity theft, and how to resolve cases of identity theft and in other ways understand their rights and protections related to personal identity and financial data.
- Support activities that address the particular financial literacy needs of non-English speakers, including providing support through the development and distribution of multilingual financial literacy and education materials.
- Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them to benefits planning and work incentives counseling.
- Provide financial education that is age-appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings.
- Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant strategies and channels, including, where possible, timely and customized information, guidance, tools, and instruction. In November of 2016, the Financial Literacy Education Commission released a guide, “Incorporating Financial Capability into Youth Employment Programs,” aimed at financial institutions interested in enhancing youth financial capability by partnering with youth employment programs. It maps how and why financial institutions engage in helping young people achieve greater financial well-being and employment success and can be found in Financial Literacy Guide.

#### **Entrepreneurial Skills Training:**

- Program Element 12: Entrepreneurial skills training 20 CFR § 681.560 states this program element provides the basics of starting and operating a small business. Such training must develop the skills associated with entrepreneurship. Such skills may include but are not limited to, the ability to:
  - Take initiative;
  - Creatively seek out and identify business opportunities;
  - Develop budgets and forecast resource needs;
  - Understand various options for acquiring capital and the trade-offs associated with each option; and
  - Communicate effectively and market oneself and one’s ideas.

#### **Approaches to teaching youth entrepreneurial skills may include but are not limited to:**

- Entrepreneurship education that provides an introduction to the values and basics of starting and running a business. Entrepreneurship education programs often guide youth through the development of a business plan and also may include simulations of business start-ups and operations.
- Enterprise development provides support, and services that incubate and help youth develop their businesses. Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants that are needed to begin business operations and by providing more individualized attention to the development of viable

business ideas.

- Experiential programs that provide youth with experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business that young people participating in the program work in and manage. Or, they may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.

**Labor Market and Employment information about in-demand industry sectors or occupations such as career awareness, career counseling, and career exploration:**

Under 20 CFR § 681.460 (a)(13), this element includes “services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.” This element is not further described in the Youth section of the final rule; however, the Wagner-Peyser regulation at 20 CFR § 651.10 provides additional information about this element under the definition of workforce and labor market information. That section defines workforce and labor market information as “the body of knowledge that describes the 22 relationships between labor demand and supply.” Numerous tools and applications that are user-friendly exist, which can be used to provide labor market and career information, as appropriate to each youth.

- These labor market information (LMI) tools can be used to help youth and young adults to make appropriate decisions about education and careers.
- LMI identifies in-demand industries and occupations and employment opportunities; and, provides knowledge of job market expectations including education and skills requirements and potential earnings.
- LMI tools also can aid in facilitating youth awareness of the career fields that are likely to provide long-term employment and earnings in local labor markets. WIOA youth programs and providers should become familiar with state and federal LMI data and LMI tools, which are provided for free by agencies, to share relevant LMI with youth.
- As part of the preparation for employment, staff should work with participants to ensure they have a professional resume. This resume should be uploaded in the documents section and the resume section in SCWOS. If the resume is still a work in progress, it should be set to offline until the resume has been updated.

Providing such readily available online services can be accomplished by connecting the youth with American Job Centers and other entities that have career exploration tools, ability, and interest inventories, and provide related employment services. DOL electronic tools particularly relevant to youth include: My Next Move and Get My Future. In addition to connecting youth to self-service LMI tools, youth providers need to share and discuss state and local LMI with youth participants. In general, career awareness begins the process of developing knowledge of the variety of careers and occupations available, their skill requirements, working conditions and training prerequisites, and job opportunities across a wide range of industry sectors. The process in which youth choose an educational path and training or a job that fits their interests, skills, and abilities can be described as career exploration. Career counseling or guidance provides advice and support in making decisions about what career paths to take.

- Career counseling services may include:
- Providing information about resume preparation, interview skills,
- Potential opportunities for job shadowing, and

- The long-term benefits of postsecondary education and training (e.g., increased earning power and career mobility).

### **Preparation for and transition to postsecondary education and training:**

In 20 CFR § 681.460 (a)(14), the final program element is activities that help youth prepare for and transition to postsecondary education and training. This element is not further described in the final rule. Postsecondary preparation and transition activities and services prepare ISY and OSY for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent. These services include exploring postsecondary education options including technical training schools, community colleges, 4-year colleges and universities, and registered apprenticeships.

Additional services include, but are not limited to, assisting youth to prepare for SAT/ACT testing; assisting with college admission applications; searching and applying for scholarships and grants; filling out the proper Financial Aid applications and adhering to changing guidelines; connecting youth to postsecondary education programs.

### **TWDB COMPONENTS**

The TWDB in conjunction with their Youth Council has developed the following youth system components to meet the employment and educational needs of youth residing in Berkeley, Charleston, and Dorchester counties.

### **Entry Standards**

There is no minimum TABE score requirement for entry into the WIOA program. TABE will be used to determine basic skills deficiency. The scores will be entered into SCWOS to include scanned into SCWOS using the scanning feature.

### **In-School Youth**

An ISY is an individual who is not younger than age 14 or older than 21 at the time of enrollment, is attending school, is low-income, and is one or more of the following:

- Basic skills deficient;
- English language learner;
- An offender;
- Homeless individual (as defined in the Violence Against Women Act of 1994 or the McKinney-Vento Homeless Assistance Act), runaway, in foster care or aged out of foster care system, a child eligible for assistance under the Social Security Act § 477, or an individual who is in an out-of-home placement;
- Individual who is pregnant or parenting;
- Individual with a disability;
- Individuals who require additional assistance to enter or complete an educational program or to secure and hold employment

Eligible WIOA OSY is not younger than 16 or older than 24 at the time of enrollment, is not attending any school, and is one or more of the following:

- School dropout;

- Youth who is within the age of compulsory school attendance (defined as under the age of 17 in South Carolina, but has not attended school for at least the most recent complete school year calendar quarter (based on how a local school district defines its school year quarters);
- A low-income individual who is a recipient of a secondary school diploma, or its recognized equivalent, and is either basic skills deficient or an English language learner;
- Individual who is subject to the juvenile or adult justice system;
- Homeless individual (as defined in the Violence Against Women Act of 1994 or the McKinney-Vento Homeless Assistance Act), a runaway, an individual who is in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or an individual who is an out of -home placement;
- Individual who is pregnant or parenting;
- Individual with a disability;
- A low-income individual who is a recipient of a secondary diploma, or its recognized equivalent, and is either basic skills deficient or an English language learner

### **Neediest Youth**

The US Department of Labor has defined “neediest youth” as those in foster care (particularly those aging out of foster care), youth in the juvenile justice system, children of incarcerated parents, and migrant youth. See WIOA definition of Low-Income Youth.

### **Outlying Areas**

Of the total out-of-school youth to be served, 30% must reside in the outlying areas of Berkeley, Charleston, and Dorchester counties i.e., St. Stephen, St. George, Awendaw, Johns Island, etc. Outlying areas will be defined as those residing in rural areas based on 2010 census numbers.

### **SC Works Services**

To ensure youth are provided access to the community services offered through the SC Works Centers, WIOA case management staff funded through this agreement must provide services at each of the Trident area’s comprehensive centers which include, but may not be limited to:

- SC Works Charleston Center, 1930 Hanahan Road, N. Chas. SC 29406
- Berkeley Resource Center, 500 S. Live Oak Dr., Main Street Moncks Corner, SC 29461
- SC Works Dorchester Center, 1325-D Boone Hill Road, Summerville, SC 29483

### **SC Works Centers Required Partners**

WIOA Youth programs are required partners in the SC Works Centers.

### **Services to Youth “Carry-Overs”**

Any out-of-school youth who registers before and the case does not exit the program on or before June 30, 2024, will be considered a “carry-over” and must be provided services necessary to complete their Individual Service Strategy (ISS). Additionally, any youth that exits during Program Year 2023 (July 1, 2023 - June 30, 2024) must be provided follow-up services for 12 months after the exit.

### **Summer Youth**

The Summer Youth Employment Program will be funded utilizing the regular formula funds. Participants in the summer youth employment program will be a part of the year-round program; therefore, participants in a summer youth employment program will be held to the same standards and requirements as all other participants. Outside resources may be utilized in placing youth in a summer youth employment program.

### **OTHER CONSIDERATIONS RELATED TO YOUTH PROGRAM DESIGN**

#### **Length of Time in Program**

Participants are enrolled in the program for 18 months, not to exceed 24 months. Therefore, ISS plans will be written to be completed within 18-24 months. Exceptions may be allowed under extreme circumstances, with adequate justification and appropriate approval.

#### **Concurrent Enrollment**

According to Section 664.500(b) of the WIOA, eligible youth who are 18 through 24 years old may participate in youth and adult programs concurrently, as appropriate for the individual. Such individuals must meet the eligibility requirements under the applicable youth or adult criteria for the services received. Local program service provider must identify and track the funding streams for services provided to individuals who participate in youth and adult programs concurrently, ensuring non-duplication of services. The Trident Area's Policy for dual enrollment must be adhered to for dually enrolling youth in WIOA.

#### **Recruitment**

Recruitment will be the responsibility of the Contractor; however, assistance may be provided by the SC Works Trident Center.

All recruitment material/advertisements must include the Contractor's telephone number and the following statement:

"Trident Workforce Development Board provides equal opportunity programs. Services are available upon request to individuals with disabilities. TTY: 711"

\*NOTE: Before an advertisement is broadcast or printed, the Executive Director of the BCDCOG or Designee must approve the recruitment article.

### **SECTION THREE**

#### **Program Eligibility Determination and Orientation**

It will be the responsibility of the Contractor to determine whether or not youth applicants, between the ages of 16 and 24, inclusive, in the Trident Region meet the minimum eligibility requirements to participate in programs funded under Title I of the Workforce Innovation and Opportunity Act.

**The contractor's management staff will review all eligibility certifications before enrollment.**

Quarterly, the Local Workforce Development Area will request documentation of a random sampling of 25% of the individuals certified during the quarter. Participants should not be pre-screened/pre-qualified or denied the opportunity to apply for WIOA. The Information Session will provide applicants with the information they need to decide if they want to apply.

The Contractor will complete the WIOA Program Application utilizing the SC Works Online Services system (SCWOS) WIOA Application. The WIOA Application in SCWOS requires staff to check the programs for which he/she is certifying, and the contractor is advised to check ALL the programs for eligibility that are displayed for the individual. WIOA applications are to be keyed in during the eligibility interview with the applicant.

Eligibility determination will be conducted at SC Works Trident or one of its affiliate sites.

**On the day the eligibility determination is completed, the eligibility interview/certification should be documented in a case note stating that the eligibility was completed, and the Rights Handout was reviewed/copy provided.** Paper applications may be used only in the event of an emergency such as when the SCWOS System is down or the electricity or internet service is temporarily interrupted. If it becomes necessary to complete certification using the paper application, the application must be entered in SCWOS within 15 days.

A partial save of an application may be done if all eligibility documents are not provided during the application process. A partial save allows all fields to be edited before a full save. **A case note should be entered to document the partial save and the review of the Rights Handout.**

Youth served through programs funded by WIOA in the Trident area must be residents of Berkeley, Charleston, or Dorchester counties and meet the following eligibility requirements:

- An OSY is an individual who is not younger than 17 or older than 24 at the time of enrollment, is not attending any school, and is one or more of the following:
- School dropout;
- Youth who is within the age of compulsory school attendance (defined as under the age of 17 in South Carolina), but has not attended school for at least the most recent complete school year calendar quarter. The school year calendar quarter is (based on how a local school district defines its school year quarters);
- An individual who is subject to the juvenile or adult justice system;
- Homeless individual (as defined in the Violence Against Women Act of 1994 or the McKinney-Vento Homeless Assistance Act), a runaway, an individual who is in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or an individual who is an out-of-home placement;
- Individual who is pregnant or parenting;
- Individual with a disability;
- A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment. (An In-School Youth (ISY) is an individual who is not younger than age 14 or older than 21 at the time of enrollment, is attending school, is low income, and is one or more of the following:
  - Basic skills deficient;
  - English language learner;

- Offender;
- Homeless individual (as defined in the Violence Against Women Act of 1994 or the McKinney –Vento Homeless Assistance Act), a runaway, an individual who is in foster care or who has aged out of the foster care system;
- Pregnant or parenting;
- Individual with a disability;
- Individual who requires additional assistance to complete an educational program or to secure or hold employment

**WIOA definition of “Low-Income Individual”:**

- Receives or in the past 6 months has received or is a member of a family that is receiving or in the past 6 months has received, assistance through SNAP, TANF, SSI, or State or local income-based public assistance;
- Receives an income, or is a member of a family that receives an income that does not exceed the higher of the poverty line or 70 percent of the lower living standard income level;
- Is a homeless individual as defined in the McKinney-Vento Homeless Act or the Violence Against Women Act of 1994;
- Receives or is eligible to receive, a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (based on an individual student’s eligibility as opposed to school-wide eligibility for free or reduced-price lunch);
- Is a foster child on behalf of whom state or local government payments are made;
- Is an individual with a disability whose own income meets the income requirements above, but who is a member of a family whose income does not this requirement; and/or
- Lives in a high-poverty area.

A youth who lives in a high-poverty area is automatically considered to be a low-income individual. A high poverty area is a census tract that has a poverty rate of at least twenty-five percent that is set every five years using the American Community Survey 5-Year data.

**Five Percent Low-Income Exception**

Five percent of the Local Workforce Development Area participants, who ordinarily would need to be low-income, do not need to meet the low-income provision. This includes all ISY and those OSY with a high school diploma, or its recognized equivalent who are either basic skills deficient or an English language learner, or those OSY who require additional assistance, as their only barriers. In each Local Workforce Development Area, the five percent is calculated based on the percent of **newly enrolled youth each program year** who would ordinarily be required to meet the low-income criteria.

NOTE: Carryover participants served through the 5% window are included in the total 5% maximum the following program year.

**Five Percent In-School Youth Limitation** Not more than five percent of ISY may be individuals whose only barrier is “requires additional assistance to complete an educational program or to

secure and hold employment.” In each Local Workforce Development Area, this limitation is applied to all ISY newly enrolled each program year.

## SECTION FOUR

### Basic Skills Deficient

- The youth have English reading, writing, or computing skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test;
- A youth who scores a Department of Education’s National Reporting System (NRS) level 4 or below on the TABE 11&12 is considered Basic Skills Deficient (BSD);
- A youth may also be BSD if the youth is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society. If the Local Workforce Development Area chooses to use this second definition of basic skills deficient, expanding beyond the sole use of TABE, the LWDB must issue a policy defining how youth is basic skills deficient under this definition.

In assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities. For purposes of basic skills assessments, local programs are not required to use an NRS-approved assessment, nor are they required to determine an individual’s grade level equivalent or educational functioning level (EFL), although the use of these tools is permitted. Rather, local programs may use other formalized testing instruments designed to measure skills-related gains.

**NOTE: In contrast to the initial basic skills assessment described above, if measuring EFL gains after program enrollment under the measurable skill gains indicator, local programs must use an NRS-approved assessment for both the EFL pre-test and post-test to determine an individual’s EFL. Neither WIN Ready to Work, nor WorkKeys, are NRS-approved assessments.**

## SECTION FIVE

### Partnerships

Strong partnerships help to leverage resources and increase opportunities for youth. They can enhance the ability of Workforce Development Areas to access information and data, improve services, and increase efficiencies, concerning recruitment processes, referrals, and case management. Creating strong partnerships is critical to providing the most effective, targeted, and appropriate services for youth to maintain progress along a successful career pathway.

Collaborations across Federal departments are taking place to develop and strengthen partnerships among youth service agencies. The Department has ongoing partnerships with Federal agencies that are not included in the One-Stop partner list. Such efforts are described in the advisory notices and descriptions referenced below.

The Contractor must demonstrate how they plan to utilize partnerships to leverage resources and



increase opportunities for youth in the WIOA program by submitting a quarterly report on attempts to leverage resources. Examples of attempts and or leveraging resources could be a new partnership with Job Corps.

## SECTION SIX

### Performance

The performance standards for youth drastically affect the Trident Region's ability to meet state-established requirements. Poor performance from the Contractor may show cause for the TWDB to terminate this agreement.

