

Greenville County Workforce Development Board (GCWDB) Meeting
Wednesday, September 13, 2023, 11:30 a.m.
225 S. Pleasantburg Drive, Suite E-1 Foothills Conference Room
Greenville, SC 29607

Zoom Meeting Information

<https://us02web.zoom.us/j/83260054336?pwd=QzJZWmlkSmFIK2VPUFIBR2pUWUdYQT09>

Meeting ID: 832 6005 4336

Passcode: 663938

One tap mobile

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MEETING AGENDA

- **Welcome and Call to Order** **Ms. Robyn Knox, Chair**
- **Quorum Validation (11 or more)** **Ms. Knox**
- ***Minutes Approval (July 12, 2023)**** **Ms. Knox**
- **Director's Report** **Mr. Dean Jones, Director**
 - 1. *Local Plan Modification**
 - 2. *Non-ITA Training Contracts**
 - 3. Preliminary PY22 Financial/Program Performance Summary
 - 4. PY22 WIOA Monitoring Report
 - 5. Election of Officers
- **Contractor Status Reports**
 - 1. Eckerd Connects – Teresa Smith, Program Manager
 - 2. Equus Workforce Solutions – Kenneth Taylor, Operations Manager
- **Other Business**
- **Adjourn**

**Denotes an action item*

Greenville County Workforce Development Board Meeting (GCWDB)
Wednesday, July 12, 2023
225 S. Pleasantburg Drive Suite E-1 Greenville, SC 29607/
Virtual – Via Zoom

MINUTES

Members Present: Michael Delaney, Kathy Edwards, Craig Kinley, Robyn Knox (Chair), Larry Miller (Vice Chair), Jared Mogan, John Serpa, Kelly Shumaker, David Turnipseed, and Ben Waldrop

Members Absent: Vernita Harris Gill, Patrick Michaels, Michael Panasko, Scott Sheinbaum, Charles Smith, Shan Smith, Kathy Stanton, and Scott Stoller

GCWDB Staff and Contractor Staff Present: Dean Jones, Angela Smith, Shelia Harper, Eva Anagnostis, Nikki Burgess, Mary Beth Walters, Teresa Smith, Renee Alexander, Rochelle Brown, Rose Cortes, and Kenneth Taylor

Guest/Visitors: Caitlin Brazell (SCDEW) and Victoria Novak (Greenville Literacy Association)

- I. **Welcome and Call to Order:** Chair Knox welcomed everyone and called the meeting to order at 11:31 a.m.
- II. **Quorum Validation (10 or more):** A quorum was not validated.
- III. **Minutes Approval (March 8, 2023 and May 10, 2023)*:** Minutes could not be approved at the meeting without a quorum. Subsequent to the meeting, Mr. Jones sent Board members an email to vote on the minutes. Fourteen members voted to approve both sets of minutes, which constitutes a quorum.
- IV. **WIOA Director's Report (Mr. Dean E. Jones, GCWDB Director)**
 1. **PY23 Conflict of Interest Forms:** Mr. Jones shared the PY23 Conflict of Interest form with board members. He asked that each member sign their form and either turn it in after the meeting or submit to us via email.
 2. **Executive Committee Approval Update:** Mr. Jones reviewed a few updates from the Executive Committee. First, we have moved our Executive Committee meetings to be on Wednesdays instead of Tuesdays. Since the last full Board meeting, the Executive Committee has approved the PY23 WIOA Budget and a blanket transfer waiver to allow us to transfer up to 60% of Adult or Dislocated Worker funds without getting Board approval. They also approved the PY23 Youth Procurement, which selected Eckerd Connects as our PY23 Youth provider. Mr. Jones discussed the funding cuts that we took this year, which amounted to approximately a \$217,000 reduction compared to PY22.
 3. **Performance Reports – WIOA Programs:** Mr. Jones reviewed a few financial performance metrics. We passed all of our 70% Fund Utilization Rates as of May. We also met all of our 80% Obligation Rate requirements. Finally, we do not have any concerns about meeting our 30% Participant Cost Rates and 20% Youth Work-Based Learning Rate, but we are still working on year end reports to determine exactly where we fall on each metric. In regards to program performance, Mr. Jones shared the 3rd Quarter Reports in the meeting packet. The only measure we are currently failing is Overall Indicator Score for Median Earnings, and we expect that to be passing (above 90%) by the final PY22 reports.
 4. **Participant Cost Rate Policy Changes:** SCDEW recently changed their Participant Cost Rate policy so that staff time working directly with participants counts towards participant costs. This is important

because there are times where we are case managing customers but may not be paying directly for training. We want to make sure that staff work and costs are properly accounted for.

5. **State Workforce Development Board PY23 Funding Initiatives:** Although we took some big funding cuts this year, we are looking at ways that we can help supplement our local funds. The State Workforce Development Board will be releasing an Individual and Employer Training Grant soon, and we plan to apply for as much as we can.
6. **Outstanding Workforce Development Professional Nomination*:** Mr. Jones shared information about Workforce Development Month. During the 2023 Workforce Development Symposium, they will be honoring Outstanding Workforce Development Professionals. We solicited nominations from all organizations that have co-located staff within the SC Works Greenville center. We received one nomination for Ms. Stacey McKinney, who works for the WIOA Adult/Dislocated Worker program. Stacey McKinney has been employed with SC Works Greenville for many years and has served in multiple roles during this time. She has a plethora of experience in serving the customers of SC Works, whether it be in case management, workshop facilitation and connecting the community with our services. Stacey provides great support to the Greenville Center as a whole and exhibits professionalism with every interaction she has with customers, employers, partners, and staff. Since a quorum was not present for the meeting, Mr. Jones followed up with an email vote. Fourteen members voted to approve the nomination for Ms. McKinney.

