



**GREENVILLE COUNTY**  
Workforce Development Board

Workforce Development Board

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## 2024 - 2027 WIOA LOCAL PLAN

Providing details on the local WIOA plan in compliance with the requirements of the Workforce Innovation and Opportunity Act (WIOA)

[www.greenvillewib.com](http://www.greenvillewib.com)

**Public Law 101-166, Section 511:** The Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth Programs are supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$1,641,060 with \$0 (0%) state, local, and/or non-governmental funds.

**Workforce Innovation and Opportunity Act  
Local Plan  
July 1, 2024 – June 30, 2027**

**Local Area:** Greenville County

**Counties within the Local Area:** Greenville

**Local Area Administrator and Contact Information:**

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**EDIT COPY****Attachment B: Local Plan Requirements**

The local plan serves as a four-year action plan to develop, align, and integrate local workforce development area (LWDA) service delivery strategies with those that support the state's strategic and operational goals. In partnership with the chief elected officials (CEOs), each local workforce development board (LWDB) must develop and submit a local plan to identify and describe the policies, procedures, and activities that are carried out in the LWDA, consistent with the strategic vision and goals outlined in the WIOA State Plan and the respective regional plan.

In alignment with South Carolina's Unified State Plan (resulting from South Carolina's Act 67 of 2023), the Program Years (PYs) 2024 – 2027 WIOA State Plan vision is to achieve and sustain South Carolina's workforce potential. The plan focuses on the following priorities:

1. Develop and create an effective customer-driven workforce system through the alignment of programs and policies, the use of leading-edge technology, and high-quality staff.
2. Prepare jobseekers for priority occupations through relevant training and skills acquisition, and match jobseekers to open employer positions.
3. Improve the education and workforce infrastructure network to decrease obstacles to work in order to improve recruitment and retention of workers, which is necessary to maintain economic development competitiveness.
4. Create alignment between the workforce development system and the South Carolina agencies and organizations directing implementation of the Infrastructure Investments and Jobs Act of 2021 (IIJA), Inflation Reduction Act of 2022 (IRA), and CHIPS and Science Act of 2022 funding.

The following guiding principles must be considered priorities and included in responses throughout the LWDA's PYs 2024 – 2027 Local Plan:

- Partnership and collaboration,
- Increased access to resources and services through the use of technology, and
- Innovation and cost efficiencies.

The local plan must include:

- Section I: Workforce and Economic Analysis
- Section II: Strategic Vision and Goals
- Section III: LWDA Partnerships and Investment Strategies
- Section IV: Program Design and Evaluation
- Section V: Operations and Compliance

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## Section I: Workforce and Economic Analysis

An analysis of regional labor market data and economic conditions, to include existing and emerging in-demand industry sectors and occupations, and the employment needs of employers in those existing and emerging in-demand industry sectors and occupations. The analysis must include the following:

- **The knowledge and skills necessary to meet the employment needs of the employers in the region, including those in in-demand industry sectors and occupations;**

In order to move the economic and workforce needle forward, it takes a coordinated effort among all of the factors that contribute to prosperity. Increasing the ability to leverage and coordinate resources such as capital, technology, trade and investment are key ingredients for growing our economies and communities. Another key factor for achieving prosperity is the knowledge and skills of the workforce. For the Greenville County Workforce Development Board (GCWDB), we take a serious effort to coordinate information and access to the necessary resources within the county so that students and workers know how to evaluate their career paths, and have the awareness of the tools that help them sustain labor force activity until retirement. From elementary school level to post-secondary and advanced training activities, our objective is to ensure the stability of the workforce development system by promoting attainment of worker credentials, awareness of how to build positive employment histories, and researching education and training resources. Through strong community partnerships, the GCWDB is able to team with other outlets whose goal is to help align skills with current and future industry needs. This strategy ensures that everyone can play a part in how the workforce development system contributes to the local economy as well as to globalization.

In looking at how skills and knowledge help shape key industry sectors, our labor market data must be fresh and capable of offering an ongoing assessment of what skills are required in order to remain competitive. In order to get a true picture of our region's workforce and economic landscape, the Greenville local area took a novice approach by analyzing quantitative or qualitative data. This analysis enables us to take into account all of the factors that affect education and training resources and its ability to help shape how we develop and maintain a talent pipeline. As a result, collectively across the region we are able to develop informed plans, choices, and decisions for many purposes, including business investment decision-making, public-private workforce investments, education and training offerings, career planning and preparation, job search strategies, and hiring.

The Labor Market analysis explores quantitative data elements such as the size and characteristics of the labor market, including the region's ability to balance supply and demand for labor. The LMI analysis also identifies factors that influence economic and labor market conditions, and provides a combination of data sets to characterize our workforce beyond the traditional, but beneficial, categories like industry, occupation, or educational attainment.

We also looked at qualitative information on factors that influence labor market and economic conditions, needs and expectations of industries, economy and workforce trends, and perceived value (existing and proposed) of educational credentials and certificate programs.