### Performance Expectations

Youth Performance Standards are incremental, progressive, and age-appropriate. These standards are subject to negotiation by the state, any changes will result in the contract being modified by the Administrative Entity. The Performance Standards are as follows:

- **Placement in Employment, Education, and Training:** Measured after 2<sup>nd</sup> quarter after exit
- **Retention in Employment, Education or Training:** percent of participants in education, training, or unsubsidized employment; measured 4<sup>th</sup> quarter after exit
- **Credential Rate-** percent of participants who obtain a recognized credential, secondary diploma during participation, or within one year after program exit.
- **Earnings - after entry into unsubsidized employment (median earnings or participants in unsubsidized employment during the second quarter after exit).**
- **In-Program Skills Gain - Percent of participants in education leading to credentials or employment during the program year achieving measurable gains. Measured in real-time**

## SECTION SEVEN

### Reporting Requirements

The Contractor will establish and maintain a programmatic management system that provides accurate, current, and cumulative information as outlined in the monthly dashboard that is presented to the Youth Advisory Committee and the Trident Workforce Development Board.

### Financial Reporting

- The Contractor will establish and maintain a financial management system that provides accurate, current, and complete disclosure of the financial transactions of this Contract. This system will comply with standards and procedures established in the Terms and Conditions of this Contract.
- An invoice reporting expenses incurred during the month will be submitted to the COG no later than the fifteenth (15<sup>th</sup>) calendar day of the following month. Invoices submitted 30 days or more past due may be subject to a 10% withhold of funding.
- All invoices supporting documentation must be submitted with the monthly invoice.
- The monthly invoice must be signed by the contract signatory official or another person designated on the Fund Request Signature Authorization form.

## SECTION EIGHT

### Performance Expectations

The Performance Standards are as follows: Contractor will be notified of changes and is expected to adhere to any changes made to the performance goals/benchmarks.

- Education or Training Activities or Employment in the 2<sup>nd</sup> Quarter After Exit: **81.6%**
- Education or Training Activities or Employment in the 4<sup>th</sup> Quarter After Exit: **81.4%**
- Median Earnings in the 2<sup>nd</sup> Quarter After Exit: **\$5,574**
- Credential Attainment Rate: **61.0%**
- Measurable Skill Gains: **62.5%**

*The above goals are subject to change based on the negotiated goals for the SC Works Trident Area with the SC Department of Employment and Workforce.*

## SECTION NINE

### Referrals for Ineligible Youth

The Contractor must refer any youth that does not meet the entry standards set forth by the TWDB to another agency. The following procedures will be followed in a case where a participant is found to be ineligible:

- If the participant is determined ineligible for youth services based on income, lack of barrier, etc. the participant will be referred with supporting documentation to the WIOA Adult Program;
- If the youth is not WIOA eligible, Ross Innovation Employment Solutions (IES) staff will refer the youth to an agency that provides desired service(s); and
- The file will be maintained for three years per SCWOS Instruction #04-03.

## SECTION TEN

### SCWOS Reporting

To provide appropriate technical assistance, the Local Workforce Development Area will track, evaluate and provide to the Contractor at minimum, monthly monitoring reports to address case notes, Individual Employment Plans (IEPs), Ad Hoc Reports information and other performance-related data. The Local Workforce Development Area will allow the Contractor time to review the data, identify improvement opportunities, and measure results. All documents for eligibility and case management must be scanned into SCWOS for tracking purposes.

## SECTION ELEVEN

### General Provisions

### CASE NOTES

### **“If it isn’t documented, it did not happen”!**

Case Notes are used throughout the delivery of WIOA services. Case notes should document progress on Individual Employment plans (IEP), document the participant’s progress on meeting their goals, and any changes that occur with the goals and/or objectives. The length of the case note is not important. The value of the content is important. Case notes should include information on missed appointments and attempts to contact. Case notes should include contacts with instructors, employers, etc. to follow the progress in training or employment. For customers in training, case notes should document satisfactory progress, current grade point average, the reasons for extensions in training, etc.

**The subject of the case note should be meaningful. The subject should match the content of the case note. (Example: Transportation Problems to Training) and the content MUST include information that defines the activity.**

Case notes should support not duplicate information in the activity records and other SCWOS screens.

**A case note should be entered at a minimum of every 30 days for all active WIOA customers to show actual communication with customers or attempts at communicating with customers. Contact is considered when there have been communications between both parties. For example, if a message is left and no return response has occurred, this is an attempt to contact and not actual contact. Remember, Case Notes speak in the absence of your presence.**

### **NON-DUPLICATION**

No funds under this Act may be used to provide funding under the school-to-Work Opportunities Act of 1994 or to carry out, through funds under this Act, activities funded under the S-T-W Act unless the programs funded under this Act only serve those participants eligible to participate in the program under this Act.

### **AGAINST FEDERAL CONTROL OF EDUCATION**

No provision of this Act empowers and/or otherwise authorizes any department, agency, officer, or employee employed under this Act to exercise any direction, supervision, or control over the curriculum, program of instruction, administration, or personnel of any educational institution, school, school system, or selection of library resources, textbooks, etc.

### **NON-INTERFERENCE AND NON-REPLACEMENT OF REGULAR ACADEMIC REQUIREMENTS**

No funds under this Act will be used to provide an activity for eligible youth that are not school dropouts if participation in the activity would interfere with or replace the regular academic requirements of the youth.

### **MONITORING**

All forms, documents, and information maintained by the Contractor and sub-Contractors about this agreement or mentioned herein and which are necessary to substantiate compliance with the terms of this Agreement and applicable WIOA regulations, will be available upon request for monitoring or review by the BCDCOG staff or its authorized representatives. The monitoring schedule will include a state monitoring visit at least once a year, technical

assistance from BCDCOG staff, and scheduled monitoring visits by BCDCOG staff. The BCDCOG staff may make at least one unannounced monitoring visit during the program year. The contractor will monitor all training sites to ensure that work sites are drug-free workplaces, and applicable federal, state, and local laws are in place. The Contractor will also evaluate participants' progress and attendance.

## **STAFFING**

Sufficient qualified staffing will be available to ensure the successful performance and effective management of the Youth program at the Comprehensive and the affiliate centers. Staff will be familiar with the requirements of WIOA and related Federal Regulations, the terms of this contract, and WDA instructions. Individual staff performance includes the ability to properly maintain the SCWOS case files. Poor staff performance in managing the SCWOS data may result in the Contractor facing sanctions. The Case Management staff is required to be certified as a Career Development Facilitator. All new staff will be required to have the certification within two years after hire. **The BCDCOG should be immediately informed of new hires and staff changes. An updated organizational chart is required when there is a change in the management staff levels.**

## **TWDB POLICIES/INSTRUCTIONS**

All WIOA contractors must adhere to the policies, procedures, and instructions as set forth by the TWDB and WIOA. All applicable policies, forms, and instructions will be provided to the Contractor.

## **CONTINUOUS IMPROVEMENT**

### **Purpose/Meaning of Continuous Improvement:**

Continuous Improvement means that there is always room for improvement. No matter how closely excellence is approached, we can always do better. This means that we must constantly look for ways to improve our performance. Quality Improvement Tools must be employed by the Contractor to identify improvement opportunities, identify root causes and best solutions, monitor improvement opportunities, and measure results. The Contractor is responsible for employing Continuous Improvement principles to ensure quality is built into the services and programs being provided. The Contractor must design processes, programs, and services that enable them to exceed customer expectations and provide a fair return on investment (ROI) to the Trident Workforce Development Board. Pertinent instructions, procedural information, and training will be provided to ensure Contractors become familiar with and effectively implement continuous improvement practices into all WIOA program operations.

### **Contractor Continuous Improvement Team (CCIT):**

To ensure that Contractors are provided guidance and technical assistance regarding TEGLS, State Instruction Letters, and local policies and procedures, the contractors will attend the monthly Contractors Continuous Improvement Team (CCIT) meetings. This will be a time when the BCDCOG Staff will provide technical assistance, address any potential programmatic issues, and distribute information.

### **In-Service Training:**

BCDCOG staff may provide mandatory training for Contractors on subjects relevant to program

operations, performance, and continuous improvement principles. The In-Service Training times may be scheduled in conjunction with the monthly CCIT meeting.

## **PUBLICATIONS**

The Contractor agrees that any publication (written, visual, signs for posting or sound, including press releases, but excluding newsletters, and Issue analyses) issued by the Contractor describing programs or projects funded in whole or in part with federal funds shall contain the following statement: **“Proud Partner of American Job Center Network”**

The Contractor also agrees that one copy of any such publication will be submitted to TWDB to be placed on file and distributed as appropriate to other potential Contractors or interested parties. The TWDB may waive the requirement for submission of any specific publication upon submission of a request justifying the Contractor.

## **COPYRIGHT**

Except as otherwise provided in the terms and conditions of this agreement, the Contractor paid through this agreement is free to copyright any books, publications, or other copyrightable materials developed in the course of or under this agreement. However, the U.S. Department of Labor (federal awarding agency), South Carolina Department of Employment & Workforce, and/or BCDCOG reserve a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use, and authorize others to use, for the federal government, state, or county purpose; the copyright in any work developed under this agreement or through a contract under this agreement; and any rights of copyright to which a Contractor or sub-contractor purchases ownership with agreement support.

The federal and state government’s rights, and/or the county’s rights identified above must be conveyed to the publisher and the language of the publisher's release form must ensure the preservation of these rights.

## **OPTION TO EXTEND**

Based upon funding availability, the BCDCOG may extend an agreement period of performance if it appears to be in the best interest of the BCDCOG and is agreeable with the Contractor. The total extension may be less than but may not exceed two (2) additional years and may be issued in increments. Similarly, the slot levels and/or the number of participants served and/or associated costs may be adjusted at any time during the agreement period if agreeable with the Contractor TWDB. An extension may be contingent upon the satisfactory performance of this contract.

## **SECTION TWELVE**

### **Budget**

A copy of the negotiated budget is attached to provide detailed support for this agreement budget.

### **SPENDING PLAN**

The Contractor will ensure that 25% of the funds are expended by September 30th; 50% of the funds are expended by December 31st and 75% of the funds expended by March 31<sup>st</sup>, and 90% by

June 30th. If funds are not expended by appropriate dates, the contractor may face sanctions.

#### **PAYMENT TERMS**

- No funds will be paid for persons not certified eligible, enrolled, and initiated as required in the WIOA federal regulations.
- TWDB reserves the right to de-obligate underruns that accrue as the result of poor performance or under expenditure. Determinations regarding the amount of the obligation may be based on Contractor reports (financial or programmatic).
- The performance of activities may be terminated by the BCDCOG in whole or in part for either cause or convenience as outlined in the Terms and Conditions.
- Payment may not be made for expenses not incurred nor earned during the contract period.
- The Contractor may not over expend any negotiated budget line item over 10% without prior authorization. Authorization of any expenditure over more than 10% must be requested in writing and is subject to approval by the BCDCOG. Neither total cost categories (Administration, Direct Project, and Fixed Price) nor the total agreement amount may be over expended.

**Failure to meet performance may result in financial penalties. Please see Appendix A – Unsatisfactory Performance Fees.**

Without regard to the date of the parties' signatures, the parties agree the effective date of this agreement is July 1, 2025.

**IN WITNESS WHEREOF**, the Parties hereto have executed this Contract under their several seals the day and year first written above.

**Ross Innovative Employment Solutions**

**BCD Council of Governments:**

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Shawn Brenner  
Chief Executive Officer

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Ronald E. Mitchum  
Executive Director

**Attest:**

**Attest:**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**  
**STATEMENT OF WORK**  
**SC WORKS CENTER ONE-STOP OPERATOR**  
**PROGRAM YEAR 2025**

Ross Innovation Employment Solutions (IES), hereinafter referred to as the “Contractor”, having entered into a contractual agreement with the Berkeley Charleston Dorchester Council of Governments (BCDCOG), hereinafter referred to as the “Administrative Entity” for the Trident Workforce Development Area, shall perform the functions outlined pursuant to the provisions and regulations of the Workforce Innovation and Opportunity Act of 2014 (WIOA) (Public Law 113-128, July 22, 2014).

**Workforce Innovation and Opportunity Act Purpose:**

WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA has six main purposes:

1. Increasing access to and opportunities for employment, education, training, and support services for individuals, particularly those with barriers to employment;
2. Supporting the alignment of workforce development, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system;
3. Improving the quality and labor market relevance of workforce development, education, and economic development efforts;
4. Promoting improvement in the structure and delivery of services;
5. Increasing the prosperity of workers and employers; and
6. Providing workforce development activities that increase employment, retention, and earnings of participants and that increase postsecondary credential attainment and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet skill requirements of employers, and enhance productivity and competitiveness of the nation.

**OVERVIEW OF EXPECTATIONS:**

- Carry out the provisions outlined in TEGL 15-16, TEGL: 16-16, and TEGL 19-16
- All recruitment material/advertisements must include a contact number and the following statement: “Trident Workforce Development Board provides equal opportunity programs. Services are available upon request to individuals with disabilities. TTY: 711”
- The American Job Center network is a unifying name and brand that identifies online and in-person workforce development services as part of a single network. Any material, websites, and other communications must include the appropriate logo and the phrase, “Proud Partner of the American Job Center Network”.
- The Contractor is expected to follow WIOA law and final regulations, all TEGLS, State Instructions letters, and local policies. All participants in this program must be residents of



Berkeley, Charleston, or Dorchester Counties and meet WIOA eligibility and entry guidelines established by the Federal WIOA law and regulations, the South Carolina Department of Employment & Workforce (SCDEW), and Trident Workforce Development Board (TWDB).

- The TWDB has sole authority for oversight, monitoring, and evaluation of the performance of the duties performed by the One-Stop Operator.
- TWDB will support the creation of an environment of impartiality to ensure fairness and equitable distribution of referrals, resources, and resource deployment (as it relates to space allocation, resource sharing agreements), grievance procedures, shared/common instruction letters/policies, and procedures.
- With guidance from the BCDCOG Staff, the Contractor will be responsible for ensuring that an MOU which includes the Infrastructure Funding Agreement (IFA) is developed and executed by required partners and other partners in the SC Works Trident area. See State Instruction Letter 16-19, Change 2 for further guidance. The Contractor will be responsible for hosting the annual MOU/IFA Negotiation meeting to include all documents (MOU, IFA, and budgets), and obtaining signatures from all partners and BCDCOG. The BCDCOG will be responsible for the signature of the Chief Elected Officials and the Board Chair.
- The Contractor will be responsible for ensuring that all invoices related to the MOU/IFA are issued quarterly.

**The invoices will be sent on or before the following dates:**

- ❖ July 15<sup>th</sup> (April 1 – June 30, 2025)
  - ❖ October 15<sup>th</sup> (July 1 – September 30, 2025)
  - ❖ January 15<sup>th</sup> (October 1 - December 31, 2025)
  - ❖ April 15<sup>th</sup> (January 1 – March 31, 2026)
  - ❖ July 15<sup>th</sup> (April 1 – June 30, 2026)
- The SC Works Facilities must provide a clean and safe working environment for employees, partners, and customers.
  - All budgets must be approved including modified budgets or changes to budgets.
  - All expenditures must be reasonable and necessary. The Contractor will provide sufficient documentation to demonstrate compliance with WIOA, corresponding regulations, and relevant OMB circulars. All costs will be supported with documentation that demonstrates reasonableness, allowability, and allocability.
  - Recruiting strategies should include partnering with community organizations and information sharing between local area partners and providers.
  - Outreach services outside of the centers should also be included in the recruitment efforts in an attempt to engage participation in the WIOA programs.

The one-stop delivery system is the foundation of the workforce system. The system provides universal access to career services to meet the diverse needs of adults. Career and training services, tailored to the individual needs of jobseekers, form the backbone of the one-stop delivery system. While some job seekers may only need self-service or other basic career services like job listings, labor market information, labor exchange services, or information about other services, some job seekers will need services that are more comprehensive and tailored to their individual career

needs.

**SC WORKS REQUIRED PARTNERS:**

The Contractor will coordinate the SC Works services offered by required partners and other entities that may serve as one-stop partners. Public Law 113-128 (Section 121(b) (1) (B) of WIOA identifies the entities that are required partners in the local one-stop system. The required partners are:

WIOA T-I Adult, DW, Youth	Migrant Seasonal Farmworkers
Wagner-Peyser	Veterans
Adult Education and Literacy	Youth Build
Vocational Rehabilitation	Trade Act
Career, Technical Education	CSBG (Community Action)
Title V Older Americans Act	HUD
Job Corps	Unemployment Compensation
Native American Programs	Second Chance
Temporary Assistance for Needy Families (TANF)	

**PROVISION OF SC WORKS CENTER OPERATIONS:**

The Trident Local Workforce Development Area (LWDA) will follow the state-issued guidance regarding the certification of the SC Works Centers and the SC Works delivery system. SC Works Certification Standards as outlined in State Instruction Number 21-06. Local Boards are responsible for the assessment of their comprehensive and satellite/affiliate centers and the SC Works delivery system against the standards outlined in instructions Number 21-06.