Mr. Jones also informed the Board that he would be sending out additional information about the Symposium for any members who would like to attend.

V. Contractor Status Reports

1. **Eckerd Connects (Ms. Teresa Smith, Program Manager):** Ms. Smith gave an overview of Eckerd's PY22 Program. The Eckerd Connects Youth program served a total of 161 Out of School Youth and 2 In School Youth. Eighty-two participants received some type of training (classroom, GED, Work Experience, etc.). Most other receive some type of service, such as financial training literacy or resume building. Ms. Smith shared a success story of an individual who immigrated here from Lebanon. She earned her GED and participated in Work Experiences. She has been accepted to USC Upstate for next year, and has received multiple scholarship offers.
2. **Equus Workforce Solutions (Ms. Nikki Burgess, Project Director):** Ms. Burgess shared that Equus enrolled 190 individuals for the year, which exceeded the target of 155. Of those enrollments, 114 were low income, 15 were veterans, 17 were basic skills deficient, and 6 had a criminal history. Ms. Burgess also shared an update on the research study that is looking at how financial literacy training changes the outcomes for individuals receiving other workforce training. So far, 14 individuals have volunteered to participate. A total of 37 On-the-Job Training (OJT) contracts were written for the year, which amounts to about \$80,000 invested. Incumbent Worker Training accounted for roughly \$63,000 invested. Finally, a total of 440 job seekers attended various workshops during PY22.

VI. Other Business: None

VII. Adjourn: Being there was no other business, the meeting was adjourned at 12:23 p.m.

* Denotes an action item for GCWDB or Executive Committee Approval

**Denotes Executive Committee has authorized Director to Proceed

- i. A reasonable cost allocation methodology by which infrastructure costs are charged to each partner in proportion to use and relative benefits received; and
- ii. Federal cost principles;
- c) Enter into an MOU with the Local Board relating to the operation of the SC Works system; and
- d) Participate in the operation of the SC Works system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements.

6. A description of how adult and dislocated worker training services will be provided through the use of individual training accounts (ITAs), including:

- If contracts for training services will be used;

~~Yes, training services contracts used in addition to the ETPL. The GCWDB has a Customized Training Policy.~~

SC Path is GCWDB's the primary tool for WIOA Title I adult and dislocated workers to access ITA training services.

During PY22, the GCWDB received notification that Greenville Technical College will not participate in the Eligible Training Provider List System (SC Path) once their current eligibility expires. This has resulted in the GCWDB exploring whether there is an insufficient number of ETPL training options to fully support the purpose of ITA system. We posted a public notice for 30 days requesting that training providers who are providing training in in-demand industries and occupations apply for the ETPL for Greenville County. During the notice, there were no additional training providers located in Greenville County to apply for the ETPL. Therefore, it was determined that there is an insufficient number of ETPL training options. Consequently, GCWDB formalized a new process for procuring local training providers who are also required to meet, in part, similar criteria as required by SC Path. The Greenville County Procurement Division will facilitate the contracts for training procurement on behalf of the GCWDB.

Training contractors must be physically located within Greenville County so as to make it easier to access. Training providers must also provide certain performance data. Per State Instruction Number 21-02, the GCWDB is required to collect aggregate performance information on training contractors and determine that the provider's program(s) of training meets the established negotiated credential attainment performance goal for the applicable WIOA Title I Adult and Dislocated Worker programs (includes Youth program, if applicable). The GCWDB will collect the performance data, among other information, from the previous program year, from July 1 – June 30, prior to entering into a non-ITA training contract.

1. The number of students who exited the program(s) of training. Note: Students who exited the program of training includes students who completed the program, either successfully or unsuccessfully and students who dropped out of the program.
2. The number of students that obtained a credential.
3. Any other performance criteria that may arise as determined by the GCWDB via state instruction notices/policy.

A copy of the GCWDB's Contracts for (non-ITA) Training Solicitation Checklist is included as part of the local plan attachment section.

- **How the use of training service contracts will be coordinated with the use of ITAs; and**

~~We have observed that free tuition scholarships via SC WINS has reduced the number of customers seeking WIOA training. Additionally, the performance reporting requirements has become burdensome for training providers and they gradually are choosing not to participate in the ETPL. Therefore, Greenville will exercise use of State Instruction 21-02—Training or Contract Exceptions to ITA Funding. A list of in-demand training programs created. A public notice posted for 30 days on our website and SCBO to solicit entities to apply for the ETPL and offer the identified in-demand training programs. Within 15 days after the public notice has expired and no response, the GCWDB will deem there is an insufficient number of in-demand ETPs for an identified in-demand occupation or industry and the only way to procure the training would be through contracting directly with a provider.~~

Under limited conditions, as provided in A copy in § 680.320 and WIOA sec. 134{d}(3)(G), the GCWDB may contract for training services, rather than using an ITA. Contracts used instead of ITAs only when one or more of the following exceptions apply, and the consumer choice requirements of 680.340 fulfilled:

- Customized training
- On-the-job training (OJT)
- Transitional Jobs
- Incumbent Worker Training (Employer Reskill/Upskill)
- When GCWDB determines that there are is an insufficient number of eligible training providers in the local area to accomplish the purpose of a system of ITAs (State Instruction 21- 02). A list of in-demand training programs created. A public notice posted for 30 days on GCWDB's website and SCBO to solicit in-demand training programs to apply for the ETPL. Within 15 days after the public notice has expired and no response, then GCWDB and/or UWB will deem there is an insufficient number of in-demand ETPs for an identified in-demand occupation or industry and the only way to procure such training is use of training contracts.
- When GCWDB determines there is a training program of demonstrated effectiveness offered in the area by a community-based organization or another private organization serving underrepresented populations including individuals experiencing systemic barriers to employment. The GCWDB will develop criteria for determining demonstrated effectiveness of the training program, particularly as it applies to the individuals receiving services. The criteria may include:
 - a. Financial stability of the organization
 - b. Demonstrated performance in the delivery of services to individuals experiencing systemic barriers to employment through such means as program completion rate; attainment of the skills, certificates, or degrees for the program; placement after training into unsubsidized employment; and retention in employment; and
 - c. Information to support the workforce investment needs identified in the Local Plan.
- When GCWDB determines that it would be most appropriate to contract with an institution of higher education (see WIOA Sec. 3(28)) or other provider of training services to facilitate the training of multiple individuals in in- demand industry sectors or occupations, provided that the contract does not limit consumer choice.

The GCWDB has determined there is an insufficient number of training providers to fulfill the purpose of the ITA system. Therefore, contracts for training will be issued during PY23 in order to ensure that the LWDA maintains access to high-demand technical training and higher education programs for program participants. It is not the GCWDB's intention to undermine the ITA system. Therefore, local training providers must have

had prior eligibility on the GCWDB's Eligible Training Provider List, either in SC Path or as a local training provider within the past five (5) years. WIOA training participants will be encouraged to review SC Path for a desired training program. In the event that desired training cannot be found in SC Path, participants may review the local training provider list. Consumer choice will continue to be our goal and every effort will be made to ensure that participants drive decisions regarding their training options.

- **How the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.**

~~Applicants for WIOA services are assessed and counseled on expectations for the various training opportunities available, be it technical schools, short-term truck driving, and/or classroom education. Local Targeted Training Sectors balanced with customer choice when making training decisions. Talent Development Specialists do inform their clients that the final choice on training selections available on the ETPL is up to them. Similarly, OJT/WEX participation is a decision made by the customer.~~

Applicants for WIOA services are assessed and counseled on expectations for the various training opportunities available, be it technical schools, short term truck driving, and/or classroom education. While attention must be directed to the local Targeted Training Sectors, customer choice is an important factor in training decisions, as indicated in WIOA law. Talent Development Specialists do inform their clients that the final choice on training selections available within the ETPL or via training contractors is up to them. Similarly, OJT/WEX participation is a decision made by the customer. There are currently no training service contracts.

The GCWDB's ITA policy has amended to place emphasis on consumer choice and the process for utilizing the primary training option (SC Path) and the secondary training options for consumer choice.

- 7. A description of the process used by the local board to provide a 10-day public comment period prior to submission of the plan, including an opportunity to have input into development of the local plan, particularly for representatives of the businesses, labor organizations, and education.**

A public notice posted on the GCWDB website (www.greenvillewib.com) and notices emailed to the GCWDB membership, the GCWDB standing committees, County Administrator and Chief Elected Official, and to an address book of community organizations and partners that include local chambers of commerce, secondary and post-secondary educational institutions. It is through the partnerships established with the local chambers of commerce offices that the GCWDB is able to expose the plan development businesses members. Several labor organization and apprenticeship-training representatives serve on the GCWDB and share the plan development information for providing feedback. The GCWDB also leverages its own business members to voice information about the plan development within their respective industries and occupations.

- 8. A description of how the local area SC Works centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by SC Works partners.**

The local area utilizes the state provided South Carolina Works Online System (SCWOS). The Workforce Innovation and Opportunity Act provided direction for establishing agreement among mandated partners on a joint reporting system and referral system. SCWOS used primarily by Wagner-Peyser and WIOA programs for case management activities. Our WIOA Adult/Dislocated Worker contractor utilizes a proprietary QuickBase

WIOA Contracts for Training
Request for Qualifications RFQ #24018
Application Checklist

3.1 Program of Training Criteria

Please check which of the following apply for the training programs you are submitting for inclusion on the Contracts for Training list:

Do the programs your organization wants to add to the Contracts for Training List provide:	Yes	No
An industry-recognized certificate or certification, a certificate of completion of a registered apprenticeship, a license recognized by the State or the Federal government, or a postsecondary credential		
A secondary school diploma or its equivalent if such activities are provided in combination with other training services		
Employment		
Measurable skill gains toward a recognized credential or employment		

3.2 Training Provider Criteria

Please check which of the following apply for your organization:

Requirements:	Yes	No
Does your organization qualify as one of the following: <ul style="list-style-type: none">• Institution of higher education that provides a program of training that leads to a recognized postsecondary credential• Entity that carries out apprenticeship programs, including Industry Recognized Apprenticeship Programs (IRAPs) and RAPs• Public or private training provider, including community-based organizations, joint labor-management organizations, pre-apprenticeship programs, and joint labor-management organizations• Provider of adult education and literacy activities, if such activities are provided concurrently or in combination with other training services• LWDB if it meets the conditions of WIOA § 107(g)(1)		
Is your organization a legal entity?		
Is your organization registered or licensed by the appropriate governing board or agency?		
Does your organization provide an appropriate program of training services (see below for program requirements)		
Does your organization have the ability to do all of the following: <ul style="list-style-type: none">• Offer programs that lead to recognized postsecondary credentials or certifications• Meet the needs of local employers and participants• Serve individuals with barriers to employment		

Does your organization have refund policies specifying when refunds for tuition and other costs associated with the training program will be allowed that are in writing and are published to ensure students are aware of how to request a refund?		
Does your organization have a written grievance policy for students to file complaints within an organization against faculty, staff, or other employees that is published to ensure that students are aware of how to file a complaint?		
Does your organization comply with all applicable non-discrimination and equal opportunity provisions as potential recipients of WIOA funds, in accordance with WIOA § 188?		