Having the ability to utilize a variety of data and information sources enables our workforce development system to be nimble and properly adjust to trends. It supports a variety of approaches and techniques to deliver data

and innovatively customized for the needs of the Greenville County local area and other local workforce boards in the entire Link Upstate WIOA Region.

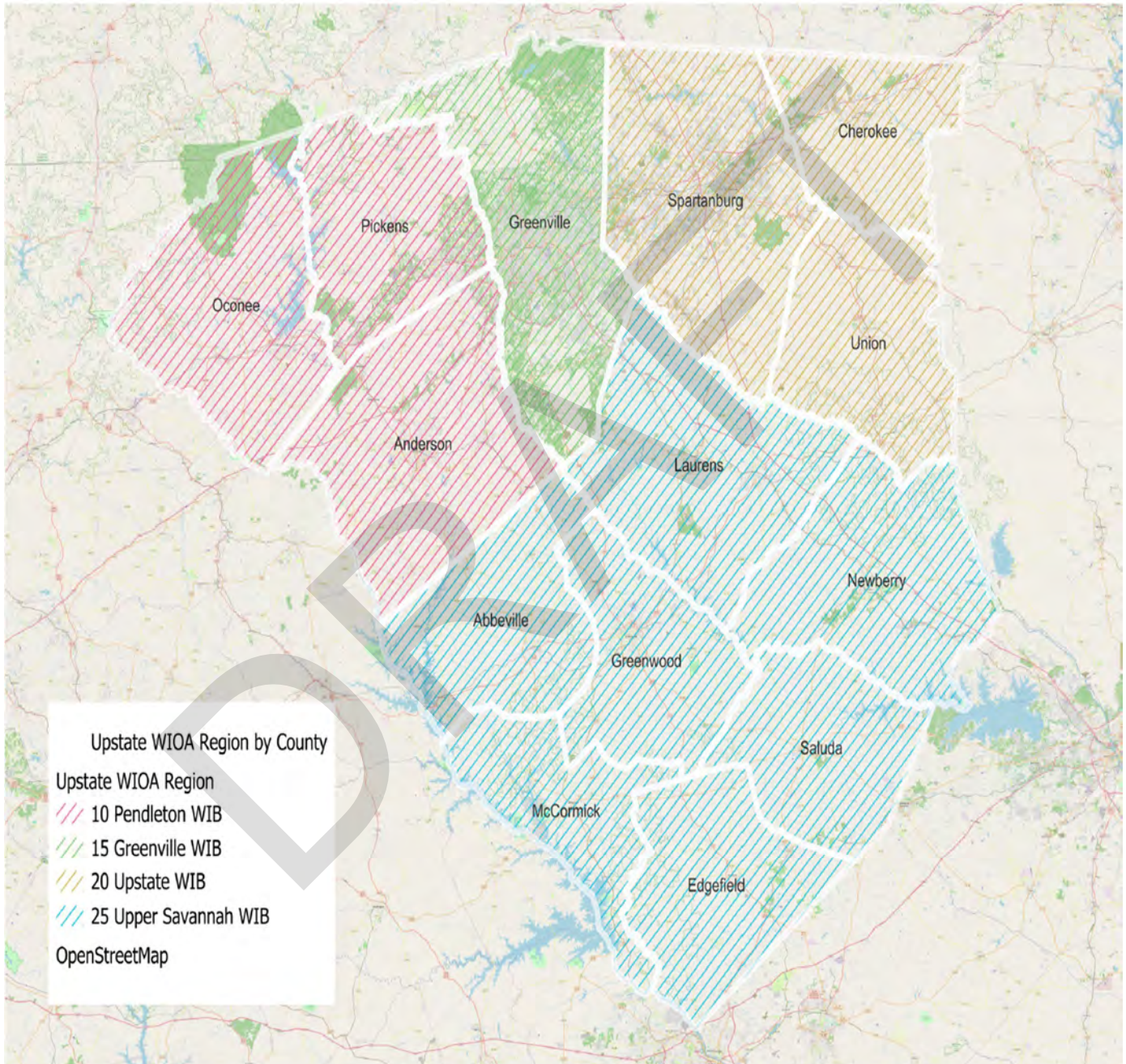
Our longitudinal LMI analysis is generated from sources like Public Use Microdata (PUMAs), American Community Survey (ACS) and Current Population Survey (CPS), both of which provide 1-year and 5-year estimates (2002 – 2005). The data can assist with honing in on specific communities within the region, thereby enabling us to target services according to the resources for that specific area.