- The Operator is responsible for ensuring that each standard is met and maintained at all times.
- The Contractor will serve as the Operator of the SC Works Centers, provide day-to-day operations of the Centers, provide functional supervision for all Center staff, and ensure that customer and staff complaints are addressed promptly.
- The Operator shall functionally supervise all partner staff co-located in the SC Works Centers.
- The Operator shall maintain a close, collaborative relationship with all the managers of partner staff co-located in the SC Works Centers.
- The Operator shall work with partners in utilizing the Virtual Greeter system and ensuring timely, efficient customer-service delivery standards in the Centers.
- The Operator shall coordinate services and events in the Center, including partner space, workshops, and hiring events tailored to meet partner, employer, and job seeker needs.
- The Operator shall coordinate ongoing cross-training of system staff and provide or request associated technical assistance.
- The Operator shall ensure staffing and training/development decisions provide the necessary professional support and oversight for the designated workforce centers.
- The Operator should follow all TEGLS with attention to TEGl 04-15 and any other TEGLS

pertinent to the operations of the centers.

- The Operator will adhere to local policies and procedures and the WIOA final regulations.

SC Works Center services are currently provided in each county. Agencies representing the partners may vary from county to county. The SC Works Charleston Center serves as the comprehensive SC Works Center in the Trident Region.

<b><i>Geographic Area</i></b>	<b><i>Location:</i></b>
Berkeley	Berkeley Prosperity Center 500 S. Live Oak Dr., Moncks Corner, SC 29461
Charleston	SC Works Charleston (Comprehensive Center) 1930 Hanahan Road Suite 200, North Charleston, SC 29406
Dorchester	SC Works Dorchester 1325-D Boone Hill Road, Summerville, SC 29483

The SC Works One-Stop Operator will be required to collect, review, and report monthly services provided within the centers to the Administrative Entity. These reports should detail the number of persons processing through each category and the disposition of participants to SC Works/One-Stop partners and contracted service providers. Special emphasis within the reporting process should be placed on the referral of non-UI Adults to the WIOA component of the SC Works One-Stop System.

**SC Works Trident Centers strive to achieve the following standards of quality service for its customers, employees, and partners:**

**All customers will receive:**

- Prompt and courteous service from staff
- The service(s) designed to assist in achieving their educational and/or employment goals

**All employees will:**

- Work in a safe and professional environment
- Receive the best tools to achieve the desired outcome for their customers
- Receive cross-training orientation. Each agency will describe programs, responsibilities, eligibility, services, etc.

**All partners will:**

- Deliver high-quality one-stop services through the SC Works Centers
- Strive for continuous improvement of the one-stop service delivery system per standards established by the State and/or Local Workforce Development Board.
- Collaborate to exceed goals negotiated for the Local Workforce Development Area, including the goals of individual partner programs.

- Assist in providing long-term employment outcomes for both job seekers and employer customers receiving assistance.

**The One-Stop Operator is prevented from engaging in the following activities:**

- Convening system stakeholders to assist in the development of the local plan
- Preparing and submitting local plans as required under Sec 107 of WIOA
- Oversight of itself as the One-Stop Operator
- Participating in the competitive procurement for the selection of the One-Stop Operator, as well as the selection or termination of the One-Stop Operator, Career Services, or Youth Providers.
- Negotiating local performance accountability measures
- Developing or submitting the budget for activities of the local Trident Workforce Development Board.

Services provided by these and other partners are described in the Local Area Memorandum of Understanding (MOU). All Career Services provided shall be accessible at or through the comprehensive SC Works Center. Partners shall collaborate to deliver services in a timely, efficient way. Additional partners are encouraged by the TWDB.

**The Memorandum of Understanding (MOU) consists of three parts:**

- **MOU** - Umbrella agreement of all partners detailing how the SC Works System will operate.
- **Infrastructure Funding Agreement (IFA)** – individual partner agreements that detail monetary and/or in-kind contributions, reimbursement processes, goals to accomplish as a partner in the SC Works system and referral information.
- **Cost Allocation Plan** – overall budget of operating the SC Work Center(s), including a breakdown by partner and fair share percentage; methodology of how fair share is calculated shall be included.

The contractor will coordinate with the Berkeley Charleston Dorchester Council of Governments (BCDCOG) to hold quarterly partner meetings to encourage communication among partners, leverage resources, discuss the effectiveness of the SC Works Centers, goal attainment progress, and create strategies to more effectively serve the customer. Partner meetings can be held individually; however, full partner meetings should be convened no less than quarterly. Minutes shall be recorded and forwarded to TWDB staff. Partners should share performance goals and how they are performing.

The SC Works Operator, working collaboratively with the SC Works Partners and TWDB, shall drive the formation of an integrated, innovative SC Works System. The Operator shall ensure that SC Works Center employees, regardless of funding source, represent the SC Works System and not his/her program. The SC Works Operator shall provide program support to special contract-funded programs and non-WIOA-funded workforce contract services and projects as directed or as approved by TWDB.

## **Career Services**

In collaboration with SC Works Partners, the Contractor is responsible for the provision of WIOA Career Services. The Contractor is to follow all State Instruction Letters and local policies established by the Trident Workforce Development Board (TWDB). Under WIOA, career services are classified as follows:

### **Basic Career Services are available to all individuals:**

- Determinations of whether the individuals are eligible to receive assistance:
- Outreach, intake (which may include worker profiling), and orientation to information and other services available through the one-stop delivery system.
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.
- Labor exchange services, including -
  - Job search and placement assistance and, in appropriate cases, career counseling, including the provision of-
    - Information on in-demand industry sectors and occupations.
    - Information on nontraditional employment.
    - Information from career profiles and interest inventories, and
- Appropriate recruitment and other business services on behalf of employers, including small employers, in the local area, which services may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system:
- Referrals to and coordination of activities with other programs and
- services, including programs and services within the one-stop delivery system and, in appropriate cases, other workforce development programs.
- Workforce and labor market employment statistics information including the provision of accurate information relating to local, regional, and national labor market areas, including:
  - Information on job skills necessary to obtain the jobs.
  - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations.
- Provision of performance information and program cost information on eligible providers of training services, by program, and type of providers, and workforce services by program and type of providers.
- Provision of information in formats that are usable by and understandable to SC Works customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information to the one-stop delivery system in the local area.
- Provision of information in formats that are usable by and understandable to SC Works customers, relating to the availability of supportive services or assistance to include the

following: child care, child support, medical or child health assistance under title XIX or XXI of the Social Security Act, benefits under the supplemental nutrition assistance program (SNAP) established Food and Nutrition Act 2008, assistance through the earned income tax credit under section 32 of the Internal Revenue Code of 1986, and assistance under a State program for temporary assistance for needy families funded under part A of title IV of the Social Security Act and other supportive services and transportation provided through funds made available under such part, available in the local area; and referral to the services or assistance as described above provision of information and assistance regarding filing claims for unemployment compensation.

- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under this Act.
- Services, if determined to be appropriate for an individual to obtain or retain employment.

### **Job Seeker Services**

The Operator shall meet all requirements regarding compliance with State and Federal disability laws and procedures for ensuring universally accessible physical and program environments for all customers. It is required that the Operator ensures that the SC Works Centers adhere to the standards and expectations outlined in the national Equal Opportunity Self-Assessment Guides and checklists.

The Berkeley Charleston Dorchester Council of Governments (BCDCOG) will monitor the sites annually for compliance. The Operator may be required to attend training in program access for customers with disabilities and access to employment programs and services for the disabled. The Operator shall ensure that the Centers are accessible to all customers by meeting ADA requirements. The Berkeley Charleston Dorchester Council of Governments' EO Officer will handle all complaints.

### **Individualized Career Services may include:**

- Comprehensive and specialized assessments of the skill levels and service needs may include:
  - Diagnostic testing and use of other assessment tools; and
  - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an Individual Employment Plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services, and career pathways to attain career objectives.
- Group counseling
- Individual counseling

- Career planning
  - Short-term prevocational services, including the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
  - Internships and work experiences that are linked to careers.
  - Workforce preparation activities.
  - Financial literacy services.
  - Out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training program

### **Follow-up Career Services:**

Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities, authorized under this subtitle that are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

The Contractor is responsible for coordinating individualized career services in the SC Works Centers. These services include: Assessment, Individual Employment Plan, Group Counseling, Individual Counseling, Career Planning, Short Term Prevocational Services, Internships, and Work Experiences, Financial Literacy Services, and Workforce Preparation Activities, see full list outlined in TEGL 03-15.

### **Assessments**

The Contractor is responsible for following the local workforce area policy on assessments. All assessment test results must be recorded on the applicable assessment screen in SCWOS. Basic Skills Deficient individuals as defined in State Instruction Letter 15-17, Change 2. The Contractor will follow any state instruction letters further defining Basic Skills Deficiency. No minimum TABE scores can be required as a stipulation for enrollment into the WIOA programs. TABE cannot be required to be taken before eligibility. Effective July 1, 2021, seventy-five percent (75%) of adult participants must be low-income, including public assistance recipients, or have basic skills deficient. If an individual is not in the “Priority of Service” group, sufficient documentation in case notes and job search logs demonstrating that the individual needs WIOA services to remove barriers to employment.

### **Training services**

Training Services can be critical to the employment success of many adults and dislocated workers. There is no sequence of service requirements for “career services” and training. This means that SC Works staff may determine whether training is appropriate regardless of whether the individual has received basic or individualized career services first. Under WIOA, training services may be provided if SC Works staff determine, after an interview, evaluation or assessment, and career planning, that the individual:

- Is unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
- Needs training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone, and has the skills and qualifications to successfully participate in the selected program of training services.

Training services, when determined appropriate, must be provided through an Individualized Training Account (ITA). Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the adult or dislocated worker is willing to commute or relocate. The selection of training services should be conducted in a manner that maximizes customer choice, is linked to in-demand occupations, informed by the performance of relevant training providers, and coordinated to the extent possible with other sources of assistance.

**Training services may include:**

- Occupational skills training, including training for nontraditional employment;
- On-the-job training (OJT);
- Incumbent Worker Training;
- Programs that combine workplace training with related instruction, which include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs;
- Job readiness training is provided in combination with services described in any of clauses 1 through 8.
- Adult Education and Literacy Activities, including activities of English language acquisition and integrated education and training programs, are provided concurrently or in combination with services described in any of clauses 1 through 7.
- Customized training is conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

**Outreach Services**

The Operator shall promote the SC Works Trident System services and ensure that the system is viewed as a part of the state of South Carolina's SC Works System. In collaboration with the Trident Workforce Development Board, BCDCOG staff, system partners, the business community, and WIOA partners, the Operator shall coordinate the development of outreach strategies for the SC Works Centers to ensure effective outreach and communication for recruiting target populations. The Operator shall use all mandated brochures developed by the TWDB or the State and propose additional brochures, as appropriate. WIOA consistently emphasizes the need for services targeted



to persons with disabilities and individuals with barriers to employment, including individuals who receive public assistance or are otherwise low-income and/or basic skills deficient. Outreach and services shall include efforts to encourage the use of the SC Works system by groups that need employment and training services to become more skilled and employable in the path to financial self-sufficiency.

**WIOA sec. 3 (24) defines an “individual with a barrier to employment” means a member of one or more of the following populations:**

- Displaced Homemakers
- Low-Income Individuals
- Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in Section 166.
- Individuals with disabilities, including youth who are individuals with disabilities.
- Older individuals
- Ex-Offenders
- Homeless Individuals (as defined in Section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6), or homeless children and youths (as defined in Section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2).
- Youth who are in or have aged out of the foster care system.
- Individuals who are English language learners individuals who have low levels of literacy, and individuals facing substantial cultural barriers.
- Eligible migrant and seasonal farmworkers, as defined in Section 167(i).
- Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.).
- Single parents (including single pregnant women).
- Long-term unemployed individuals.
- Such other groups as the Governor involved determined to have barriers to employment.

Printed material and other written information at the Center must be linguistically accessible for Trident’s diverse population of job seekers. Whenever feasible, language barriers should be removed so that all visitors to the Center feel welcome and can benefit from the experience. Outreach materials should be available in English and Spanish, when appropriate.

**Coordination with Programs under Title IV of the Higher Education Act including Pell Grant and other Financial Aid Sources is required.**

### **Veterans Services**

The Contractor will ensure Veterans are given priority in Eligibility appointments. (Review the Priority of Services for Veterans policy for further details.)

The Contractor is required to post a notice of priority for services for veterans in an obvious location in the SC Works Center.

### **Priority for Services for Adults**

As referenced in Public Law 113-128, title I, Section 134(c)(3)(E), the Trident Workforce Development Board has established priority for individualized career services for adults.

### **SC WORKS ONLINE SYSTEM/ORIENTATION**

The Contractor will be responsible for ensuring that SC Works Trident orientation/informational sessions are provided at least weekly and online. Virtual or online information sessions are a requirement of the SC Works Certification Standards. All SC Works programs require registration in SCWOS and instruction should be provided for registering during the session.

### **Communication:**

A Member of the Contractor's Management staff shall be present at all TWDB meetings. Other Contractor staff is also encouraged to attend on a rotating basis. The Operator should maintain and be knowledgeable of all active Trident WIOA/SCWOS Instruction Letters relevant to Operations.

### **REPORTING & MONITORING**

- MOU/IFA Partner Invoices should be sent out as soon as possible but no later than forty-five (45) days following the end of a quarter.
- The Operator shall conduct customer satisfaction surveys of the center, resource room, and partners in the centers and submit the reports to the Workforce Development Board staff quarterly:
- Customer Service Satisfaction Reports should be completed and submitted to the BCDCOG by the 10<sup>th</sup> of the month following the end of a quarter.
- One-Stop Operator will verify whether the Resource Room Staffing schedules are providing proper staff coverage in the resource center.
- One-Stop Operator will verify that the Partner Schedules are providing proper staff coverage in the SC Works center(s)
- **As the One-Stop Operator for SC Works Trident and the custodian of all assets belonging to the BCDCOG located at SC Works Trident facilities, the contractor will maintain and track assets on the inventory list. The Contractor is held accountable for any WIOA property/equipment shown on the inventory listing in each SC Works Center location.**
  - ❖ **Before relocating or disposing of assets, the relocation form must be approved by the Deputy Director of Operations and Support.**
  - ❖ **Any items moved without prior approval will result in the operator absorbing any cost associated with the move.**

### **Monitoring**

Monitoring is a primary tool for the identification of strengths and weaknesses in the operation of WIOA programs and the delivery of services at the Contractor level. Monitoring will be performed by LWDA staff, Trident Workforce Development Board (TWDB) members, and others involved in the

oversight responsibility of the WIOA program.

Monitoring will begin as soon as the contract is fully executed and will be ongoing. The review will cover all aspects of each Contractor's operation using desktop and on-site monitoring techniques. The Contractor acknowledges the right and responsibility of the Trident Workforce Development Board and/or its representatives, the State Administrative Entity, and the US Department of Labor (DOL) and/or its representatives under provisions of the WIOA to conduct program oversight or monitoring on an announced and/or unannounced basis where WIOA funds are expended. The Contractor shall further assist cooperatively with the agents or representatives of the aforementioned entities when conducting on-site monitoring or audits of WIOA-funded program activities. The Trident Workforce Development Board may impose sanctions on the Contractor when continued non-compliance with this contractual agreement, other policies and procedures of the Trident Workforce Development Board, and the Workforce Innovation and Opportunity Act of 2014 and/or its regulations exist. The Trident LWDA will follow all State Instruction Letters.

#### **FINANCIAL MANAGEMENT REQUIREMENTS**

**Monthly Financial Status Reports, Requests for Payment Invoices, and Status of Funds Reports (where applicable) are due to the BCDCOG by 5:00 pm on the fifteenth (15<sup>th</sup>) calendar day of the month. If the fifteenth falls on a Saturday or Sunday, the reports are due the preceding Friday by 5:00 pm. Late reports and requests will not be processed until the fifteenth of the following month. Failure to submit financial reports according to the LWDA's guidelines will be documented and noted in monitoring and performance evaluation reports and may be subject to a financial penalty.**

Budgeted expenses for meetings and/or conferences are allowable when their primary purpose is the dissemination of technical information relating to the WIOA program and when they are consistent with regular practices and local travel policies followed for other activities of the contractor.

Allowable costs under WIOA grant awards must be necessary and reasonable for the proper and efficient administration of the program, be justifiable, and be by applicable OMB circulars.

The contractor shall establish, maintain, and utilize internal program management procedures sufficient to provide for the effective management of all activities funded in whole or in part under this Agreement.

The contractor shall not purchase, lease, rent, trade, transfer or dispose of any non-expendable personal property without prior approval of the Administrative Entity. It is understood and agreed by the parties hereto that title to any non-expendable personal property furnished by the US Department of Labor or the Awarding Entity to the contractor for use in connection with programs under this Agreement shall remain vested in the Awarding Entity.