3.3 Performance Criteria

Please provide a list of all programs that you would like included on the Contracts for Training List, along with the following information for each one:

1. The number of students who exited the program of training in PY22 (July 1, 2022 – June 30, 2023). Note: students who exited the program of training includes students who completed the program, either successfully or unsuccessfully, and students who dropped out of the program.
2. The number of students that obtained a credential in PY22 (July 1, 2022 – June 30, 2023).

3.4 Additional Local Requirements

Requirements:	Yes	No
Is your organization and the location for training physically located in Greenville County?		
Do the programs you have listed for consideration fall in one of the industries listed in the Scope of Work?		
Has your organization previously been determined eligible for the Eligible Training Provider List (ETPL) in Greenville County in the past 5 years?		

Financial Performance Summary – PY22

	Total Beginning Balance	Total Expenditures	Total Remaining	% Expended of Fund Stream
Adult	\$ 761,625.92	\$ 608,511.61	\$ 153,114.31	79.90%
Dislocated Worker	\$ 890,398.00	\$ 709,046.47	\$ 181,351.53	79.63%
Youth	\$ 772,760.58	\$ 658,780.41	\$ 113,980.17	85.25%

Expenditure Rates (Goal is 70%)

- Adult – 79.90%
- DW – 79.63%
- Youth – 85.25%

PY22 Obligation Rates (Goal is 80%)

- Adult – 88.46%
- DW – 81.64%
- Youth – 98.79%

Youth WBL (Goal is 20%) – 22.44%

PCR (Goal is 30%) – 40.45%

Program year 2022 - 4th Quarter Adult/DW/Youth Performance Summary

Rolling-4

WorkLink

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	81.1	91.2	112.5%	83.3	88.5	106.2%	83.5	89.8	107.5%	108.7%
Employment Rate Q4	81.8	88.4	108.1%	83.4	92.0	110.3%	82.0	93.5	114.0%	110.8%
Median Earnings	\$6,200	\$8,133	131.2%	\$7,935	\$10,216	128.7%	\$2,900	\$3,639	125.5%	128.5%
Credential Rate	73.8	80.2	108.7%	67.1	86.7	129.2%	76.9	74.1	96.4%	111.4%
Measurable Skill Gains	55.2	86.1	156.0%	60.2	83.3	138.4%	60.6	85.0	140.3%	144.9%
	Overall Program Score		123.3%	Overall Program Score		122.6%	Overall Program Score		116.7%	

Upper Savannah

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	77.8	75.1	96.5%	80.1	87.5	109.2%	73.2	60.9	83.2%	96.3%
Employment Rate Q4	74.0	78.4	105.9%	84.5	80.5	95.3%	75.6	68.5	90.6%	97.3%
Median Earnings	\$5,800	\$6,688	115.3%	\$7,695	\$9,132	118.7%	\$3,622	\$4,562	126.0%	120.0%
Credential Rate	66.0	61.9	93.8%	63.1	77.8	123.3%	72.1	65.8	91.3%	102.8%
Measurable Skill Gains	55.2	50.8	92.0%	57.1	56.3	98.6%	52.8	50.7	96.0%	95.6%
	Overall Program Score		100.7%	Overall Program Score		109.0%	Overall Program Score		97.4%	

Upstate

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	78.7	84.6	107.5%	81.6	74.4	91.2%	79.0	78.9	99.9%	99.5%
Employment Rate Q4	76.5	82.4	107.7%	80.0	86.6	108.3%	73.7	82.6	112.1%	109.3%
Median Earnings	\$6,429	\$9,822	152.8%	\$8,037	\$10,797	134.3%	\$2,600	\$3,671	141.2%	142.8%
Credential Rate	67.5	73.2	108.4%	60.5	65.6	108.4%	75.3	80.4	106.8%	107.9%
Measurable Skill Gains	58.1	71.7	123.4%	58.5	78.6	134.4%	44.3	54.7	123.5%	127.1%
	Overall Program Score		120.0%	Overall Program Score		115.3%	Overall Program Score		116.7%	

Greenville

Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	77.8	82.8	106.4%	85.0	85.2	100.2%	72.0	76.7	106.5%	104.4%
Employment Rate Q4	78.0	84.5	108.3%	80.0	90.9	113.6%	70.0	85.9	122.7%	114.9%
Median Earnings	\$6,800	\$8,201	120.6%	\$8,629	\$12,069	139.9%	\$3,100	\$2,769	89.3%	116.6%
Credential Rate	65.0	80.3	123.5%	58.4	73.5	125.9%	70.0	43.6	62.3%	103.9%
Measurable Skill Gains	60.0	80.5	134.2%	60.0	78.6	131.0%	52.8	66.4	125.8%	130.3%
	Overall Program Score		118.6%	Overall Program Score		122.1%	Overall Program Score		101.3%	

Pass

- An Overall Program Score (across all indicators) is at least 90.0%
- An Overall Indicator Score (across A/DW/Y programs) is at least 90.0%
- Have an Individual Indicator Score of at least 50.0%