Longitudinal LMI data improves our ability to address broad array of issues relating to:

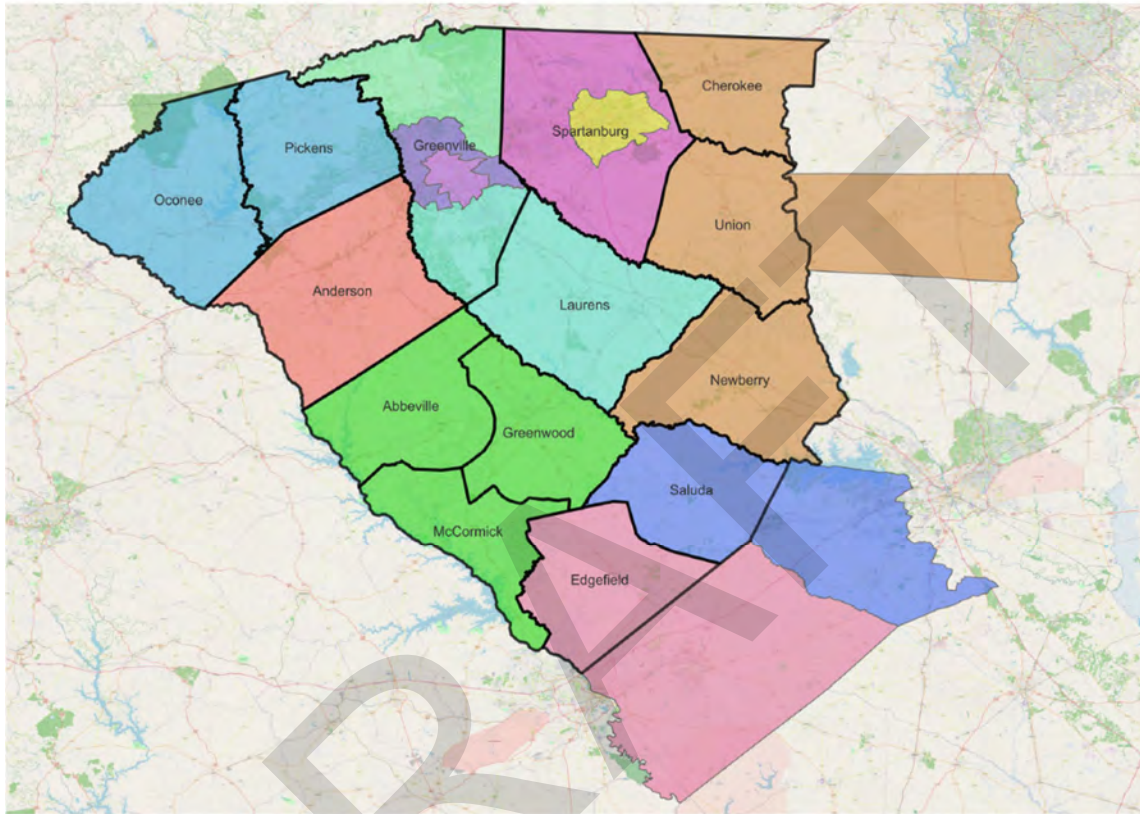
- The size and composition of the available workforce, including demographic trends in employment, unemployment, earnings or wages, and labor market dynamics.
- Current and future workforce demand and supply, including current and projected information about industry and occupational employment, job creation and destruction, the types of available work and the skills required for that work.
- Job vacancies related to workers seeking jobs or employers recruiting workers, including information about current job openings, availability of benefits, and ratio of available jobs to available workers.
- Our region's capacity to educate and train the workforce to meet labor market needs, including information about education and workforce training programs, enrollees, and completers.
- Conducting comparisons of our labor market conditions over time, geography, industry, or occupation.

### LINK Upstate WIOA Geographic Region

The LINK Upstate Geographic Region consists of four (4) local Workforce Development Boards: Greenville County Workforce Development Board, Upstate Workforce Board, WorkLink Workforce Development Board, and Upper Savannah Workforce Development Board.



The LINK Upstate Geographic Region is broken out PUMAs for fourteen (14) counties: Greenville, Spartanburg, Cherokee, Union, Anderson, Pickens, Oconee, Laurens, Abbeville, Newberry, Greenwood, McCormick, Saluda, and Edgefield.



- 4500101 Pickens & Oconee Counties--Easley & Clemson Cities PUMA
- 4500102 Greenville County (North)--Greer City (North & West) & Taylors (Central & East) PUMA
- 4500103 Greenville County (North Central & Outside Greenville City)--Wade Hampton & Berea PUMA
- 4500104 Greenville County (Central)--Greenville & Mauldin Cities PUMA
- 4500105 Greenville (South) & Laurens Counties--Simpsonville, Laurens & Clinton Cities PUMA
- 4500200 Anderson County--Anderson City PUMA
- 4500301 Spartanburg County (Central)--Spartanburg City PUMA
- 4500302 Spartanburg County (Outside Spartanburg City)--Greer City (East) PUMA
- 4500400 Cherokee, Newberry, Chester & Union Counties PUMA
- 4500601 Lexington (South & West) & Saluda Counties--Lexington Town & Red Bank PUMA
- 4501500 Aiken & Edgefield Counties--Aiken & North Augusta Cities PUMA
- 4501600 Greenwood, Abbeville & McCormick Counties PUMA