The Contractor is held accountable for any WIOA property/equipment shown on the inventory listing

in each SC Works Center location. Property and/or equipment will be inventoried semi-annually (Sept 30 & March 31) by the Operator and a copy of the certified inventory list will be sent to the LWDB office no later than the last day of each inventory period. The Trident LWDA will also include inventory monitoring in their monitoring visit. A property transfer form needs to be completed and sent to the LWDA in the event any property is transferred.

- As the One-Stop Operator for SC Works Trident and the custodian of all assets belonging to the BCDCOG located at SC Works Trident facilities, the contractor will maintain and track assets on the inventory list. An asset form must be submitted to BCDCOG for all WIOA assets that are relocated, purchased, or removed.
  - Please complete the asset change form as indicated.
  - All relocations require justification.
  - All new assets will be held until appropriate asset tags are assigned and attached to the item.
  - All disposals require prior written approval by BCDCOG.
  - All disposals must have an asset tag removed and attached to the backside of the form.
  - All disposals must be made on the date indicated on the form.
  - All assets must be disposed of properly.
  - All completed forms must be forwarded to BCDCOG through inter-office mail within 7 days of occurrence.

The Local Workforce Development Areas (LWDAs) receive a small percentage of their total Adult and Dislocated Worker allocations at the beginning of the program year. The remaining amount becomes available on October 1. No large expenditures, other than training-related costs, will be approved before October 1. No salary increases will be approved until after the Trident WDB receives its Notice of Funds Available (NFA) for the yearly allotment (which typically occurs around November 1st).

The Contractor will keep a log of all customer service complaints received and the disposition of such complaints. The Contractor will advise the Trident Workforce Development Director immediately if a complaint is filed. This report is due on the 15<sup>th</sup> day after the quarter-end.

The Contractor shall not enter into sub-contracts for any work contemplated under this Contract and shall not assign this Contract or monies without the prior written consent of the Executive Director or designee.

#### **CUSTOMER FILE MAINTENANCE**

Storage space should be maintained in the Comprehensive Center to protect the Personal Identifying information and confidentiality of the Exited files and store them for the appropriate time frame. See Record Retention and the Accessibility, Confidentiality, and Reasonable Accommodation policies for additional information.

#### **GENERAL**

- The Contractor agrees to abide by Local Workforce Development Area regulations to ensure that funds are made available for services/training that are required to meet the needs of the participant.
- All forms, documents, and information of the Contractor about this agreement or mentioned herein will be made available to the Administrative Entity upon request and are subject to review at any time. The Contractor shall maintain records that are sufficient to permit the preparation of reports required by WIOA and to permit the tracking of funds to a level of expenditure adequate to ensure that funds have not been spent unlawfully (Sec. 185 of the WIOA).
- All instruction letters and policies, unless otherwise instructed, will still apply under WIOA.
- The Contractor shall reimburse all costs determined to be disallowed in connection with the operation of the WIOA grant to the Berkeley Charleston Dorchester Council of Governments (BCDCOG) from the non-WIOA fund sources.
- The Contractor shall have all partly or fully WIOA-funded staff persons participate in and support professional development efforts initiated or approved by the BCDCOG or Contractor, including regularly announced service provider meetings and appropriate conferences and workshops.
- The Contractor shall establish an in-house policy and procedure for recouping non-expendable training equipment (items designed to last more than one year when a WIOA customer leaves training early).
- The Contractor acknowledges the right and responsibility of the Trident Workforce Development Board and/or its representatives, the South Carolina Department of Employment & Workforce and/or its representatives, and the US Department of Labor (DOL) and/or its representatives under provisions of the WIOA to conduct program oversight or monitoring on an announced and/or unannounced basis where WIOA funds are expended for WIOA program activities. The Contractor shall further assist cooperatively with the agents or representatives of the aforementioned entities when conducting on-site monitoring or audits of WIOA-funded program activities.
- Any changes or modifications to this contractual agreement shall be detailed in writing and executed by both parties. The Contractor may initiate changes or modifications in letter format at any time. Changes or modifications required because of changes in the Workforce Innovation and Opportunity Act or new decisions of the BCDCOG may be made at any time during the period of the contractual agreement.
- The Contractor will ensure that all staff adheres to the records retention requirements as indicated in the Terms and Conditions of this agreement. The Contractor may retrieve the records to ensure that auditable records are available and readily accessible.
- It is understood that all major work elements associated with this agreement are outlined in the work statement, terms and conditions, and instruction letters issued by the BCDCOG. **However, because employment and training programs are constantly evolving at the federal, state, and local levels and, in the spirit of teamwork and cooperation, Contractors will often be required to perform functions that are not included in these documents. If**

this should occur, full instructions will be provided in the form of an agreement amendment or other specific instructions detailing the change(s)/additional work required.

### **Staffing**

Timesheets shall be made available to BCDCOG staff during monitoring. The BCDCOG reserves the right to provide input into the hiring and termination of WIOA-funded staff. The Contractor will submit to BCDCOG staff in writing the following items:

The names of New WIOA hires or resignations/terminations for any reason, SCWOS Staff-account activations, changes (within 2 days of hire or change), and deactivations (within 24 hours).

As part of the hiring process, the contractor is required to inform potential hires that their acceptance of a position under this contract agreement neither makes them federal employees nor makes them employees of Berkeley Charleston Dorchester Council of Governments (BCDCOG). The BCDCOG approves funding for specific positions but does not make personnel decisions for its contractors. However, it is further understood that employees whose positions are funded under the terms of this contract agreement have the right to use the BCDCOG's grievance procedures to challenge a personnel decision that directly affects their employment with the contractor. Unless an employee is unable to access his/her employer's grievance process for some reason, such as its unavailability to temporary contract employees, affected employees must demonstrate that they have utilized the grievance process established by the contractor before filing a grievance with the BCDCOG. The BCDCOG's role in all grievances presented at the LWDA level is to determine whether or not the contractor complied with its personnel policies and procedures as it relates to the specific action the employee is grieving.

The Contractor promises and attests that the Contractor and any members of its staff and governing body shall avoid any actual or potential conflicts of interest.

The Contractor shall schedule appropriate training sessions for all new and existing WIOA-funded staff, including scheduling an orientation session with the TWDB staff within one week of the WIOA employee's start date.

Travel costs for personnel supported by the contract award are allowable when the travel is specifically related to the operation of programs under the Act, and directly benefitting the Trident Workforce Area. Payment for travel shall be made only as it applies to the scope of the contract, is necessary and reasonable, and follows all local travel policies. All travel expenditures must follow GSA Guidelines.

The Contractor will ensure that, if necessary, due to Rapid Response efforts, personnel vacancies, or changes in program design, Center staffing schedules will remain flexible to accommodate customer needs. The Contractor shall provide ongoing training to WIOA-funded staff on aspects of the

Americans with Disabilities Act and training on meeting their accommodation needs and effectively communicating with individuals with disabilities.

**The Contractor shall provide documented in-depth WIOA program orientation as follows:**

All staff funded under this contract shall receive training on the Work Statement customer data system, financial procedures, WIOA Regulations, and Terms and Conditions. Signed statements by the staff certifying this training will be submitted to the Berkeley Charleston Dorchester Council of Governments within ten (10) days of receipt of the signed contract.

**All front-line staff should maintain a copy of the work statement at their workstation for reference.**

When questions arise, the work statement should be reviewed before requesting assistance from the LWDA. With the increased emphasis on customer satisfaction under the Workforce Innovation and Opportunity Act and the SC Works Certification Standards, the Contractor will conduct ongoing customer service training with staff and other partner staff. Workforce Center staff will participate in any training provided by the Trident WDB. Staff should not be absent from the SC Works Centers without adequate coverage. The contractor will ensure that sufficient qualified staffing will be available to ensure the successful performance and effective management of the SC Works Trident Centers. Staff will be familiar with the requirements of WIOA and related Federal Regulations, the terms of this contract, and WDA instructions. Poor staff performance in managing the SC Works centers may result in the Contractor facing sanctions per the Trident Area's Sanctions Policy. An updated organizational chart is required when there is a change in the management staff levels.

**TWDB POLICIES/INSTRUCTIONS**

All WIOA Contractors must adhere to the policies, procedures, and instructions as set forth by the TWDB and WIOA. All applicable policies, forms, and instructions will be provided to the Contractor.

**CONTINUOUS IMPROVEMENT**

Continuous Improvement means that there is always room for improvement. No matter how closely excellence is approached, we can always do better. This means that we must constantly look for ways to improve our performance. Quality Improvement Tools must be employed by the Contractor to identify improvement opportunities, identify root causes and best solutions, monitor improvement opportunities, and measure results. The Contractor is responsible for employing Continuous Improvement principles to ensure quality is built into the services and programs being provided. The Contractor must design processes, programs, and services that enable them to exceed customer expectations and provide a fair return on investment (ROI) to the Trident Workforce Development Board. Pertinent instructions, procedural information, and training will be provided to ensure Contractors become familiar with and effectively implement continuous improvement practices into all WIOA program operations.

**Contractor Continuous Improvement Team (CCIT):**

To ensure that Contractors are provided guidance and technical assistance regarding TEGLS, State Instruction Letters, and local policies and procedures, the contractors will attend the monthly Contractors Continuous Improvement Team (CCIT) meetings. This will be a time when the BCDCOG

Staff will provide technical assistance, address any potential programmatic issues, and distribute information.

**In-Service Training:**

BCDCOG staff may provide mandatory training for the Contractor on subjects relevant to a program operation, performance, and continuous improvement principles. The In-Service Training times may be scheduled in conjunction with the monthly CCIT meeting.

**PUBLICATIONS**

The Contractor agrees that any publication (written, visual, signs for posting or sound, including press releases, but excluding newsletters, and Issue analyses) issued by the Contractor describing programs or projects funded in whole or in part with federal funds, shall contain the following statement: “Trident Workforce Development Board provides equal opportunity programs. Services are available upon request to individuals with disabilities. TTY:711”.

The Contractor also agrees that one copy of any such publication will be submitted to TWDB to be placed on file and distributed as appropriate to other potential Contractors or interested parties. The BCDCOG may waive the requirement for submission of any specific publication upon submission of a request justifying the Contractor.

**COPYRIGHT**

Except as otherwise provided in the terms and conditions of this agreement, the Contractor paid through this contract is free to copyright any books, publications, or other copyright-able materials developed in the course of or under this agreement. However, the U.S. Department of Labor (federal awarding agency), South Carolina Department of Employment & Workforce, and/or BCDCOG reserve a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use, and authorize others to use, for the federal government, state, or county purpose; the copyright in any work developed under this agreement or through a contract under this agreement; and any rights of copyright to which a Contractor or sub-contractor purchases ownership with agreement support.

The federal and state government’s rights, and/or the county’s rights identified above must be conveyed to the publisher and the language of the publisher's release form must ensure the preservation of these rights.

**OPTION TO EXTEND**

Based upon funding availability, the BCDCOG may extend an agreement period of performance if it appears to be in the best interest of the BCDCOG and is agreeable with the Contractor. The total extension may be less than but may not exceed two (2) additional years and may be issued in increments. Similarly, the slot levels and/or the number of participants served and/or associated costs may be adjusted at any time during the agreement period if agreeable with the Contractor and BCDCOG. An extension may be contingent upon the satisfactory performance of this contract.

**CONTRACT BUDGET**



## **BUDGET**

A copy of the negotiated detailed budget is attached.

## **SPENDING PLAN**

The Contractor will ensure that 25% of the funds are expended by September 30th; 50% of the funds are expended by December 31st and 70% of the funds are expended by March 31<sup>st</sup> and 90% by June 30, 2025. If funds are not expended per the sanctions policy, the Contractor may face sanctions.

## **PAYMENT TERMS**

No funds will be paid for persons not certified eligible, enrolled, and initiated as required in the WIOA federal regulations.

TWDB reserves the right to de-obligate underruns that accrue as the result of poor performance or under-expenditure. Determinations regarding the amount of the obligation may be based on Contractor reports (financial or programmatic).

The performance of activities may be terminated by the BCDCOG in whole or in part for either cause or convenience as outlined in the Terms and Conditions.

**Failure to meet performance on the local, state, and DOL levels may result in penalties.**

Payment may not be made for expenses not incurred nor earned during the contract period.

The Contractor may not expend any negotiated budget line item over 10% without prior authorization. Authorization of any expenditure more than 10% over budget must be requested in writing and is subject to approval by the BCDCOG.

Without regard to the date of the parties' signatures, the parties agree the effective date of this agreement is July 1, 2025.

**IN WITNESS WHEREOF**, the Parties hereto have executed this Contract under their several seals the day and year first written above.

**Ross Innovative Employment Solutions**

**BCD Council of Governments:**

\_\_\_\_\_  
Shawn Brenner  
Chief Executive Officer

\_\_\_\_\_  
Ronald E. Mitchum  
Executive Director

**Attest:**

**Attest:**

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## MEMORANDUM

**Date:** June 3, 2025  
**To:** Trident Workforce Development Board  
**From:** Ronald Mitchum, Executive Director  
**Subject:** SC Works Certification Standards

The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board (SWDB) establishes objective criteria and procedures for use by Local Workforce Development Boards (LWDBs) in assessing one-stop centers at least once every three years. The criteria must be used to evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. In addition, the criteria must be reviewed and updated every two years as part of the review and modification of the State Plan.

The Comprehensive and affiliate SC Works centers have been evaluated against the SC Certification Standards outlined in the State Instruction Number 24-01 in the following areas:

- **SC Works Certification Management Standards**
- **SC Works Certification Job Seeker Standards**
- **SC Works Certification Business Services Standards**

### Summary of the Assessment Process:

#### **Who did the local board select to evaluate the standards?**

The BCDCOG and Ross IES Operator Staff evaluated the standards. The Assessment and review process started in July 2024. The SC Works Certification Standards State Instruction was discussed at the July 16, 2024, one-stop Committee meeting. The Job Seeker and Management Standards and documentations were presented to the committee during the August 20, 2024, October 29, 2024, January 21, 2025, March 11, 2025, and May 13, 2025. On May 13, 2025, the One-Stop Committee approved the certification with a recommendation to the full board to be certified. Staff used surveys from employers and job seekers, and information from partner staff to complete the documentation and verification of each standard. It has been determined that the SC Works Trident Centers have processes in place to meet the standards; however, there is room for improvement.

- The operation staff sends out weekly emails on events for the centers.
- Some partners were unaware of the services provided. Services available will be added to the weekly email.
- More information and training on safety and security have been arranged and disseminated to partners.
- The Combined Operational Plan and Business Services Engagement (COBE) plan is updated.

#### **How did the local board use the checklist within the standards and review supportive documentation?**

The local board staff used the checklist to send to all partners to gather feedback and evaluate the centers. A review of the Operational Plan, Business Services Plan, and the binder with SC Certification Standards documents was conducted. The Checklist is also used as an assessment for monitoring the physical condition of the centers. The

# MEMORANDUM

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monitoring was conducted, and an observation of the Resource Center, flyers, outreach material, and surveys was conducted. The contractor provided the binder to review documents that include customer surveys and feedback.

## **What was the timeline for the review process?**

The review process timeline is July 16, 2024 – May 13, 2025

## **What was the method of approval?**

Once all documents were gathered, the recommendation for approval of the SC Works Trident Center was presented to the One-Stop Committee, which consists of TWDB Board members and partner staff for review and approval. The binder with the backup documents is available for all members to review.

## **Business Services Lead:**

The SC Works Certification Standards require that the LWDA designate a business services lead based on experience, qualifications, and ability to perform the role. This was approved at the December 3, 2024, TWDB meeting, naming Amber Gant, the Business Services Coordinator, as the business services lead.

Recommendation by BCDCOG staff is for approval of the SC Works Trident Centers to be certified based on meeting the Certification Standards.

## SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. The SC Works center measures satisfaction with both processes and outcomes for existing jobseeker customers.	<ul style="list-style-type: none"> <li>The SC Works center has implemented a jobseeker feedback system that measures jobseeker outcomes and satisfaction. Survey tools, methods, and protocols are outlined in writing. The LWDA disaggregates the data and shares the data with appropriate partners for timely analysis and action.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jobseeker feedback is collected through digital and paper surveys, with QR codes and links for easy access. The survey data is reviewed monthly and disaggregated for action. This is completed for all centers (Charleston-Comprehensive and Berkeley and Dorchester Affiliate Sites).
	<ul style="list-style-type: none"> <li>The LWDA disaggregates the survey data for analysis and action.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Survey data is reviewed monthly by partner management to drive improvements.
2. Feedback from jobseekers is used to improve services.	<ul style="list-style-type: none"> <li>The SC Works center and workforce area have a system in place to improve services based on the feedback received from jobseekers.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Based on feedback from the Customer Satisfaction Survey, data is sent out to the appropriate management team, and the Center Operator conducts feedback and follow-up on improvements/changes needed as necessary.
	<ul style="list-style-type: none"> <li>Services are provided through comprehensive and affiliate centers, up to date and useful websites, and remote or virtual service strategies.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	List of available services and hours of operation -Observation and Combined Operation and Business Engagement Plan, Operations Manual

# SC Works Certification Jobseeker Services Standards

<p>3. Jobseekers have multiple access points to SC Works services.</p>	<ul style="list-style-type: none"> <li>The SC Works center encourages jobseekers to utilize virtual services, as appropriate, which may include the Virtual Engagement Center (VEC), web-based assessments and career planning tools, job search and job readiness assistance, applying for unemployment benefits, and access to a wide range of job offerings found in SCWOS.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Many online services that link participants to services are provided through a plethora of online services. Job seekers filing for unemployment are required to conduct two job searches in SCWOS for benefits, WIOA individuals must have a SCWOS account for eligibility, and partners access SCWOS for referrals and participant job search-related reviews. The local area utilizes the Eligibility Explorer in SCWOS and Brazen to conduct virtual job fairs and hiring events. Virtual Workshops are also available.</p>
<p>4. The SC Works center offers a consistent menu of jobseeker services.</p>	<ul style="list-style-type: none"> <li>All basic and individual career services, training services, and information outlined in WIOA § 134(c)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Flyers, pamphlets, brochures, business cards are available in resource areas, hallway waiting areas and lobbies.</p>

## SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	and TEGL 4-15 are available and accessible to each jobseeker at the SC Works center.			
5. The SC Works center staff provides jobseeker services efficiently while maintaining a customer-oriented focus.	<ul style="list-style-type: none"> <li>The SC Works center has a process to minimize lines and wait times.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Utilize the Greeter to track wait times. Partner agencies schedule individuals. The front desk triages individuals.
	<ul style="list-style-type: none"> <li>The SC Works center has a process for effectively handling large-scale events or heavy customer traffic.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Partners' staff work together to provide a seamless transition of service and resources to customers. Observation
	<ul style="list-style-type: none"> <li>Staff promptly engages customers with self-service activities, staff assistance, or acknowledgement, depending on customer flow, upon entry to the SC Works center or virtual system.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation and Operational Manual
	<ul style="list-style-type: none"> <li>The SC Works center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Greeter Reports, Reports, Observation
6. The SC Works center has a well-equipped resource room with trained staff to provide a broad range of jobseeker services.	<ul style="list-style-type: none"> <li>The resource room has at least one center staff member present at all times to provide orientation and guidance on accessing and using resources.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation; The resource room is supported by the Operator, SCDEW, and partners. This includes the affiliate centers.
	<ul style="list-style-type: none"> <li>The resource room has computers to accommodate the needs of customers.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Accessibility Checklist, Observation
	<ul style="list-style-type: none"> <li>Staff represent the offerings of all partners in the center based on individual customer needs.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Partner staff are cross-trained on the services provided at centers.

## SC Works Certification Jobseeker Services Standards

	<ul style="list-style-type: none"> <li>The resource room offers a broad range of current and relevant information on job seeking websites, workshops, partner services, community resources, employment opportunities, and affords access to all of these.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Flyers, Observation, Operational Manual, postings in the Resource Center.
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# SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
7. All customers learn about the full range of services that are available through the SC Works system in a customer-focused, program-neutral way.	<ul style="list-style-type: none"> <li>The LWDA website provides a virtual orientation to the workforce system.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	www.scworkstrident.org
	<ul style="list-style-type: none"> <li>The SC Works center provides information at the first visit via multiple delivery mechanisms (e.g., welcome folders, DVD, pamphlets, group orientation, signage, help desk, etc.).</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The resource room is staffed by SCDEW and OSO team members, ensuring guidance for accessing resources. It is equipped with computers and provides relevant jobseeker information, partner services, and community resources.
	<ul style="list-style-type: none"> <li>Staff is available to provide answers about SC Works services.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The resource room is staffed by SCDEW and OSO team members, ensuring guidance for accessing resources. It is equipped with computers and provides relevant jobseeker information, partner services, and community resources.
8. The SC Works center offers effective assessment and career guidance services to all jobseekers.	<ul style="list-style-type: none"> <li>Staff is aware of and trained in assisting or directing customers to available career development assessments.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Partner staff are cross-trained to assist jobseekers with the full range of available services. Adult Education provides WIN, WorkKeys, and TABE assessments in the Comprehensive Center.
	<ul style="list-style-type: none"> <li>The SC Works center offers basic skills assessments through direct provision, partners, or contracts.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Partner staff are cross-trained to assist jobseekers with the full range of available services. Adult Education provides WIN, WorkKeys, and TABE assessments in the Comprehensive Center.

# SC Works Certification Jobseeker Services Standards

	<ul style="list-style-type: none"> <li>The SC Works center offers computer literacy assessments through direct provision, partners, or contracts.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SC Works Trident Adult Education partner supports digital literacy.
9. The SC Works center provides resources to assist customers with marketing themselves for employment.	<ul style="list-style-type: none"> <li>The following services are provided onsite individually and/or in group settings at comprehensive centers. The same services are provided online as applicable.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available through Workshops in person and online
	<ul style="list-style-type: none"> <li>Resume preparation</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available through Workshops in person and online
	<ul style="list-style-type: none"> <li>Interviewing techniques</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available through Workshops in person and online
	<ul style="list-style-type: none"> <li>Networking groups</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available through Workshops in person and online
	<ul style="list-style-type: none"> <li>Internet use</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available in the resource center

# SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	○ Job search	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available in the Resource Center
10. Every SC Works center has information on job openings.	<ul style="list-style-type: none"> <li>• SCWOS is the labor exchange system used for providing information to jobseekers on open jobs.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Weekly "Hot Job" job leads are provided to jobseekers.
11. SC Works centers help jobseekers advance their skills and education.	<ul style="list-style-type: none"> <li>• Every SC Works center has a diverse selection of career enhancement options including short-term and long-term training.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SCPATCH.org
	<ul style="list-style-type: none"> <li>• SC Works customers have access to assistance in developing a plan for financing education and training, which may include WIOA, Job Corps, TAA, or other partner resources, or Pell grants, part-time work, and scholarships.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Financial support is offered to individuals within all SC Works Trident partners that including WIOA, Job Corp, DSS, etc..

## MEMORANDUM

**Date:** 05/23/2025  
**To:** Trident Workforce Development Board  
**From:** Katie Paschall, Finance Manager  
**Subject:** FY26 Proposed Budget

Please find attached the **Proposed Budget for FY25/26 PY24/25** for approval. Below is an overview of the proposed budget.

### Revenues

- **Federal Allocation** is the estimated WIOA allocation of funds received from SC Department of Employment and Workforce (SCDEW) for Program Year 25 (PY25) less an estimate for Carry-In funds reserved for PY26/FY27. We have not received our PY25 allotments from SCDEW. We have estimated PY25 from PY24's allocation.
- **Carry-In** is the portion of the WIOA allocation of funds received from SCDEW for Program Year 24 (PY24) that are estimated to not be spent as of June 30, 2025. The allocation of funds is for a two-year period.
- **Individual & Employer Training** is discretionary funds received from SCDEW. The award period ended September 30, 2024 and has been removed from the budget.
- **Planning and Development** is discretionary funds received from SCDEW for professional development and to contract out services to assist with the creation of the Local and Regional Plans. The award period ends July 31, 2025.
- **Charleston Chamber Good Jobs** is funds received from Charleston Chamber Foundation for Lowcountry Careers Collaborative (LCC). The award period is anticipated to end by June 30, 2025.
- **Rapid Response IWT** is Rapid Response Incumbent Worker Training (IWT) funds that have been awarded by SCDEW to the Trident region for the operation of layoff aversions incumbent worker training for specific business applicants.
- **Shared Costs (Rent Income)** is the funds received from Partners in the SC Works Trident facilities through the MOU agreements.

### Expenditures

#### Administration Cost

- **Personnel Costs, Benefits, and Indirect** are the BCDCOG staff salaries, benefits, and indirect.
- **Automotive** is reimbursement of mileage for BCDCOG staff for WIOA eligible activities.

# MEMORANDUM

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- **Dues & Memberships** is the cost of TWDB memberships to Charleston Metro Chamber of Commerce, Greater Summerville Chamber of Commerce, and Berkeley Chamber of Commerce, in addition to professional dues for BCDCOG administrative staff.
- **Travel** is BCDCOG staff travel expenditures for training.
- **Equipment Maintenance** is staff equipment subscriptions.
- **Training & Education** is for registration fees for BCDCOG staff to attend WIOA related trainings.

## Operating Cost

- **Personnel Costs, Benefits, and Indirect** are the BCDCOG program staff salaries, benefits, and indirect.
- **Automotive** is reimbursement for mileage for BCDCOG program staff for WIOA eligible activities and the cost of fuel and maintenance for the Mobile Career Coach van.
- **Dues & Memberships** is BCDCOG staff professional dues.
- **Contract Services** includes website services provided by Flock & Rally, ADA assessment services, and the Strategic Plan Development.
- **Equipment Rental** is the cost to lease the SC Works center's Xerox copier machines.
- **Agency Insurance** is the cost to insure WIOA property in the SC Works facilities and the Mobile Career Coach van.
- **Travel** is employee travel.
- **Repairs & Maintenance** is general office maintenance. While most of the cost for repairs and maintenance is covered under our lease agreements, we do pay for minor maintenance expenses, such as changing locks and/or minor building maintenance.
- **Office Equipment Maintenance** is the cost associated with maintaining the equipment. This includes the print charges of all SC Works facility copiers, IT technician costs, and other IT costs relating to the servers and equipment at each facility and maintaining the website.
- **Supplies** include general office supplies and IT supplies. Most of the costs associated with the WIOA program are reimbursed to the program through our program and operator contracts.
- **Printing** is the cost to print SC Works Trident facility supplies, brochures, etc.
- **Rent** is the cost to lease the SC Works Charleston facility.
- **Communications** includes internet and telephone communications at each SC Works facility. The increase is average and anticipated costs.
- **Training & Education** is the cost of program staff training.
- **Office Equipment** includes equipment and furniture purchased for the SC Works facilities. We anticipate continuing the replacement of computers in the resource centers and labs to stay current on software needs. Additionally, we have budgeted for the phone system server replacement.
- **Miscellaneous** is includes the costs associated with hosting the Public Sector Job Fair, Business Expo, and participation in the Your Next Step Events.

## Program Cost

- **Contract Services, Eckerd Connects – One Stop Operator** is services provided by Eckerd Connects as the One Stop Operator of SC Works Trident.

# MEMORANDUM

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- **Contract Services, Ross Innovative Employment Solutions (IES) – Adult/DW Program** is the cost of services provided by Ross IES for program and training services for SC Works Trident's Adult and Dislocated worker program.
- **Contract Services, Ross Innovative Employment Solutions (IES) – Youth Program** is the cost of services provided by Ross IES for program and training services for SC Works Trident's Youth program.
- **Incumbent Worker Training** is the cost of rapid response training needed as part of a layoff aversion strategy.
- **On the Job Training (OJT)** is training provided by an employer to a participant (job seeker). During the training, the customer is engaged in productive work in a job for which the customer is paid, and the training provides the knowledge or skills essential to the full and adequate performance of the job.

We will continue to monitor the budget to ensure revenues and expenditures remain aligned and we will make recommended revisions as necessary.

If you have any questions, please contact me at 843-529-2588 or [katiep@bcdcog.com](mailto:katiep@bcdcog.com)

**BERKELEY CHARLESTON DORCHESTER COUNCIL OF GOVERNMENTS**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT**  
**FY25/26 PROPOSED BUDGET**

	<b>BUDGET</b> <b>FY 24/25</b> <b>PY 23/24</b>	<b>PROPOSED</b> <b>FY 25/26</b> <b>PY 24/25</b>	<b>Variance</b>
<b>REVENUE</b>			
FEDERAL ALLOCATION	2,098,375	2,262,379	164,004
CARRY-IN	681,763	602,998	(78,765)
INDIVIDUAL & EMPLOYER TRAINING	22,627	-	(22,627)
PLANNING & DEVELOPMENT	75,000	18,000	(57,000)
CHAMBER LCC/GOOD JOBS	693,153	-	(693,153)
RAPID RESPONSE IWT	91,035	58,600	(32,435)
SHARED COSTS (RENT INCOME)	199,853	202,157	2,304
<b>TOTAL REVENUE</b>	<b>3,861,806</b>	<b>3,144,134</b>	<b>(717,672)</b>
<b>EXPENDITURES</b>			
<b>ADMINISTRATION COST</b>			
PERSONNEL COSTS	110,316	154,470	44,154
BENEFITS	65,881	93,195	27,314
INDIRECT	69,986	99,340	29,354
AUTOMOTIVE	50	50	-
DUES & MEMBERSHIPS	1,670	1,670	-
TRAVEL	200	200	-
EQUIPMENT MAINTENANCE	180	-	(180)
TRAINING & EDUCATION	1,690	1,690	-
MISCELLANEOUS	200	200	-
<b>TOTAL ADMINISTRATION</b>	<b>250,173</b>	<b>350,815</b>	<b>100,642</b>
	6%	11%	
<b>OPERATING COST</b>			
PERSONNEL COSTS	211,094	169,925	(41,169)
BENEFITS	126,066	102,515	(23,551)
INDIRECT	133,920	109,275	(24,645)
AUTOMOTIVE	775	790	15
ADVERTISING	57,600	-	(57,600)
DUES & MEMBERSHIPS	-	80	80
CONTRACT SERVICES	71,850	33,270	(38,580)
EQUIPMENT RENTAL	19,075	16,545	(2,530)
AGENCY INSURANCE	1,700	1,700	-
REPAIRS & MAINTENANCE	250	250	-
TRAVEL	11,980	9,000	(2,980)
OFFICE EQUIPMENT MAINT	300,490	126,179	(174,311)
SUPPLIES	8,500	3,000	(5,500)
PRINTING	2,500	2,500	-
RENT	359,076	369,840	10,764
COMMUNICATIONS	45,228	45,700	472
TRAINING & EDUCATION	12,710	4,100	(8,610)
OFFICE EQUIPMENT	78,174	66,500	(11,674)
MISCELLANEOUS	17,146	15,950	(1,196)
<b>TOTAL OPERATING COST</b>	<b>1,458,134</b>	<b>1,077,119</b>	<b>(381,015)</b>
	38%	34%	
<b>PROGRAM COST</b>			
<b>CONTRACT SERVICES</b>			
Eckerd Connects - One Stop Operator	335,000	375,500	40,500
Ross IES - Adult/DW Program	936,799	590,000	(346,799)
Ross IES - Youth Program	545,000	545,000	-
TRAINING & EDUCATION- IWT	86,700	55,700	(31,000)
TRAINING & EDUCATION- OJT	250,000	150,000	(100,000)
<b>TOTAL PROGRAM COST</b>	<b>2,153,499</b>	<b>1,716,200</b>	<b>(437,299)</b>
	56%	55%	
<b>TOTAL EXPENDITURES</b>	<b>3,861,806</b>	<b>3,144,134</b>	<b>(717,672)</b>
	-	-	
<b>Carry-In FY 25/26</b>	<b>460,087</b>		
<b>Carry-In FY 26/27</b>		<b>296,083</b>	
	12%	9%	

**BERKELEY CHARLESTON DORCHESTER COUNCIL OF GOVERNMENTS**  
**WIOA OPERATING EXPENDITURES DETAIL**  
**FISCAL YEAR 2025/2026**