Fail

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

**Program year 2022 - 4th Quarter Adult/DW/Youth Performance Summary
Rolling-4**

Statewide										
Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	77.8	83.3	107.1%	81.1	84.9	104.7%	77.6	83.9	108.1%	106.6%
Employment Rate Q4	74.0	80.8	109.2%	80.4	82.2	102.2%	74.5	85.3	114.5%	108.6%
Median Earnings	\$6,193	\$7,662	123.7%	\$7,935	\$9,694	122.2%	\$3,622	\$5,034	139.0%	128.3%
Credential Rate	65.0	74.1	114.0%	65.6	72.5	110.5%	69.1	64.2	92.9%	105.8%
Measurable Skill Gains	55.2	74.0	134.1%	57.1	76.6	134.2%	52.8	67.8	128.4%	132.2%
	Overall Program Score		117.6%	Overall Program Score		114.8%	Overall Program Score		116.6%	
Pass			<ul style="list-style-type: none">• An Overall Program Score (across all indicators) is at least 90.0%• An Overall Indicator Score (across A/DW/Y programs) is at least 90.0%• Have an Individual Indicator Score of at least 50.0%• An Overall Program Score (across all indicators) that did not meet at least 90.0%• An Overall Indicator Score (across A/DW/Y programs) that did not meet at least 90.0%• Have an Individual Indicator Score that did not meet 50.0%							
Fail										

Program year 2022 - 4th Quarter Adult/DW/Youth Performance Summary (Quick Reference)
Rolling-4

WorkLink					Pee Dee				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	112.5%	106.2%	107.5%	108.7%	Employment Rate Q2	108.3%	97.1%	102.9%	102.8%
Employment Rate Q4	108.1%	110.3%	114.0%	110.8%	Employment Rate Q4	100.6%	92.2%	109.1%	100.6%
Median Earnings	131.2%	128.7%	125.5%	128.5%	Median Earnings	131.8%	135.6%	154.9%	140.8%
Credential Rate	108.7%	129.2%	96.4%	111.4%	Credential Rate	109.8%	93.1%	77.2%	93.4%
Measurable Skill Gains	156.0%	138.4%	140.3%	144.9%	Measurable Skill Gains	142.0%	127.3%	111.2%	126.8%
	123.3%	122.6%	116.7%			118.5%	109.1%	111.1%	
Upper Savannah					Lower Savannah				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	96.5%	109.2%	83.2%	96.3%	Employment Rate Q2	114.8%	119.1%	116.2%	116.7%
Employment Rate Q4	105.9%	95.3%	90.6%	97.3%	Employment Rate Q4	109.4%	106.2%	112.3%	109.3%
Median Earnings	115.3%	118.7%	126.0%	120.0%	Median Earnings	120.9%	148.0%	96.3%	121.7%
Credential Rate	93.8%	123.3%	91.3%	102.8%	Credential Rate	124.3%	125.9%	104.4%	118.2%
Measurable Skill Gains	92.0%	98.6%	96.0%	95.6%	Measurable Skill Gains	155.4%	173.3%	128.1%	152.3%
	100.7%	109.0%	97.4%			124.9%	134.5%	111.4%	
Upstate					Catawba				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	107.5%	91.2%	99.9%	99.5%	Employment Rate Q2	107.1%	110.6%	112.8%	110.2%
Employment Rate Q4	107.7%	108.3%	112.1%	109.3%	Employment Rate Q4	105.6%	99.4%	109.1%	104.7%
Median Earnings	152.8%	134.3%	141.2%	142.8%	Median Earnings	146.1%	125.3%	127.2%	132.9%
Credential Rate	108.4%	108.4%	106.8%	107.9%	Credential Rate	89.3%	117.3%	82.7%	96.4%
Measurable Skill Gains	123.4%	134.4%	123.5%	127.1%	Measurable Skill Gains	136.2%	121.0%	144.2%	133.8%
	120.0%	115.3%	116.7%			116.9%	114.7%	115.2%	
Greenville					Santee-Lynches				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	106.4%	100.2%	106.5%	104.4%	Employment Rate Q2	104.8%	91.0%	109.7%	101.8%
Employment Rate Q4	108.3%	113.6%	122.7%	114.9%	Employment Rate Q4	102.7%	103.2%	104.7%	103.5%
Median Earnings	120.6%	139.9%	89.3%	116.6%	Median Earnings	127.8%	61.4%	129.8%	106.3%
Credential Rate	123.5%	125.9%	62.3%	103.9%	Credential Rate	106.0%	116.6%	99.3%	107.3%
Measurable Skill Gains	134.2%	131.0%	125.8%	130.3%	Measurable Skill Gains	125.0%	139.4%	99.0%	121.2%
	118.6%	122.1%	101.3%			113.3%	102.3%	108.5%	
Midlands					Waccamaw				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	97.9%	92.1%	97.2%	95.8%	Employment Rate Q2	106.1%	99.2%	104.9%	103.4%
Employment Rate Q4	96.7%	95.9%	105.7%	99.5%	Employment Rate Q4	102.8%	106.3%	123.6%	110.9%
Median Earnings	108.8%	110.7%	153.2%	124.2%	Median Earnings	113.4%	87.1%	147.4%	116.0%
Credential Rate	123.9%	90.0%	84.2%	99.3%	Credential Rate	101.3%	103.1%	103.7%	102.7%
Measurable Skill Gains	118.3%	153.2%	135.8%	135.8%	Measurable Skill Gains	146.5%	105.7%	126.8%	126.4%
	109.1%	108.4%	115.2%			114.0%	100.3%	121.3%	
Trident					Lowcountry				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	114.0%	123.1%	108.4%	115.2%	Employment Rate Q2	108.2%	101.0%	95.2%	101.5%
Employment Rate Q4	104.7%	103.8%	118.2%	108.9%	Employment Rate Q4	108.6%	116.8%	107.4%	110.9%
Median Earnings	120.3%	104.7%	135.4%	120.1%	Median Earnings	127.0%	124.9%	198.7%	150.2%
Credential Rate	117.9%	115.1%	99.8%	110.9%	Credential Rate	123.1%	110.3%	121.8%	118.4%
Measurable Skill Gains	115.8%	153.2%	112.9%	127.3%	Measurable Skill Gains	141.3%	128.6%	108.2%	126.0%
	114.5%	120.0%	114.9%			121.6%	116.3%	126.3%	
<p>The assessment reflects performance across programs and negotiated indicators. To pass performance a Local Workforce Development Area (LWDA) must:</p> <ul style="list-style-type: none"> • Have an Overall Program Score (across all indicators) of at least 90% • Have an Overall Indicator Score (across Adult, Dislocated Worker and Youth programs) of at least 90% • Have an individual indicator percentage of at least 50% 									
Color Coding				Pass					
				Fail					