OpenStreetMap



## Workforce Demographics

Annual Estimates of American Indian 17 Years Old and Older by Sex and Age Cohort for LINK Upstate WIOA Region (2012 – 2021)

	American Indian Males, 17 to 24 Years Old	American Indian Males, 25 to 54 Years Old	American Indian Male, 55 Years Old and Older	All American Indian Males
2012	236	464	243	943
2013	438	382	192	1,012
2014	274	832	686	1,792
2015	10	408	208	626
2016	669	768	179	1,616
2017	94	505	477	1,076
2018	343	2,887	325	3,555
2019	278	802	1,013	2,093
2020	0	2,513	1,195	3,708
2021	0	1,425	672	2,097

	American Indian Females, 17 to 24 Years Old	American Indian Females, 25 to 54 Years Old	American Indian Male, 55 Years Old and Older	All American Indian Females
2012	46	535	342	923
2013	342	739	988	2,069
2014	183	507	429	1,119
2015	282	1,017	650	1,949
2016	716	1,107	496	2,319
2017	311	455	932	1,698
2018	300	855	555	1,710
2019	338	753	1,787	2,878
2020	285	1,184	464	1,933
2021	210	1,746	609	2,565

Annual Estimates of Asians 17 Years Old and Older by Sex and Age Cohort for LINK Upstate WIOA Region (2012 – 2021):

	Asian Males, 17 to 24 Years Old	Asian Males, 25 to 54 Years Old	Asian Male, 55 Years Old and Older	All Asian Males
2012	2,104	5,476	1,074	8,654
2013	1,727	4,171	1,663	7,561
2014	2,179	4,230	1,660	8,069
2015	1,130	5,382	1,874	8,386
2016	1,649	6,573	2,031	10,253
2017	1,584	6,190	2,460	10,234
2018	3,477	5,640	2,588	11,705
2019	1,482	7,255	2,764	11,501
2020	2,624	9,091	2,352	14,067
2021	1,852	7,803	2,957	12,612

	Asian Females, 17 to 24 Years Old	Asian Females, 25 to 54 Years Old	Asian Male, 55 Years Old and Older	All Asian Females
2012	1,120	6,656	2,019	9,795
2013	2,744	6,337	3,294	12,375
2014	2,918	6,668	2,788	12,374
2015	1,213	6,505	3,048	10,766
2016	2,023	8,129	4,165	14,317
2017	1,344	8,547	3,657	13,548
2018	1,894	7,659	2,714	12,267
2019	1,906	8,728	3,640	14,274
2020	1,424	8,290	2,590	12,304
2021	2,026	9,222	3,520	14,768

Annual Estimates of Blacks 17 Years Old and Older by Sex and Age Cohort for LINK Upstate WIOA Region (2012 – 2021):

	<b>Black Males, 17 to 24 Years Old</b>	<b>Black Males, 25 to 54 Years Old</b>	<b>Black Male, 55 Years Old and Older</b>	<b>All Black Males</b>
2012	23,879	64,970	32,646	121,495
2013	22,964	67,646	35,198	125,808
2014	25,468	66,639	36,660	128,767
2015	22,172	67,255	36,628	126,055
2016	20,826	69,340	38,943	129,109
2017	21,759	70,220	39,395	131,374
2018	26,263	65,149	40,029	131,441
2019	19,989	68,135	41,084	129,208
2020	22,674	70,998	40,886	134,558
2021	20,629	61,485	40,342	122,456

	<b>Black Females, 17 to 24 Years Old</b>	<b>Black Females, 25 to 54 Years Old</b>	<b>Black Females, 55 Years Old and Older</b>	<b>All Black Females</b>
2012	23,835	75,933	45,110	144,878
2013	23,522	77,154	45,784	146,460
2014	23,516	77,300	48,330	149,146
2015	20,167	77,636	49,376	147,179
2016	21,648	78,871	51,545	152,064
2017	24,658	78,015	51,439	154,112
2018	21,810	81,166	54,282	157,258
2019	21,276	82,319	56,271	159,866
2020	21,497	73,461	53,921	148,879
2021	19,175	73,717	53,031	145,923

Annual Estimates of Whites 17 Years Old and Older by Sex and Age Cohort for LINK Upstate WIOA Region (2012 – 2021):

	<b>White Males, 17 to 24 Years Old</b>	<b>White Males, 25 to 54 Years Old</b>	<b>White Male, 55 Years Old and Older</b>	<b>All White Males</b>
2012	73,509	262,856	190,641	527,006
2013	75,588	264,583	197,716	537,887
2014	71,961	268,167	202,230	542,358
2015	74,146	264,428	208,439	547,013
2016	71,458	266,679	212,653	550,790
2017	72,441	268,243	218,223	558,907
2018	75,814	266,906	223,549	566,269
2019	72,594	265,064	228,801	566,459
2020	61,213	245,568	229,164	535,945
2021	69,586	253,512	229,332	552,430