		<b>BUDGET</b>	<b>PROPOSED</b>	
		<b>FY 24/25</b>	<b>FY 25/26</b>	<b>Increase</b>
<b>OPERATING COSTS</b>		<b>PY 23/24</b>	<b>PY 24/25</b>	<b>(Decrease)</b>
SALARIES/BENEFITS	<i>Direct Costs - Admin</i>			
INDIRECT	BCDCOG Personnel Costs	110,316	154,470	44,154
	BCDCOG Benefits	65,881	93,195	27,314
	BCDCOG Indirect	69,986	99,340	29,354
	Total	246,183	347,005	100,822
AUTOMOTIVE	<i>Direct Costs - Admin</i>			
	Mileage/Parking (Staff)	50	50	-
	Total	50	50	-
DUES & MEMBERSHIPS	<i>Direct Costs - Admin</i>			
	Berkeley Metro Chamber (TWDB)	350	350	-
	Charleston Metro Chamber (TWDB)	850	850	-
	Greater Summerville Metro Chamber (TWDB)	350	350	-
	SETA (Staff)	80	80	-
	CCE GCDF (Staff)	40	40	-
	Total	1,670	1,670	-
TRAVEL	<i>Direct Costs - Admin</i>			
	Travel/Training Costs	200	200	-
	Total	200	200	-
EQUIPMENT MAINTENANCE	<i>Direct Costs - Admin</i>			
	Equipment software agreement	180	-	(180)
	Total	180	-	(180)
TRAINING & EDUCATION	<i>Direct Costs - Admin</i>			
	Training/Registration Fees (Staff)	1,690	1,690	-
	Total	1,690	1,690	-
MISCELLANEOUS	<i>Direct Costs - Admin</i>			
	Miscellaneous	200	200	-
	Total	200	200	-
SALARIES/BENEFITS	<i>Direct Costs - Program</i>			
INDIRECT	BCDCOG Personnel Costs	211,094	169,925	(41,169)
	BCDCOG Benefits	126,066	102,515	(23,551)
	BCDCOG Indirect	133,920	109,275	(24,645)
	Total	471,080	381,715	(89,365)
AUTOMOTIVE	<i>Direct Costs - Program</i>			
	Automotive	775	790	15
	Total	775	790	15
ADVERTISING	<i>Direct Costs - Program</i>			
	Bus Advertising - Youth	57,600	-	(57,600)
	Total	57,600	-	(57,600)
DUES & MEMBERSHIPS	<i>Direct Costs - Program</i>			
	SETA (Staff)	-	80	80
	Total	-	80	80



**BERKELEY CHARLESTON DORCHESTER COUNCIL OF GOVERNMENTS**  
**WIOA OPERATING EXPENDITURES DETAIL**  
**FISCAL YEAR 2025/2026**

		<b>BUDGET</b>	<b>PROPOSED</b>	
		<b>FY 24/25</b>	<b>FY 25/26</b>	<b>Increase</b>
<b>OPERATING COSTS</b>		<b>PY 23/24</b>	<b>PY 24/25</b>	<b>(Decrease)</b>
<b>CONTRACT SERVICES</b>	<i>Direct Costs - Program</i>			
	Marketing Services - Buffalo Groupe	2,000	-	(2,000)
	Website Maintenance & Hosting - JMT	3,000	-	(3,000)
	Website Maintenance & Hosting - Flock & Rally	11,850	20,270	8,420
	ADA Assessment	3,500	3,500	-
	Strategic Plan Development - Planning & Dlpmt	50,000	8,000	(42,000)
	Misc Services	1,500	1,500	-
	<b>Total</b>	<b>71,850</b>	<b>33,270</b>	<b>(38,580)</b>
<b>EQUIPMENT RENTAL</b>	<i>Direct Costs - Program</i>			
	Copiers	19,075	16,545	(2,530)
	<b>Total</b>	<b>19,075</b>	<b>16,545</b>	<b>(2,530)</b>
<b>AGENCY INSURANCE</b>	<i>Direct Costs - Program</i>			
	Insurance Reserve Fund - Property	1,700	1,700	-
	<b>Total</b>	<b>1,700</b>	<b>1,700</b>	<b>-</b>
<b>REPAIRS &amp; MAINT</b>	<i>Direct Costs - Program</i>			
	Misc. Facility Repairs & Maintenance	250	250	-
	<b>Total</b>	<b>250</b>	<b>250</b>	<b>-</b>
<b>TRAVEL</b>	<i>Direct Costs - Program</i>			
	Travel - Business Services	-	1,500	1,500
	Travel - SETA - Planning & Dlpmt	11,980	7,500	(4,480)
	Travel - LCC/Good Jobs	-	-	-
	<b>Total</b>	<b>11,980</b>	<b>9,000</b>	<b>(2,980)</b>
<b>EQUIPMENT MAINTENANCE</b>	<i>Direct Costs - Program</i>			
	Managed Server Services	100,332	98,900	(1,432)
	Managed Camera Services	5,004	5,004	-
	On-Call IT Services	11,250	7,500	(3,750)
	Copier Print Charges	2,880	1,000	(1,880)
	Website Maintenance	1,310	2,125	815
	Virtual Reality Training Equipment - Youth	62,700	10,900	(51,800)
	SCWOA Generic Module Software - LCC/Good Jobs	96,264	-	(96,264)
	Headlights Software - LCC/Good Jobs	20,000	-	(20,000)
	Misc.	750	750	-
	<b>Total</b>	<b>300,490</b>	<b>126,179</b>	<b>(174,311)</b>
<b>SUPPLIES</b>	<i>Direct Costs - Program</i>			
	Misc. Supplies	8,500	3,000	(5,500)
	<b>Total</b>	<b>8,500</b>	<b>3,000</b>	<b>(5,500)</b>
<b>PRINTING</b>	<i>Direct Costs - Program</i>			
	Printing	2,500	2,500	-
	<b>Total</b>	<b>2,500</b>	<b>2,500</b>	<b>-</b>
<b>RENT</b>	<i>Direct Costs - Program</i>			
	SC Works Charleston - Northwood's Properties	359,076	369,840	10,764
	<b>Total</b>	<b>359,076</b>	<b>369,840</b>	<b>10,764</b>

**BERKELEY CHARLESTON DORCHESTER COUNCIL OF GOVERNMENTS**  
**WIOA OPERATING EXPENDITURES DETAIL**  
**FISCAL YEAR 2025/2026**

		<b>BUDGET</b>	<b>PROPOSED</b>	
		<b>FY 24/25</b>	<b>FY 25/26</b>	<b>Increase</b>
<b>OPERATING COSTS</b>		<b>PY 23/24</b>	<b>PY 24/25</b>	<b>(Decrease)</b>
<hr/>				
COMMUNICATIONS	<i>Direct Costs - Program</i>			
	Spirit Communications - SCWC	31,014	31,190	176
	Spirit Communications - SCWD	12,462	12,480	18
	Verizon Wireless - Business Services	1,296	1,780	484
	Verizon Wireless - SC Works Van	456	250	(206)
	Total	45,228	45,700	472
<hr/>				
TRAINING & EDUCATION	<i>Direct Costs - Program</i>			
	Training - Staff	1,500	1,600	100
	Training - SETA Planning & Dvlpmt	10,335	2,500	(7,835)
	Training - Staff LCC/Good Jobs	875	-	(875)
	Total	12,710	4,100	(8,610)
<hr/>				
OFFICE EQUIPMENT	<i>Direct Costs - Program</i>			
	Computers	53,910	45,500	(8,410)
	Server Room Equipment	13,853	10,000	(3,853)
	Misc	10,411	11,000	589
	Total	78,174	66,500	(11,674)
<hr/>				
MISCELLANEOUS	<i>Direct Costs - Program</i>			
	Miscellaneous	3,000	2,000	(1,000)
	Business Expo	1,875	1,950	75
	SC Works Job Fairs	12,271	12,000	(271)
	Total	17,146	15,950	(1,196)
<hr/>				
CONTRACT SERVICES	<i>Direct Costs - Program</i>			
	SC Works Center Operator - Eckerd Connects	335,000	375,500	40,500
	Adult/DLW Program - Ross IES	936,799	590,000	(346,799)
	Youth Program - Ross IES	545,000	545,000	-
	Total	1,816,799	1,510,500	(306,299)
<hr/>				
TRAINING & EDUCATION	<i>Direct Costs - Program</i>			
	Incumbent Worker Funds	86,700	55,700	(31,000)
	On the Job Training	250,000	150,000	(100,000)
	Total	336,700	205,700	(131,000)
<hr/>				
		<b>3,861,806</b>	<b>3,144,134</b>	<b>(717,672)</b>
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## MEMORANDUM

**Date:** May 23, 2025  
**To:** Trident Workforce Development Board (TWDB)  
**From:** Katie Paschall, Finance Manager  
**Subject:** April 30, 2025 Financial Report Overview

Please find attached the April 30, 2025 WIOA Financial Report. Below is a brief overview of the activities for FY25.

### Revenues

- The **Federal Allocation** and **Carry-In** revenue are the revenue recognized due to the expenditures for this fiscal year. This allocation is received from SC Department of Employment and Workforce (SCDEW) and budgeted based on the allocation received.
- **Individual & Employer Training** is discretionary funds received from SCDEW to provide demand-driven training activities. This grant award ended 9/30/2024.
- **Planning & Development Grant** is discretionary funds received from SCDEW for professional development and to contract out services to assist with the creation of the Local and Regional Plans.
- **Charleston Chamber Good Jobs** is funds received from Charleston Chamber Foundation for Lowcountry Careers Collaborative (LCC) under the Economic Development Administration's (EDA) Good Jobs Challenge (GJC) Program.
- **Rapid Response IWT** is Rapid Response Incumbent Worker funds received from SCDEW for specific businesses applicants for layoff aversion.
- **Shared Costs (Rent Income)** is the funds received from partners in the SC Works Trident facilities through the MOU agreements.

### Expenditures

#### Administration Cost

- **Personnel Costs, Benefits, and Indirect** are the BCDCOG staff salaries, benefits, and indirect.
- **Dues & Memberships** is the TWDB membership dues for the Charleston Metro Chamber of Commerce and Greater Summerville Chamber of Commerce, as well as administrative staff professional dues.

#### Operating Cost

- **Personnel Costs, Benefits, and Indirect** are the BCDCOG staff salaries, benefits, and indirect.
- **Automotive** is fuel and vehicle maintenance costs for the Mobile Career Coach Van.
- **Advertising** is youth program outreach through bus advertising.

# MEMORANDUM

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- **Contract Services** includes the cost of marketing services and website maintenance and hosting.
- **Dues & Memberships** is the cost of program staff membership to National Association of Workforce Development Professionals.
- **Equipment Rental** is the cost to lease the SC Works facilities Xerox copier machines.
- **Agency Insurance** is the cost to insure WIOA property at the SC Works facilities.
- **Travel** is staff travel for training.
- **Office Equipment Maintenance** is the cost associated with maintaining WIOA equipment. This includes the print charges of all SC Works facilities copiers, IT technician costs, and other IT costs relating the servers and equipment at each facility.
- **Rent** is the cost to lease the SC Works Charleston facility.
- **Communications** includes internet and telephone communications at the SC Works facilities.
- **Training & Education** is staff registration fees for the SCDEW Workforce Development Symposium, Grant writing training and Business Services training.
- **Furniture and equipment** is a business services phone for staff.
- **Miscellaneous** is the cost of the Mobile Career van gps tracking, website domain fees and Public Sector Career Fair event fees.

## Program Cost

- **Ross Contract Services** is the cost of services provided by Ross Innovative Employment Solutions Corp. This includes program services and training costs for the Adult, Dislocated Worker, and Youth programs. It also includes program costs associated with being the One Stop Operator and the management of each SC Works facility.
- **Incumbent Worker Training (IWT)** is rapid response training for layoff aversion. IWT is a cost reimbursement program to employers in this region. We currently have three active rapid response IWT contract: Dock Block, Dennis Eagle, and Action Based Learning.
- **Training and Education-OJT** is the On-the-Job-Training for participants of the WIOA program.

Fiscal year to date, workforce expenditures total \$2,533,786 as of April 30, 2025. If you have any questions, please contact me at 843-529-2588 or [katiep@bcdco.org](mailto:katiep@bcdco.org).

**BERKELEY CHARLESTON DORCHESTER COUNCIL OF GOVERNMENTS  
WORKFORCE INNOVATION AND OPPORTUNITY ACT  
BUDGET TO ACTUAL  
FOR THE PERIOD ENDED APRIL 30, 2025**

**%  
COMPLETE  
83%**

	<b>ORIGINAL BUDGET FY 24/25 PY 23/24</b>	<b>REVISED BUDGET FY 24/25 PY 23/24</b>	<b>FY25 ACTUAL</b>	<b>BALANCE</b>	<b>% of BUDGET</b>
<b>REVENUE</b>					
FEDERAL ALLOCATION	2,444,064	2,098,375	1,281,619	816,756	61%
CARRY-IN	406,332	681,763	666,570	15,193	98%
INDIVIDUAL & EMPLOYER TRAINING	20,000	22,627	22,627	-	100%
PLANNING & DEVELOPMENT	-	75,000	13,198	61,802	18%
CHARLESTON CHAMBER GOOD JOBS	500,140	693,153	314,522	378,631	45%
RAPID RESPONSE IWT	-	91,035	63,550	27,485	70%
SHARED COSTS (RENT INCOME)	199,853	199,853	171,700	28,153	86%
<b>TOTAL REVENUE</b>	<b>3,570,389</b>	<b>3,861,806</b>	<b>2,533,786</b>	<b>1,328,020</b>	<b>66%</b>
<b>EXPENDITURES</b>					
<b>ADMINISTRATION COST</b>					
PERSONNEL COSTS	110,316	110,316	64,009	46,307	58%
BENEFITS	65,881	65,881	38,387	27,494	58%
INDIRECT	69,986	69,986	42,064	27,922	60%
AUTOMOTIVE	50	50	-	50	0%
DUES & MEMBERSHIPS	1,590	1,670	1,240	430	74%
TRAVEL	200	200	-	200	0%
OFFICE EQUIPMENT MAINT.	180	180	-	180	0%
TRAINING & EDUCATION	1,200	1,690	-	1,690	0%
MISCELLANEOUS	200	200	-	200	0%
<b>TOTAL ADMINISTRATION</b>	<b>249,603</b>	<b>250,173</b>	<b>145,700</b>	<b>104,473</b>	<b>58%</b>
<b>OPERATING COST</b>					
PERSONNEL COSTS	211,094	211,094	143,167	67,927	68%
BENEFITS	126,066	126,066	85,940	40,126	68%
INDIRECT	133,920	133,920	93,758	40,162	70%
AUTOMOTIVE	775	775	641	134	83%
ADVERTISING	76,800	57,600	60,800	(3,200)	106%
CONTRACT SERVICES	28,208	71,850	14,048	57,802	20%
DUES & MEMBERSHIPS	-	-	95	(95)	N/A
EQUIPMENT RENTAL	19,075	19,075	15,628	3,447	82%
AGENCY INSURANCE	1,700	1,700	1,590	110	94%
REPAIRS & MAINTENANCE	250	250	-	250	0%
TRAVEL	9,988	11,980	5,483	6,497	46%
OFFICE EQUIPMENT MAINT	272,086	300,490	149,163	151,327	50%
SUPPLIES	8,500	8,500	391	8,109	5%
PRINTING	2,500	2,500	-	2,500	0%
RENT	359,076	359,076	299,230	59,846	83%
COMMUNICATIONS	45,228	45,228	36,911	8,317	82%
TRAINING & EDUCATION	2,200	12,710	7,715	4,995	61%
FURNITURE & EQUIPMENT	78,174	78,174	25,651	52,523	33%
MISCELLANEOUS	17,146	17,146	5,931	11,215	35%
<b>TOTAL OPERATING COST</b>	<b>1,392,786</b>	<b>1,458,134</b>	<b>946,142</b>	<b>511,992</b>	<b>65%</b>
<b>PROGRAM COST</b>					
CONTRACT SERVICES					
Ross Innovative Employment Solutions	1,738,000	1,816,799	1,303,604	513,195	72%
TRAINING & EDUCATION- IWT	75,000	86,700	60,600	26,100	70%
TRAINING & EDUCATION- OJT	115,000	250,000	77,740	172,260	31%
<b>TOTAL PROGRAM COST</b>	<b>1,928,000</b>	<b>2,153,499</b>	<b>1,441,944</b>	<b>711,555</b>	<b>67%</b>
<b>TOTAL EXPENDITURES</b>	<b>3,570,389</b>	<b>3,861,806</b>	<b>2,533,786</b>	<b>1,328,020</b>	<b>66%</b>
	-	-	-		
<b>Carry-In FY 25/26</b>	<b>353,279</b>	<b>460,087</b>			
	<b>10%</b>	<b>12%</b>			

**BERKELEY-CHARLESTON-DORCHESTER COUNCIL OF GOVERNMENTS**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT**  
**CONTRACT PERIOD: 7/1/2024 - 6/30/2025**  
**FOR THE PERIOD ENDED APRIL 30, 2025**