**P.O. Box 995
1550 Gadsden Street
Columbia, SC 29202
dew.sc.gov**



**Henry McMaster
Governor**

**William Floyd
Executive Director**

August 18, 2023

Mr. Joseph Kernell
Greenville County Administrator
301 University Ridge, Suite 2400
Greenville, South Carolina 29601-3665

RE: PY22 WIOA Financial and Programmatic Monitoring – Greenville County

Dear Mr. Kernell:

From May 16, 2023 through May 19, 2023, staff from the South Carolina Department of Employment and Workforce (DEW) visited Greenville County to conduct the annual WIOA financial and programmatic monitoring review. No issues and no observations were identified in the attached monitoring report.

We appreciate your cooperation and assistance offered during the visit. Should you have any questions regarding the attached monitoring report, please contact Jake Sherbert, by email: jsherbert@dew.sc.gov or by phone: at (803) 737-3018.

Sincerely,

Jake Sherbert
Director of Internal Audit

cc: Robyn Knox, WDB Chairperson
Dean Jones, Workforce Development Director
Angela Smith, Administrative Coordinator
John F. Hansley, Deputy County Administrator



Greenville County

Financial and Programmatic Monitoring Review

PY 2022

WIOA Programs

South Carolina Department of
Employment and Workforce

Greenville County
Financial and Programmatic Monitoring Report

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Executive Summary

Purpose & Scope

South Carolina Department of Employment and Workforce (DEW) staff performed a financial and programmatic monitoring engagement of the grant recipient, Greenville County, on May 16, 2023 through May 19, 2023 in accordance with the Workforce Innovation and Opportunity Act (WIOA), Section 183, Monitoring.

DEW Staff conducting the Review

Jake Sherbert, Director of Internal Audit

Sheila Blandon, Financial Monitor

Kenneth Williams, Senior Programmatic Monitor

Greenville County Staff Representing the Recipient

Dean Jones, Workforce Development Director

Shelia Harper, WIOA Compliance Coordinator

Angela Smith, Administrative Coordinator

Eva Anagnostis, Administrative Special Projects

Nikki Burgess, Project Director

Robyn Knox, WDB Chairperson

Financial Monitoring

Current Year Issue:

- None noted

Current Year Observation:

- None noted

Programmatic Monitoring

Current Year Issue:

- None noted

Current Year Observation:

- None noted

Financial Monitoring Review

WIOA Programs

Purpose & Scope

The purpose of Workforce Innovation and Opportunity Act (WIOA) financial monitoring is to determine if Greenville County is using WIOA funds in compliance with applicable laws and regulations, and to determine if Greenville County has a sound financial system in place to carry out the WIOA activities. The scope of the monitoring included reviewing and analyzing Greenville County's financial records for the period of April 1, 2022 through March 31, 2023. The scope of the review was limited to remote monitoring due to the COVID-19 pandemic. Follow up on-site visits will resume as deemed necessary and safe.

Review Areas

DEW performed its financial monitoring through reviews and analyses before, during, and after the remote monitoring for the following areas:

- Governance and oversight management
- Financial system with fiscal controls and accounting procedures
- Supporting documentation for selected expenditures
- Contracts and records
- Payroll and payroll records
- Property control records
- Subrecipients financial monitoring
- Partner Agreements - MOU/IFA
- Indirect cost rate and indirect cost allocation
- Credit card transactions
- ETA Salary Cap Review

Current Year Issue

None noted

Follow-Up of Prior Year Recommendation

None noted

Programmatic Monitoring Review

WIOA Programs

Purpose and Scope

The purpose of the programmatic review was to ensure that the Greenville County programs were compliant with applicable statutes, regulations, and guidelines. The scope of the review included the following areas:

- Governance
- SC Works Delivery System including partner engagement
- Local Board composition
- SC Works Online Services (SCWOS)
- Adult, Dislocated Worker, and Youth Program Activities
- Business Services Activities
- Service Provider Review
- Participant File Management

The programmatic monitoring of PY'22 WIOA activities was accomplished through documentation review, observation of operation, data testing, and interviews with WIOA staff. Greenville County and sub-recipient staff were interviewed during the course of the monitoring visit. Additionally, we conducted a review of twelve (12) participant files including corresponding SCWOS information. The scope of the review was limited to remote monitoring due to the COVID-19 pandemic. Follow up on-site visits will resume as deemed necessary and safe.

Current Year Issue

None noted

Follow-Up of Prior Year Recommendations

During the current year Greenville County monitoring review, monitors verified and re-evaluated the recommendations that were addressed in the prior year WIOA programmatic monitoring report. The current status and follow up of the prior year monitoring recommendations are summarized below.

Follow Up To 2021 CAP			2022 Monitoring
Number	Prior Year Recommendations	Implementation Status	Recommendations noted in current testing
1	Issue - Noncompliance with required documentation of employer services in SCWOS	Completed	No exceptions were noted.
2	Issue - Noncompliance with required documentation of referral outcomes in SCWOS	Completed	No exceptions were noted.
3	Issue - Activity codes not properly recorded in SCWOS	Completed	No exceptions were noted.
4	Issue - SCWOS and/or participant files contained inadequate documentation	Completed	No exceptions were noted.