	<b>White Females, 17 to 24 Years Old</b>	<b>White Females, 25 to 54 Years Old</b>	<b>White Females, 55 Years Old and Older</b>	<b>All White Females</b>
2012	70,732	266,695	226,862	564,289
2013	71,703	266,732	231,095	569,530
2014	70,053	269,281	236,302	575,636
2015	71,143	268,349	240,857	580,349
2016	69,733	273,829	245,144	588,706
2017	70,877	272,610	251,745	595,232
2018	70,999	271,849	258,060	600,908
2019	70,894	274,115	265,543	610,552
2020	66,861	272,099	263,587	602,547
2021	68,242	259,973	259,982	588,197

Annual Estimates of Other Races 17 Years Old and Older by Sex and Age Cohort for LINK Upstate WIOA Region (2012 – 2021):

	Males, Some Other Race Alone, 17 to 24 Years Old	Males, Some Other Race Alone, 25 to 54 Years Old	Males, Some Other Race Alone, 55 Years Old and Older	All Males, Some Other Race Alone
2012	2,289	8,555	1,528	12,372
2013	1,780	6,967	1,347	10,094
2014	2,277	6,339	2,160	10,776
2015	2,955	8,142	1,850	12,947
2016	1,566	6,682	704	8,952
2017	2,479	9,229	1,404	13,112
2018	1,602	9,782	1,577	12,961
2019	1,004	9,911	2,489	13,404
2020	3,207	14,416	4,517	22,140
2021	2,705	16,290	2,486	21,481

	Females, Some Other Race Alone, 17 to 24 Years Old	Females, Some Other Race Alone, 25 to 54 Years Old	Females, Some Other Race Alone, 55 Years Old and Older	All Females, Some Other Race Alone
2012	2,519	6,552	336	9,407
2013	2,936	6,390	290	9,616
2014	1,120	5,894	792	7,806
2015	2,468	7,762	696	10,926
2016	3,460	5,770	1,049	10,279
2017	1,997	7,516	1,340	10,853
2018	2,555	8,094	1,661	12,310
2019	3,586	6,821	2,295	12,702
2020	4,114	11,146	3,126	18,386
2021	2,753	12,666	2,610	18,029

The distribution of Employees for For-Profit Companies in PUMA Overlapping LINK Upstate Region (2012 – 2021)

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Annual Average 2012-2021
Pickens & Oconee Counties--Easley & Clemson Cities	75,526	80,873	77,509	79,989	82,421	83,529	78,460	83,119	83,330	83,333	80,809
Greenville County (North)--Greer City (North & West) & Taylors (Central & East) PUMA	46,018	47,822	47,625	49,026	46,643	49,343	46,992	51,635	42,599	48,747	47,645
Greenville County (North Central & Outside Greenville City)--Wade Hampton & Berea PUMA	60,636	69,815	68,921	64,837	75,201	66,791	76,934	79,117	81,425	73,648	71,733
Greenville County (Central)--Greenville & Mauldin Cit-	48,662	49,557	50,419	51,066	55,978	58,467	52,846	57,568	66,972	55,225	54,676
Greenville (South) & Laurens Counties--Simpsonville, Laurens & Clinton Cities PUMA	64,094	60,471	66,031	66,673	77,188	71,559	75,056	71,119	74,933	76,739	70,386
Anderson County--Anderson City PUMA	75,791	71,016	74,131	79,376	79,098	79,737	81,924	81,306	72,427	78,461	77,327
Spartanburg County (Central)--Spartanburg City PUMA	46,400	49,109	54,556	50,952	48,666	54,244	50,125	53,281	55,492	52,013	51,484
Spartanburg County (Outside Spartanburg City)--Greer City (East) PUMA	73,853	73,053	69,710	75,682	77,038	77,798	83,337	82,582	77,454	87,852	77,836
Cherokee, Newberry, Chester & Union Counties PUMA	63,170	57,138	57,088	57,765	58,263	61,143	60,464	58,912	56,850	56,718	58,751
Lexington (South & West) & Saluda Counties--Lexington Town & Red Bank PUMA	65,502	65,975	71,264	70,504	72,564	75,044	77,809	69,335	78,876	69,828	71,670
Aiken & Edgefield Counties--Aiken & North Augusta	73,593	72,269	78,262	74,400	72,051	74,768	77,154	71,053	69,516	73,822	73,689
Greenwood, Abbeville & McCormick Counties PUMA	38,780	38,363	40,037	37,492	40,643	38,647	37,310	38,369	35,127	38,589	38,336
Estimated Total	732,025	735,461	755,553	757,762	785,754	791,070	798,411	797,396	795,001	794,975	

The distribution of Employees for For-Profit Companies in PUMA Overlapping LINK Upstate Region (2022 – 2023)