	ALL FUNDS										
	Adult	Dislocated Worker	Youth	Admin	IET	Planning and Dvlpmnt	Chs.Chamber LCC Good Jobs	RRIWT Dennis Eagle	RRIWT Dock Blocks	RRIWT Action Based Learning	Total
BUDGET											
PROGRAM	720,083	1,007,490	804,383	-	22,627	75,000	693,153	49,035	42,000	-	3,413,771
FUNDS TRANSFERRED PY23 FUNDS	62,000	(62,000)	-	-	-	-	-	-	-	-	-
FUNDS TRANSFERRED PY24 FUNDS	650,000	(650,000)	-	-	-	-	-	-	-	-	-
ADMIN	74,561	94,316	79,305	248,182	-	-	-	-	-	-	248,182
SHARED COSTS (RENT INCOME)	169,875	29,978	-	-	-	-	-	-	-	-	199,853
TOTAL BUDGET	1,676,519	419,784	883,688	248,182	22,627	75,000	693,153	49,035	42,000	-	3,861,806
ADMINISTRATION COST											
PERSONNEL COSTS	-	-	-	62,702	-	-	-	627	680	-	64,009
BENEFITS	-	-	-	37,603	-	-	-	376	408	-	38,387
INDIRECT	-	-	-	41,205	-	-	-	412	447	-	42,064
AUTOMOTIVE	-	-	-	-	-	-	-	-	-	-	-
CONTRACTED SERVICES	-	-	-	-	-	-	-	-	-	-	-
DUES & MEMBERSHIPS	-	-	-	1,240	-	-	-	-	-	-	1,240
TRAVEL	-	-	-	-	-	-	-	-	-	-	-
OFFICE EQUIPMENT MAINT	-	-	-	-	-	-	-	-	-	-	-
TRAINING & EDUCATION	-	-	-	-	-	-	-	-	-	-	-
FACILITY IMPROVEMENTS	-	-	-	-	-	-	-	-	-	-	-
MISCELLANEOUS	-	-	-	-	-	-	-	-	-	-	-
TOTAL ADMINISTRATION	-	-	-	142,750	-	-	-	1,415	1,535	-	145,700
OPERATING COST											
PERSONNEL COSTS	94,994	24,328	707	-	-	-	23,138	-	-	-	143,167
BENEFITS	56,968	14,589	424	-	-	-	13,959	-	-	-	85,940
INDIRECT	62,426	15,987	465	-	-	-	14,880	-	-	-	93,758
AUTOMOTIVE	455	64	122	-	-	-	-	-	-	-	641
ADVERTISING	-	-	60,800	-	-	-	-	-	-	-	60,800
CONTRACT SERVICES	11,941	2,107	-	-	-	-	-	-	-	-	14,048
DUES & MEMBERSHIPS	81	14	-	-	-	-	-	-	-	-	95
EQUIPMENT RENTAL	13,284	2,344	-	-	-	-	-	-	-	-	15,628
AGENCY INSURANCE	1,289	216	85	-	-	-	-	-	-	-	1,590
REPAIRS & MAINTENANCE	-	-	-	-	-	-	-	-	-	-	-
TRAVEL	-	-	-	-	-	5,483	-	-	-	-	5,483
OFFICE EQUIPMENT MAINT	74,275	13,104	61,784	-	-	-	-	-	-	-	149,163
SUPPLIES	332	59	-	-	-	-	-	-	-	-	391
PRINTING	-	-	-	-	-	-	-	-	-	-	-
RENT	158,437	27,960	112,833	-	-	-	-	-	-	-	299,230
COMMUNICATIONS	31,184	5,468	259	-	-	-	-	-	-	-	36,911
TRAINING	-	-	-	-	-	7,715	-	-	-	-	7,715
FURNITURE & EQUIPMENT	9,479	16,162	10	-	-	-	-	-	-	-	25,651
MISCELLANEOUS	5,014	878	39	-	-	-	-	-	-	-	5,931
TOTAL OPERATING COST	520,159	123,280	237,528	-	-	13,198	51,977	-	-	-	946,142
PROGRAM COST											
CONTRACT SERVICES											
Ross Innovative Employment Sol.	513,525	72,879	432,028	-	22,627	-	262,545	-	-	-	1,303,604
Transferred PY22 Funds	-	-	-	-	-	-	-	-	-	-	-
Transferred PY23 Funds	-	-	-	-	-	-	-	-	-	-	-
TRAINING & EDUCATION- IWT	-	-	-	-	-	-	-	17,600	40,000	3,000	60,600
TRAINING & EDUCATION- OJT	73,330	4,410	-	-	-	-	-	-	-	-	77,740
SUPPORTIVE SERVICES	-	-	-	-	-	-	-	-	-	-	-
TRAINING (RR IWT)	-	-	-	-	-	-	-	-	-	-	-
TOTAL PROGRAM COST	586,855	77,289	432,028	-	22,627	-	262,545	17,600	40,000	3,000	1,441,944
TOTAL PROJECT COSTS	1,107,014	200,569	669,556	142,750	22,627	13,198	314,522	19,015	41,535	3,000	2,533,786

# WIOA PERFORMANCE DASHBOARD (Ross IES Performance )

PROGRAM YEAR 24 (July 1, 2024 to June 30, 2025)

<div> <div>SC WORKS</div> <div>BRINGING EMPLOYERS AND JOB SEEKERS TOGETHER</div> <div>TRIDENT</div> </div>				1st Quarter PY24			2nd Quarter PY24			3rd Quarter PY24			4th Qtr	PY24 Total
Report Date: 5/23/25 11:20 AM				July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
<b>WIOA PROGRAM</b>														
<b>Attended WIOA Informational Sessions (Adult)</b>				103	41	26	36	38	40	44	56	38	60	482
SC Works Berkeley				31	19	4	9	3	2	2	5	8	15	98
SC Works Charleston				60	20	19	21	31	36	38	47	25	40	337
SC Works Dorchester				12	2	3	6	4	2	4	4	5	5	47
<b>Attended WIOA Informational Sessions (DW)</b>				4	1	3	1	1	0	0	0	0	0	10
SC Works Berkeley				1	0	3	0	1	0	0	0	0	0	5
SC Works Charleston				2	1	0	0	0	0	0	0	0	0	3
SC Works Dorchester				1	0	0	1	0	0	0	0	0	0	2
<b>Attended WIOA Informational Sessions (Youth)</b>				27	24	11	16	4	5	5	5	4	6	107
SC Works Berkeley				4	10	0	8	0	0	2	1	0	0	25
SC Works Charleston				22	11	8	7	4	5	2	4	4	5	72
SC Works Dorchester				1	3	3	1	0	0	1	0	0	1	10
<b>Met Eligibility Requirements (Adult)</b>				91	49	28	34	18	19	14	36	35	38	362
SC Works Berkeley				5	1	2	2	0	0	1	1	2	3	17
SC Works Charleston				80	43	22	32	18	19	13	35	33	35	330
SC Works Dorchester				6	5	4	0	0	0	0	0	0	0	15
<b>Met Eligibility Requirements (DW)</b>				2	2	3	1	1	0	0	0	0	3	12
SC Works Berkeley				0	2	3	0	0	0	0	0	0	0	5
SC Works Charleston				1	0	0	0	1	0	0	0	0	3	5
SC Works Dorchester				1	0	0	1	0	0	0	0	0	0	2
<b>Met Eligibility Requirements (Youth)</b>				14	11	5	9	4	2	3	2	3	6	59
SC Works Berkeley				2	3	0	2	1	1	0	1	1	2	13
SC Works Charleston				12	8	5	7	3	1	3	1	2	4	46
SC Works Dorchester				0	0	0	0	0	0	0	0	0	0	0
<b>Enrolled in WIOA Program (Adult-new)</b>				91	48	37	35	18	24	14	36	35	38	376
SC Works Berkeley				6	1	1	2	1	0	1	1	2	3	18
SC Works Charleston				81	44	30	32	17	24	13	35	33	35	344
SC Works Dorchester				4	3	6	1	0	0	0	0	0	0	14
<b>Enrolled in WIOA Program (DW-new)</b>				4	1	3	1	1	0	0	0	0	3	13
SC Works Berkeley				1	0	3	0	1	0	0	0	0	0	5
SC Works Charleston				2	1	0	0	0	0	0	0	0	3	6
SC Works Dorchester				1	0	0	1	0	0	0	0	0	0	2
<b>Enrolled in WIOA Program (Youth-new)</b>				17	13	5	8	7	3	2	2	3	6	66
SC Works Berkeley				1	4	1	1	1	2	0	1	1	2	14
SC Works Charleston				15	9	4	7	6	1	2	1	2	4	51
SC Works Dorchester				1	0	0	0	0	0	0	0	0	0	1
<b>Total Served in WIOA Program (Adult): Carry-In= 221 New= 376 (*carry-in subject to change)</b>														597
<b>Total Served in WIOA Program (DW): Carry-In= 32 New= 13 (*carry-in subject to change)</b>														45
<b>Total Served in WIOA Program (Youth) Carry-In= 67 New =66 (*carry-in subject to change)</b>														133

# WIOA PERFORMANCE DASHBOARD (Ross IES Performance )

PROGRAM YEAR 24 (July 1, 2024 to June 30, 2025)

<div> <div>SC WORKS</div> <div>BRINGING EMPLOYERS AND JOB SEEKERS TOGETHER</div> <div>TRIDENT</div> </div>			1st Quarter PY24			2nd Quarter PY24			3rd Quarter PY24			4th Qtr	PY24 Total
Report Date: 5/23/25 11:20 AM			July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
<b>TRAINING</b>													
<b>Entered Training (during the month)</b>			94	4	48	43	12	3	47	33	27	37	348
Diversified Manufacturing			0	0	0	0	0	0	0	0	0	0	0
Transportation/Logistics			0	1	0	4	1	1	1	5	12	7	32
Healthcare			93	2	48	39	10	1	45	28	14	26	306
IT Services			0	1	0	0	0	0	0	0	0	0	1
Trade/Construction			1	0	0	0	1	1	1	0	1	4	9
Hospitality/Tourism			0	0	0	0	0	0	0	0	0	0	0
Total received Training (Adults) PY24													398
Total received Training (DWs) PY24													7
Total received Training (Youth) PY24													48
<b>Credential Earned (Adult &amp; DW)</b>			38	19	15	14	15	37	5	0	26	1	170
Diversified Manufacturing			0	0	0	0	0	0	0	0	0	0	0
Transportation/Logistics			2	0	0	3	0	2	0	0	1	1	9
Healthcare			36	19	15	11	15	35	5	0	24	0	160
IT Services			0	0	0	0	0	0	0	0	1	0	1
Trade/Construction			0	0	0	0	0	0	0	0	0	0	0
Hospitality/Tourism			0	0	0	0	0	0	0	0	0	0	0
GED			0	0	0	0	0	0	0	0	0	0	0
Youth Credentials Earned			8	2	5	2	2	3	4	2	1	3	32
<b>Employment</b>													
<b>Entered Employment (WIOA)</b>			13	10	11	5	3	1	1	0	2	8	54
<b>Entered Employment with an OJT</b>			2	5	8	5	0	0	0	0	1	0	21
<b>Youth Employment 2nd QTR</b>			5	1	7	2	1	6	1	0	3	3	29
<b>Youth Employment 4th QTR</b>			1	1	5	4	2	1	1	0	4	0	19



## On-The-Job Trainings PY24

	FIRST NAME	LAST NAME	EMPLOYER	START DATE	END DATE	JOB STATUS
1	Dustin	Richardson	W-International	4/8/2024	7/1/2024	Contract Completed
2	Jayden	Woodfolk	W-International	4/8/2024	7/1/2024	Contract Completed
3	Matthew	Douty	W-International	4/8/2024	7/1/2024	Contract Completed
4	Alivia	Adkins	Fetter Healthcare	5/6/2024	7/29/2024	Resigned (7/10/24)
5	Danielle	Rivera	Fetter Healthcare	5/6/2024	7/29/2024	Contract Completed
6	Emani	Bannerman	SCDMV	5/17/2024	8/9/2024	Contract Completed
7	Nadria	Elmore	Fetter Healthcare	6/3/2024	8/26/2024	Contract Completed
8	Racquell	Waring	Fetter Healthcare	6/3/2024	8/26/2024	Contract Completed
9	Ignacio	Diaz	W-International	6/17/2024	9/9/2024	Contract Completed
10	Brody	Boulanger	W-International	6/17/2024	9/9/2024	Contract Completed
11	Ronnie	Brown	W-International	6/17/2024	9/9/2024	Contract Completed
12	Charles	Meyer	Permik	6/17/2024	7/29/2024	Contract Completed
13	Maddox	Garris	W-International	6/17/2024	9/9/2024	No Longer Employed (8/15/2024)
14	Andrew	Hill	W-International	6/17/2024	9/9/2024	Contract Completed
15	Richard	Scheppner	W-International	6/17/2024	9/9/2024	Contract Completed
16	Demontre	Whaley	W-International	6/17/2024	9/9/2024	No Longer Employed (6/20/2024)
17	Mehki	Hunter	W-International	6/17/2024	9/9/2024	Contract Completed
18	Brittany	Sammons	SCDMV	7/2/2024	9/24/2024	Contract Completed
19	John	Glencamp	Permik	7/8/2024	8/19/2024	Contract Completed
20	Rodney	Moore	Permik	7/8/2024	8/19/2024	Contract Completed
21	William	Bradley	W-International	7/15/2024	10/7/2024	Contract Completed
22	Ricardo	Magwood	W-International	7/15/2024	10/7/2024	Contract Completed
23	Andrew	Owen	W-International	7/15/2024	10/7/2024	Contract Completed
24	Randy	Hill	W-International	7/15/2024	10/7/2024	Contract Completed
25	Nasir	Shannon	W-International	7/15/2024	10/7/2024	Contract Completed
26	Candida	Romero Raza	SCDMV	11/4/2024	1/27/2025	Contract Completed

27	Alexandra	Arias	Fetter Healthcare	11/18/2024	2/10/2025	Contract Completed
28	Octavia	Gilbert	SCDMV	11/18/2024	2/10/2025	Contract Completed
29	LaVonda	Aiken	Fetter Healthcare	2/17/2025	5/12/2025	No Longer Employed 03/07/2025
30	Nadrian	Vail	ARD Logistics	2/26/2025	5/21/2025	on-going
31	Danny	Simmons	ARD Logistics	2/26/2025	5/21/2025	on-going
32	Darryel	Beasley	Acute HVCR	4/7/2025	6/30/2025	on-going
33	Shanelle	Lloyd	SCDMV	5/3/2025	7/25/2025	on-going

Report Date:	5/10/25 10:00 AM	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	TOTAL
<b>SC Works Berkeley</b>											
<b>CENTER UTILITY</b>											
Total Client Visits		139	124	89	115	52	18	59	108	70	774
RESEA Reviews		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Unemployment Assistance		57	68	36	30	18	9	24	17	15	274
UI Appeals		5	14	9	3	4	0	8	2	5	50
<b>JOB SEEKER SERVICES</b>											
New SCWOS Registrations		185	156	204	158	136	108	187	155	157	1,446
<b>BUSINESS SERVICES</b>											
New SCWOS Registrations		5	1	1	2	1	1	1	1	3	16
New Job Orders		42	22	20	21	15	14	17	16	11	178
New Job Openings		43	44	29	150	34	33	17	114	11	475
New Job referrals		877	426	594	348	327	198	246	442	166	3,624
Community/County Career or Job Fairs		2	n/a	1	1	n/a	n/a	n/a	n/a		4
Career, Hiring, Job Fair Event (Attendees)		9	n/a	143	28	n/a	n/a	n/a	n/a		180
<b>SC Works Charleston</b>											
<b>CENTER UTILITY</b>											
Total Client Visits		1,871	1,599	1,540	1,923	1,321	1,400	1,669	2,214	1,899	15,436
RESEA Reviews		349	172	1,186	219	178	190	204	258	315	3,071
Unemployment Assistance		343	221	129	166	240	273	242	226	222	2,062
UI Appeals		101	56	66	69	62	71	92	93	67	677
<b>JOB SEEKER SERVICES</b>											
New SCWOS Registrations		277	227	283	268	204	229	312	324	221	2,345
Career Readiness Series Workshops		n/a	5	n/a	n/a	n/a	2	n/a	n/a	7	14
Career Readiness Series Workshops Attendees		n/a	8	n/a	n/a	n/a	1	n/a	n/a	6	15
<b>BUSINESS SERVICES</b>											
New SCWOS Registrations		20	11	9	11	14	13	20	12	151	261
New Job Orders		179	168	139	277	117	180	85	66	251	1,462
New Job Openings		1,892	277	320	385	727	872	141	1,090	2,101	7,805
New Job referrals		2,507	2,464	2,416	1,852	1,915	2071	1,069	889		15,183
Career or Job Fairs Virtual		5	2	2	2	1	2	6	4		24
Career or Job Fairs Virtual (attendees)		20	32	27	12	9	5	674	20		799
Community/County Career or Job Fairs		1	5	3	5	6	3	5	5		33
Career or Job Fairs (attendees)		30	203	337	185	156	101	304	181		1,497
<b>SC Works Dorchester</b>											
<b>CENTER UTILITY</b>											
Total Client Visits		135	111	150	127	105	90	161	313	280	1,472
RESEA Reviews		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Unemployment Assistance		53	47	75	58	51	26	59	46	40	455
UI Appeals		8	3	4	12	14	9	15	11	5	81
<b>JOB SEEKER SERVICES</b>											
New SCWOS Registrations		134	127	196	129	82	85	154	132	134	1,173
<b>BUSINESS SERVICES</b>											
New SCWOS Registrations		n/a	1	2	4	1	3	3	2	2	18
New Job Orders		4	10	7	18	16	8	13	22	19	117
New Job Openings		4	10	7	27	16	37	13	46	25	185
New Job referrals		56	260	207	360	230	174	281	294	307	2,169
Community/County Career or Job Fairs		2	n/a	1	1	n/a	n/a	n/a	n/a		4
Career or Job Fairs ( attendees)		16	n/a	145	33	n/a	n/a	n/a	n/a		194