GREENVILLE WIOA YOUTH PROGRAM

Program Overview

Program Year 2023

Powered by  eckerd
connects

WIOA Program

- ▶ Enrollments (New)

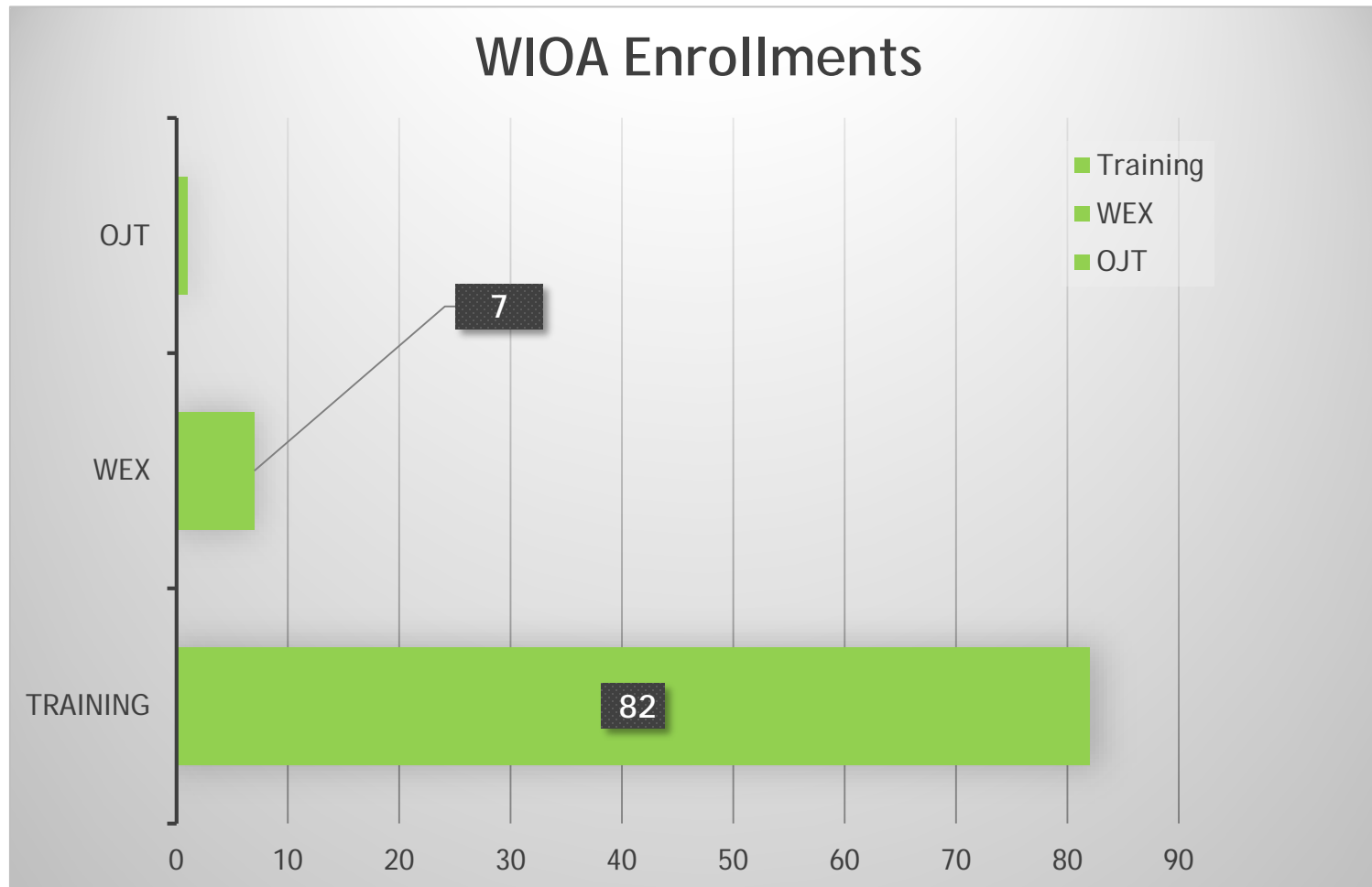
- ▶ 10 OSY
- ▶ 1 ISY

- ▶ Total Served (Carry In/New)

- ▶ 72 OSY
- ▶ 1 ISY



WIOA Program



Credentials Earned

GED or High School Diploma: In progress

Occupational Skills Certificates: In progress

- ▶ **1 - CompTIA A+, Network+, Security+** at Tri-County Tech
- ▶ **1 - Welding** at Greenville Tech