	2022	2023	Average Annual 2022-2023
Pickens (Southwest Corner) & Oconee (West, Central) Counties--Seneca & Clemson Cities PUMA	43,180	40,272	41,726
Pickens (East, Central, North) & Oconee (Northeast) Counties--Easley PUMA	45,279	46,332	45,806
Greenville County (North)--Greer (North & West) & Travelers Rest Cities PUMA	45,836	37,187	41,512
Greenville County (South & West)--Outside Greenville City PUMA	44,948	43,911	44,430
Greenville County (Central)--Greenville & Mauldin Cities PUMA	52,453	49,281	50,867
Greenville County (Central East)--Greer City (South & West) PUMA	43,579	55,961	49,770
Greenville (South & East)--Outside Greenville & Greer (South) Cities PUMA	46,440	56,027	51,234
Spartanburg County (North)--Landrum City PUMA	48,282	51,237	49,760
Spartanburg County (West and South)--Greer & Woodruff Cities PUMA	57,124	52,143	54,634
Spartanburg County (Central)--Spartanburg City PUMA	46,931	49,687	48,309
Union and York (West) Counties--York City PUMA	53,241	49,565	51,403
Laurens, Newberry & Union Counties PUMA	53,337	55,129	54,233
Anderson (Central & Northeast) County--Anderson City PUMA	52,578	62,425	57,502
Abbeville & Anderson (South) Counties--Belton City PUMA	39,338	39,051	39,195
Edgefield, Greenwood, McCormick & Saluda Counties PUMA	45,694	44,601	45,148
<b>Estimated Total</b>	<b>718,240</b>	<b>732,809</b>	

Distribution of Employees of Private, Not-for-Profit, Tax-exempt or Charitable Organization in PUMAs Overlapping the LINK Upstate WIOA Region (2012 – 2021)

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Annual Average 2012-2021
Pickens & Oconee Counties--Easley & Clemson Cities PUMA	75,526	80,873	77,509	79,989	82,421	83,529	78,460	83,119	83,330	83,333	80,809
Greenville County (North)--Greer City (North & West) & Taylors (Central & East) PUMA	46,018	47,822	47,625	49,026	46,643	49,343	46,992	51,635	42,599	48,747	47,645
Greenville County (North Central & Outside Greenville City)--Wade Hampton & Berea PUMA	60,636	69,815	68,921	64,837	75,201	66,791	76,934	79,117	81,425	73,648	71,733
Greenville County (Central)--Greenville & Mauldin Cities PUMA	48,662	49,557	50,419	51,066	55,978	58,467	52,846	57,568	66,972	55,225	54,676
Greenville (South) & Laurens Counties--Simpsonville, Laurens & Clinton Cities PUMA	64,094	60,471	66,031	66,673	77,188	71,559	75,056	71,119	74,933	76,739	70,386
Anderson County--Anderson City PUMA	75,791	71,016	74,131	79,376	79,098	79,737	81,924	81,306	72,427	78,461	77,327
Spartanburg County (Central)--Spartanburg City PUMA	46,400	49,109	54,556	50,952	48,666	54,244	50,125	53,281	55,492	52,013	51,484
Spartanburg County (Outside Spartanburg City)--Greer City (East) PUMA	73,853	73,053	69,710	75,682	77,038	77,798	83,337	82,582	77,454	87,852	77,836
Cherokee, Newberry, Chester & Union Counties PUMA	63,170	57,138	57,088	57,765	58,263	61,143	60,464	58,912	56,850	56,718	58,751
Lexington (South & West) & Saluda Counties--Lexington Town & Red Bank PUMA	65,502	65,975	71,264	70,504	72,564	75,044	77,809	69,335	78,876	69,828	71,670
Aiken & Edgefield Counties--Aiken & North Augusta Cities PUMA	73,593	72,269	78,262	74,400	72,051	74,768	77,154	71,053	69,516	73,822	73,689
Greenwood, Abbeville & McCormick Counties PUMA	38,780	38,363	40,037	37,492	40,643	38,647	37,310	38,369	35,127	38,589	38,336
<b>Estimated Total</b>	<b>732,025</b>	<b>735,461</b>	<b>755,553</b>	<b>757,762</b>	<b>785,754</b>	<b>791,070</b>	<b>798,411</b>	<b>797,396</b>	<b>795,001</b>	<b>794,975</b>	

Distribution of Employees of Private, Not-for-Profit, Tax-exempt or Charitable Organization in PUMAs Overlapping the LINK Upstate WIOA Region (2022 – 2023)