	<p><b>Unemployment Update:</b> An analysis of the 70,956 job openings advertised online in South Carolina that posted a wage indicated that the median posted annual wage was \$49,920 on April 9, 2025. The top three employers in South Carolina with the highest number of job openings advertised online were Prisma Health (2,059), University of South Carolina (860), and McDonald's Corporation (802). There were 32,174 potential candidates in the workforce system in South Carolina on April 9, 2025. There were 70,956 job openings advertised online in South Carolina on April 9, 2025. There were 32,174 potential candidates in the workforce system in South Carolina. The estimated total number of unemployed (not seasonally adjusted) in February 2025 for South Carolina was 115,615. The total number of job openings advertised online was 112,671. There were 1.03 unemployed per job opening advertised online in February 2025 for South Carolina (Jobs De-duplication Level 2). The most common minimum education requirement on jobs advertised online in South Carolina on April 9, 2025 is a High School Diploma or Equivalent with 4.69% of the total jobs posted by employers, and 12,754 candidate résumés in the workforce system. There were 64,193 job openings advertised online that did not specify a minimum education requirement. The most common minimum experience requirement on jobs advertised online in South Carolina on April 9, 2025 is 1 Year to 2 Years with 96.83% of the total jobs posted by employers, and 999 candidate résumés in the workforce system. The average weekly wage for South Carolina in Q3 2024 was \$1,142. This would be equivalent to \$28.55 per hour or \$59,384 per year, assuming a 40-hour week worked the year round. The most common desired salary of potential candidates in the workforce system that are looking for work in South Carolina on April 9, 2025 is \$35,000 - \$49,999 with 8,842 candidate résumés in the workforce system. The total civilian preliminary labor force (not seasonally adjusted) for South Carolina in February 2025 was 2,556,047, of which 2,440,432 were employed and 115,615 were unemployed. The unemployment rate was 4.5% percent. The top three industry sectors in South Carolina with the highest number of employees in 2024 were Total, All Industries (2,286,088), Health Care and Social Assistance (318,455), and Retail Trade (268,157). The top three occupations in South Carolina with the highest 2032 projected employment were Office and Administrative Support (315,503), Sales and Related (262,526), and Transportation and Material Moving (248,381). The 2006 population of South Carolina was estimated at 4,357,847. The 1996 population of South Carolina was estimated at 3,796,200. This represents a -12.89% change from 2006.</p>
	<p><b>SC Works Berkeley Notes:</b> An analysis of the 1,490 job openings advertised online in Berkeley that posted a wage indicated that the median posted annual wage was \$42,390 on April 9, 2025. There were 12,946 potential candidates in the workforce system in Berkeley on April 9, 2025. There were 1,490 job openings advertised online in Berkeley on April 9, 2025. There were 12,946 potential candidates in the workforce system in Berkeley. The estimated total number of unemployed (not seasonally adjusted) in February 2025 for Berkeley was 5,170. The total number of job openings advertised online was 2,043. There were 2.53 unemployed per job opening advertised online in February 2025 for Berkeley (Jobs De-duplication Level 2). The most common minimum education requirement on jobs advertised online in Berkeley on April 9, 2025 is a High School Diploma or Equivalent with 4.50% of the total jobs posted by employers, and 5,232 candidate résumés in the workforce system. There were 1,392 job openings advertised online that did not specify a minimum education requirement. The most common minimum experience requirement on jobs advertised online in Berkeley on April 9, 2025 is 1 Year to 2 Years with 98.19% of the total jobs posted by employers, and 430 candidate résumés in the workforce system. The average weekly wage for Berkeley in Q3 2024 was \$1,255. This would be equivalent to \$31.38 per hour or \$65,260 per year, assuming a 40-hour week worked the year round. The most common desired salary of potential candidates in the workforce system that are looking for work in Berkeley on April 9, 2025 is \$35,000 - \$49,999 with 3,103 candidate résumés in the workforce system. The total civilian preliminary labor force (not seasonally adjusted) for Berkeley in February 2025 was 128,975, of which 123,805 were employed and 5,170 were unemployed. The unemployment rate was 4.0% percent. The top three industry sectors in Berkeley with the highest number of employees in 2024 were Total, All Industries (67,095), Manufacturing (10,679), and Retail Trade (8,441). The 2006 population of Berkeley was estimated at 159,501. The 1996 population of Berkeley was estimated at 131,130. This represents a -17.79% change from 2006.</p>
	<p><b>SC Works Charleston Notes:</b> An analysis of the 10,325 job openings advertised online in Charleston that posted a wage indicated that the median posted annual wage was \$63,075 on April 9, 2025. The top three employers in Charleston with the highest number of job openings advertised online were Roper St. Francis Healthcare (326), Charleston County School District (246), and HCA Healthcare, Inc. (205). There were 13,522 potential candidates in the workforce system in Charleston on April 9, 2025. There were 10,325 job openings advertised online in Charleston on April 9, 2025. There were 13,522 potential candidates in the workforce system in Charleston. The estimated total number of unemployed (not seasonally adjusted) in February 2025 for Charleston was 8,718. The total number of job openings advertised online was 16,788. There were 0.52 unemployed per job opening advertised online in February 2025 for Charleston (Jobs De-duplication Level 2). The most common minimum education requirement on jobs advertised online in Charleston on April 9, 2025 is a High School Diploma or Equivalent with 3.53% of the total jobs posted by employers, and 5,342 candidate résumés in the workforce system. There were 9,568 job openings advertised online that did not specify a minimum education requirement. The most common minimum experience requirement on jobs advertised online in Charleston on April 9, 2025 is 1 Year to 2 Years with 97.80% of the total jobs posted by employers, and 443 candidate résumés in the workforce system. The average weekly wage for Charleston in Q3 2024 was \$1,278. This would be equivalent to \$31.95 per hour or \$66,456 per year, assuming a 40-hour week worked the year round. The most common desired salary of potential candidates in the workforce system that are looking for work in Charleston on April 9, 2025 is \$35,000 - \$49,999 with 3,199 candidate résumés in the workforce system. The total civilian preliminary labor force (not seasonally adjusted) for Charleston in February 2025 was 233,544, of which 224,826 were employed and 8,718 were unemployed. The unemployment rate was 3.7% percent. The top three industry sectors in Charleston with the highest number of employees in 2024 were Total, All Industries (279,370), Health Care and Social Assistance (45,192), and Accommodation and Food Services (36,738). The 2006 population of Charleston was estimated at 334,826. The 1996 population of Charleston was estimated at 299,718. This represents a -10.49% change from 2006.</p>
	<p><b>SC Works Dorchester Notes:</b> An analysis of the 1,816 job openings advertised online in Dorchester that posted a wage indicated that the median posted annual wage was \$43,680 on April 9, 2025. An analysis of the 1,816 job openings advertised online in Dorchester that posted a wage indicated that the median posted annual wage was \$43,680 on April 9, 2025. The top three employers in Dorchester with the highest number of job openings advertised online were Roper St. Francis Healthcare (78), HCA Healthcare, Inc. (53), and The Spinx Company, Inc. (49). There were 12,748 potential candidates in the workforce system in Dorchester on April 9, 2025. There were 1,816 job openings advertised online in Dorchester on April 9, 2025. There were 12,748 potential candidates in the workforce system in Dorchester. The estimated total number of unemployed (not seasonally adjusted) in February 2025 for Dorchester was 3,412. The total number of job openings advertised online was 3,176. There were 1.07 unemployed per job opening advertised online in February 2025 for Dorchester (Jobs De-duplication Level 2). The most common minimum education requirement on jobs advertised online in Dorchester on April 9, 2025 is a High School Diploma or Equivalent with 4.41% of the total jobs posted by employers, and 5,143 candidate résumés in the workforce system. There were 1,637 job openings advertised online that did not specify a minimum education requirement. The most common minimum experience requirement on jobs advertised online in Dorchester on April 9, 2025 is 1 Year to 2 Years with 96.47% of the total jobs posted by employers, and 422 candidate résumés in the workforce system. The average weekly wage for Dorchester in Q3 2024 was \$1,027. This would be equivalent to \$25.68 per hour or \$53,404 per year, assuming a 40-hour week worked the year round. The most common desired salary of potential candidates in the workforce system that are looking for work in Dorchester on April 9, 2025 is \$35,000 - \$49,999 with 3,030 candidate résumés in the workforce system. The total civilian preliminary labor force (not seasonally adjusted) for Dorchester in February 2025 was 86,255, of which 82,843 were employed and 3,412 were unemployed. The unemployment rate was 4.0% percent. The top three industry sectors in Dorchester with the highest number of employees in 2024 were Total, All Industries (41,237), Manufacturing (6,240), and Retail Trade (5,521). The 2006 population of Dorchester was estimated at 120,136. The 1996 population of Dorchester was estimated at 87,122. This represents a -27.48% change from 2006.</p>

**TWDB PERFORMANCE REVIEW COMMITTEE**

PY24 July 1, 2024 - June 30, 2025

**ELIGIBLE TRAINING PROVIDER SCORECARD - Adult & Dislocated Workers**

Provider	Program	Carryover from PY2023	Entered training in PY2024	Total # entered Training	Total Still in Training	Total Unsuccessful	Total Successfully Completed	Total Exited	Total Completed with Certification/Credential	Total Employed	Total Employed in Field or Related Field of Training	% of Total Employed in field or related field	# with Benefits	Average Wage Earnings	Cost of Training Per Participant	Total Cost of Training for all Participants in program	Overall Rating Score Per Program
Arclabs Welding School	900 Hour Advanced Welding		1	1	1										\$21,675.00	\$21,675.00	
Air Conditioning and Refrigeration Training Center	Basic Training for HVAC Technicians-Residential/Light Commercial AC & Heat Pump Service Certification Program		6	6	4		2	2	2						\$7,500.00	\$45,000.00	35%
Coding Clarified, LLC	Professional Medical Coding Curriculum		2	2	2										\$4,999.00	\$9,998.00	
MedCerts	HI-5000 Medical Coding and Billing Professional		3	3	3										\$4,000.00	\$12,000.00	
	HI-9600 Clinical Medical Specialist		1	1	1										\$5,000.00	\$5,000.00	
	SP-3000 Sterile Processing Technician		1	1	1										\$4,000.00	\$4,000.00	
	BT-1100 Behavior Technician Specialist		1	1	1										\$2,700.00	\$2,700.00	
Palmetto Training Inc.	CDL		5	5	3		2	2	2	0					\$5,900.00	\$29,500.00	41%
PSI Project Management, Inc.	Project Management Bundle Advanced and Practical Project Management Courses		1	1	1		1	1	1						\$3,499.00	\$3,499.00	41%
Rock Gate Capital LLC DBA 160 Driving Academy	Class A Commercial Driver's License (CDL) License Training		4	4	4										\$4,793.50	\$19,174.00	
Second Chance Job Center	Electrical- Level 1		2	2	2										\$5,700.00	\$11,400.00	
Systematech	Cybersecurity Specialist Program (IATL1)		1	1	1										\$9,105.00	\$9,105.00	
STVT- DBA Miller-Motte College	CDL		21	21	17	0	4	4	4	1	1	25%	1	\$23.53	\$5,000.00	\$105,000.00	66%
<b>Totals</b>																	

**Scorecard Guide: From Rating Sheet Point value**

Successful Completion: Successful Completion/Total Exited

Total Completed w/certificate or credential = Total Completed with a certificate or credential/Total Exited

Total Employed = Total Employed/Total Exited

Total Employed in field or related field = Total Employed in field/Total Successful Completion

Average hourly wage: Average hourly wage of those employed as reported

Cost Per Training: Based on the cost of tuition as reported by the Training Provider

Color Code:	
	Below 75%
	Above 75%
	Exceeds (100%)
	At Benchmark (75%)
	Enrolled
	Incomplete

\*Under % of Total Employed in field or related field, numbers in "red" indicates below benchmark of 75%. "Black" indicates 75% or higher. \*



# SC **WORKS**

## TRIDENT

### PY24 Overview

## WIOA Program- Orientation (Numbers as of 5/27/2025)

- ▶ **Berkeley**
  - ▶ Adults/DW: 88
  - ▶ Youth: 9
- ▶ **Charleston**
  - ▶ Adults/DW: 443
  - ▶ Youth: 56
- ▶ **Dorchester**
  - ▶ Adults/DW: 33
  - ▶ Youth: 9



# WIOA Program- Enrollments (Numbers as of 5/27/25)

- ▶ **Berkeley**

- ▶ Adults: 20
- ▶ DW: 6
- ▶ Youth: 14

- ▶ **Charleston**

- ▶ Adults: 355
- ▶ DW: 6
- ▶ Youth: 56

- ▶ **Dorchester**

- ▶ Adults: 16
- ▶ DW: 2
- ▶ Youth: 1

- **Overall**

- Adults: 391
- DW: 14
- Youth: 71





## WIOA Program- Total Served (Numbers as of 5/27/25)

- ▶ Adults: 613 (222 carry in)
- ▶ DW: 47 (33 carry in)
- ▶ Youth: 138 (67 carry in)

**\*Carry-In numbers subject to change**



## Occupational Skills Training as of 5/27/25

- ▶ Received Training in PY24
  - ▶ Adults -405
  - ▶ Dislocated Workers - 9
  - ▶ Young Adults- 48
- ▶ 198- Credentials Earned
- ▶ 496 MSG's for 326 Participants

# Work Based Learning as of 5/27/25

► PY24 WEX: 25



LCC as of 5/27/25

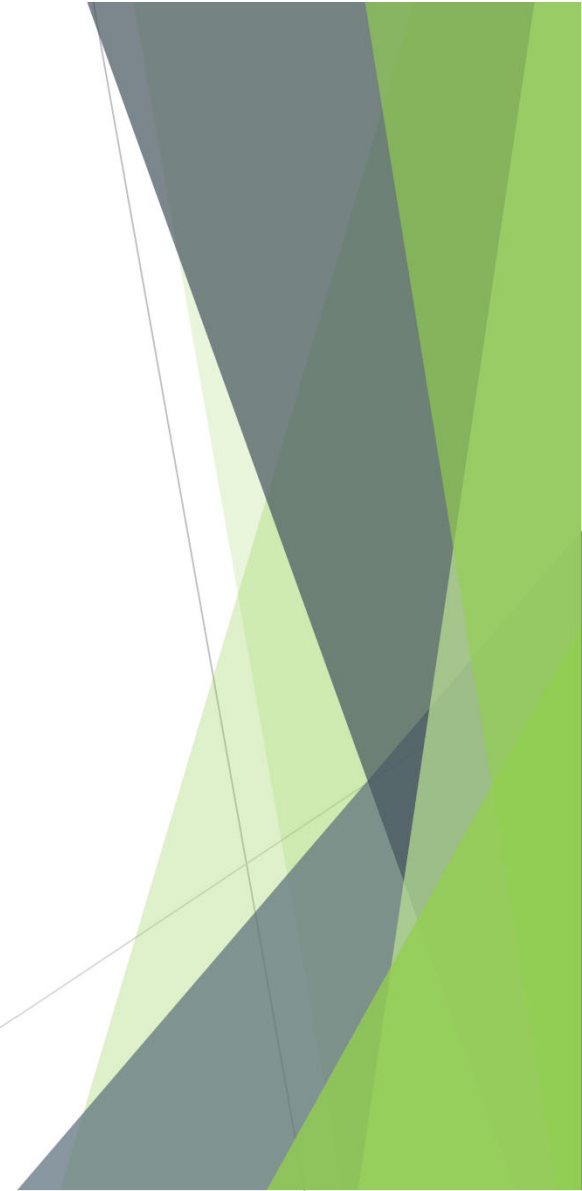


Lowcountry  
Careers  
Collaborative

- **771 participants enrolled**
- **288 successful training completions**
- **227 currently in training**
- **130+ placements**

# Outreach

- ▶ Be Pro Be Proud (2 events)
- ▶ Your Next Step Event
- ▶ Disability Job Fair
- ▶ Positive Vibes Job Fair
- ▶ DJJ Partnership
- ▶ Expungement Clinic (June 5<sup>th</sup>)



Questions?