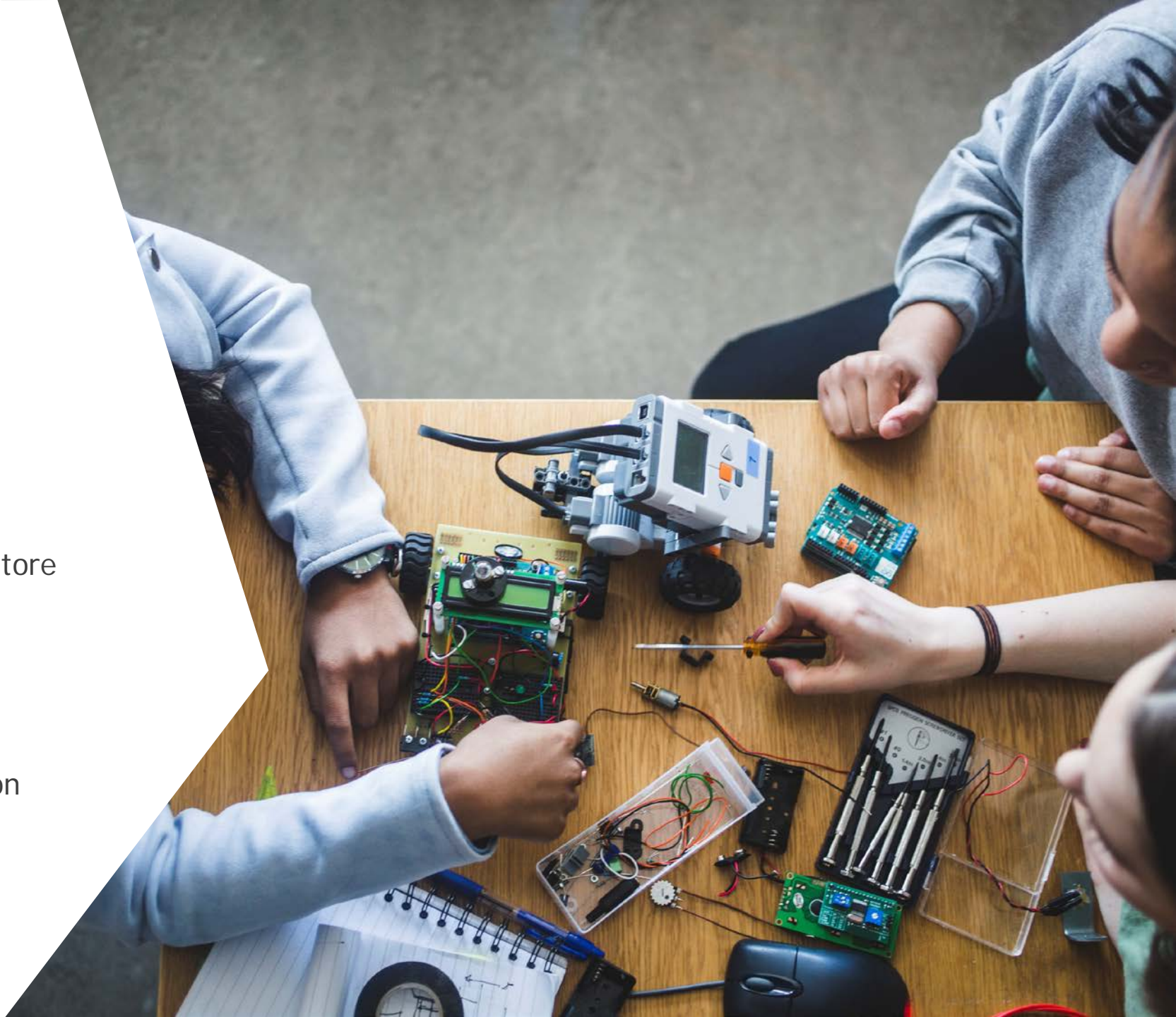


Work Based Learning

4 Onsite WEX Participants
3 Virtual WEX Participants
1 OJT finished this program year

Sites Utilized

- ▶ Habitat for Humanity Thrift Store
- ▶ Eckerd Connects
- ▶ Lifelong Learning
- ▶ Project Host
- ▶ Greenville Literacy Association
- ▶ Noble Dog Hotel



Outreach

- ▶ Attended 2 orientations at Lifelong Learning Center
- ▶ Visited training providers
- ▶ WDS has attended 1 networking event
- ▶ Contacted ARC Labs and Commercial Driving Academy for potential participants
- ▶ Will attend the Greenville Community Resource Fair 9/15/23





Success Spotlight

► Erin joined the WIOA Youth Program in September of 2022. Erin has overcome many hardships before entering and while enrolled in the Youth Program. Erin continued to thrive and obtained her GED at Lifelong Learning Center. Erin is currently completing a WEX at Eckerd Connects. Erin wishes to pursue a career as a Pre-School Teacher where she can share her smile with young children.

Questions?



A Glimpse of Greenville

SC Works Greater Upstate



SC WORKS

GREATER UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Enrollments

Goal – 145

Actual – 36

Adult – 33

DW – 3

Work Based Learning

Goal – 20

Actual – 13

1st EMT Cohort of the PY

Contractual Goal Progress

Classroom Training

Adult – 9

DW – 1

CDL

Nursing

Comp TIA

Work Based Learning

Adult – 13 OJT's

12 – EMT

1 – Other

Artificial Intelligence

New Client Training

9/4 – 9/29
Back to Work Cohort

9/15
Community Resource
Fair

9/19
Multi-Employer Job Fair

9/29
International Talent Job
& Resource Fair

Social Media Campaigns
regarding WIOA clients
and general workforce
facts

Celebrating Workforce Development Month

WORKFORCE DEVELOPMENT MONTH

Workforce Development Month was created in 2005 by The National Association of Workforce Development Professionals (NAWDP) to raise awareness about the importance of our industry to a growing national economy. Originally celebrated in May, NAWDP moved the designation to September in 2012.

Each September, we celebrate Workforce Development Month to recognize, honor, and publicize the contributions of our nation's workforce professionals. It is a great opportunity to heighten public awareness, strengthen alliances, leverage resources, and increase the number of people who understand the vital role workforce development plays in our nation's economy.

SC WORKS

GREATER UPSTATE

BRINGING EMPLOYERS

AND JOB SEEKERS TOGETHER

americanjobcenter

Funded by the Greenville County Workforce
Development Board & Upstate Workforce Board
For details see the QR Code

SC WORKS



GREATER UPSTATE

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For details see the Q&A Code



"With some help from the WIOA Program, support and love from family and friends, and a lot of work and dedication, I am achieving my dream of being an RN. Dream it, do it, love it!"

Liz, RN