	2022	2023	Average Annual 2022-2023
Pickens (Southwest Corner) & Oconee (West, Central) Counties--Seneca & Clemson Cities PUMA	4,313	4,860	4,587
Pickens (East, Central, North) & Oconee (Northeast) Counties--Easley PUMA	4,898	3,609	4,254
Greenville County (North)--Greer (North & West) & Travelers Rest Cities PUMA	5,089	5,587	5,338
Greenville County (South & West)--Outside Greenville City PUMA	3,068	4,983	4,026
Greenville County (Central)--Greenville & Mauldin Cities PUMA	7,181	4,936	6,059
Greenville County (Central East)--Greer City (South & West) PUMA	5,152	8,031	6,592
Greenville (South & East)--Outside Greenville & Greer (South) Cities PUMA	5,146	6,567	5,857
Spartanburg County (North)--Landrum City PUMA	3,242	3,740	3,491
Spartanburg County (West and South)--Greer & Woodruff Cities PUMA	3,605	5,011	4,308
Spartanburg County (Central)--Spartanburg City PUMA	4,486	6,180	5,333
Union and York (West) Counties--York City PUMA	3,564	3,244	3,404
Laurens, Newberry & Union Counties PUMA	4,281	3,277	3,779
Anderson (Central & Northeast) County--Anderson City PUMA	5,591	6,865	6,228
Abbeville & Anderson (South) Counties--Belton City PUMA	5,163	4,542	4,853
Edgefield, Greenwood, McCormick & Saluda Counties PUMA	4,000	5,025	4,513
Estimated Total	68,779	76,457	

The distribution of Local government employees (city, county, etc.) in PUMAs Overlapping the LINK Upstate WIOA Region (2022 – 2023)

	2022	2023	Average Annual 2022-2023
Pickens (Southwest Corner) & Oconee (West, Central) Counties--Seneca & Clemson Cities PUMA	4,749	3,335	4,042
Pickens (East, Central, North) & Oconee (Northeast) Counties--Easley PUMA	3,705	3,249	3,477
Greenville County (North)--Greer (North & West) & Travelers Rest Cities PUMA	4,299	5,675	4,987
Greenville County (South & West)--Outside Greenville City PUMA	2,284	3,458	2,871
Greenville County (Central)--Greenville & Mauldin Cities PUMA	2,761	2,811	2,786
Greenville County (Central East)--Greer City (South & West) PUMA	5,028	5,459	5,244
Greenville (South & East)--Outside Greenville & Greer (South) Cities PUMA	5,911	4,120	5,016
Spartanburg County (North)--Landrum City PUMA	4,027	6,541	5,284
Spartanburg County (West and South)--Greer & Woodruff Cities PUMA	4,105	3,961	4,033
Spartanburg County (Central)--Spartanburg City PUMA	2,705	3,233	2,969
Union and York (West) Counties--York City PUMA	5,266	5,692	5,479
Laurens, Newberry & Union Counties PUMA	5,568	4,759	5,164
Anderson (Central & Northeast) County--Anderson City PUMA	5,571	4,736	5,154
Abbeville & Anderson (South) Counties--Belton City PUMA	6,432	4,352	5,392
Edgefield, Greenwood, McCormick & Saluda Counties PUMA	3,898	5,400	4,649
Total	66,309	66,781	

The distribution of State government employees in PUMAs Overlapping the LINK Upstate WIOA Region (2012 – 2021)

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Annual Average 2012-2021
Pickens & Oconee Counties--Easley & Clemson Cities PUMA	7,942	8,285	11,700	10,616	10,879	10,036	9,451	11,216	9,350	8,491	8,915
Greenville County (North)--Greer City (North & West) & Taylors (Central & East) PUMA	2,428	3,214	1,744	2,935	2,229	1,830	2,330	2,408	2,521	2,390	2,194
Greenville County (North Central & Outside Greenville City)--Wade Hampton & Berea PUMA	2,877	2,836	1,940	2,920	3,391	3,632	3,551	2,423	2,516	2,173	2,578
Greenville County (Central)--Greenville & Mauldin Cities PUMA	2,465	3,531	2,627	3,572	1,961	3,861	3,278	1,969	3,639	3,067	2,734
Greenville (South) & Laurens Counties--Simpsonville, Laurens & Clinton Cities PUMA	4,644	4,907	3,539	5,155	5,156	4,437	5,927	3,119	3,753	4,618	4,124
Anderson County--Anderson City PUMA	5,952	8,010	7,787	7,166	6,464	6,854	8,015	6,107	7,041	5,409	6,273
Spartanburg County (Central)--Spartanburg City PUMA	3,100	3,285	3,043	2,025	4,267	3,362	4,581	3,035	7,090	2,560	3,332
Spartanburg County (Outside Spartanburg City)--Greer City (East) PUMA	5,456	5,520	4,652	4,896	5,070	5,608	6,349	3,566	4,500	4,867	4,617
Cherokee, Newberry, Chester & Union Counties PUMA	4,920	6,784	6,543	4,241	5,760	5,606	5,550	3,069	6,326	3,858	4,823
Lexington (South & West) & Saluda Counties--Lexington Town & Red Bank PUMA	7,616	9,962	8,438	9,816	8,412	9,763	8,839	6,836	7,605	6,928	7,711
Aiken & Edgefield Counties--Aiken & North Augusta Cities PUMA	6,864	5,467	6,484	6,470	6,376	5,855	4,082	5,741	7,115	4,436	5,490
Greenwood, Abbeville & McCormick Counties PUMA	5,326	4,546	3,449	4,726	4,167	5,876	4,141	4,098	3,011	4,062	4,091
<b>Estimated Total</b>	<b>59,590</b>	<b>66,347</b>	<b>61,946</b>	<b>64,538</b>	<b>64,132</b>	<b>66,720</b>	<b>66,094</b>	<b>53,587</b>	<b>64,467</b>	<b>52,859</b>	

The distribution of State government employees in PUMAs Overlapping the LINK Upstate WIOA Region (2022 – 2023)

	2022	2023	Average Annual 2022-2023
Pickens (Southwest Corner) & Oconee (West, Central) Counties--Seneca & Clemson Cities	4,749	3,335	4,042
Pickens (East, Central, North) & Oconee (Northeast) Counties--Easley PUMA	3,705	3,249	3,477
Greenville County (North)--Greer (North & West) & Travelers Rest Cities PUMA	4,299	5,675	4,987
Greenville County (South & West)--Outside Greenville City PUMA	2,284	3,458	2,871
Greenville County (Central)--Greenville & Mauldin Cities PUMA	2,761	2,811	2,786
Greenville County (Central East)--Greer City (South & West) PUMA	5,028	5,459	5,244
Greenville (South & East)--Outside Greenville & Greer (South) Cities PUMA	5,911	4,120	5,016
Spartanburg County (North)--Landrum City PUMA	4,027	6,541	5,284
Spartanburg County (West and South)--Greer & Woodruff Cities PUMA	4,105	3,961	4,033
Spartanburg County (Central)--Spartanburg City PUMA	2,705	3,233	2,969
Union and York (West) Counties--York City PUMA	5,266	5,692	5,479
Laurens, Newberry & Union Counties PUMA	5,568	4,759	5,164
Anderson (Central & Northeast) County--Anderson City PUMA	5,571	4,736	5,154
Abbeville & Anderson (South) Counties--Belton City PUMA	6,432	4,352	5,392
Edgefield, Greenwood, McCormick & Saluda Counties PUMA	3,898	5,400	4,649
<b>Total</b>	<b>66,309</b>	<b>66,781</b>	

The distribution of Federal government employees in PUMAs Overlapping the LINK Upstate WIOA Region (2012 – 2021)

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Annual Average 2012-2021
Pickens & Oconee Counties--Easley & Clemson Cities PUMA	1,168	1,190	1,151	1,378	763	1,209	933	1,766	1,780	1,663	1,191
Greenville County (North)--Greer City (North & West) & Taylors (Central & East) PUMA	523	381	810	721	397	865	686	485	1,044	1,306	665
Greenville County (North Central & Outside Greenville City)--Wade Hampton & Berea PUMA	796	985	1,593	855	995	2,052	671	1,780	1,307	2,348	1,226
Greenville County (Central)--Greenville & Mauldin Cities PUMA	1,004	927	2,004	1,213	1,030	1,470	1,021	1,100	926	2,994	1,254
Greenville (South) & Laurens Counties--Simpsonville, Laurens & Clinton Cities PUMA	1,232	948	1,049	2,269	1,793	911	1,217	3,842	2,746	724	1,531
Anderson County--Anderson City PUMA	1,229	1,670	1,370	1,230	1,455	1,600	2,635	1,639	2,818	1,967	1,619
Spartanburg County (Central)--Spartanburg City PUMA	994	154	921	824	661	831	336	1,167	1,412	943	777
Spartanburg County (Outside Spartanburg City)--Greer City (East) PUMA	1,611	1,489	1,240	1,251	803	1,126	1,898	1,435	1,298	1,390	1,258
Cherokee, Newberry, Chester & Union Counties PUMA	1,235	1,979	1,388	569	953	983	1,239	1,149	2,007	1,870	1,252
Lexington (South & West) & Saluda Counties--Lexington Town & Red Bank PUMA	1,937	2,783	2,299	1,188	3,109	1,843	2,461	2,754	3,003	2,701	2,244
Aiken & Edgefield Counties--Aiken & North Augusta Cities PUMA	5,336	4,068	3,868	4,311	6,692	5,717	6,403	6,358	6,520	8,118	5,354
Greenwood, Abbeville & McCormick Counties PUMA	1,360	514	806	1,015	700	942	643	600	451	979	874
<b>Estimated Total</b>	<b>18,425</b>	<b>17,088</b>	<b>18,499</b>	<b>16,824</b>	<b>19,351</b>	<b>19,549</b>	<b>20,143</b>	<b>24,075</b>	<b>25,312</b>	<b>27,003</b>	

The distribution of Federal government employees in PUMAs Overlapping the LINK Upstate WIOA Region (2022 – 2023)

	2022	2023	Average Annual 2022-2023
Pickens (Southwest Corner) & Oconee (West, Central) Counties--Seneca & Clemson Cities PUMA	4,749	3,335	4,042
Pickens (East, Central, North) & Oconee (Northeast) Counties--Easley PUMA	3,705	3,249	3,477
Greenville County (North)--Greer (North & West) & Travelers Rest Cities PUMA	4,299	5,675	4,987
Greenville County (South & West)--Outside Greenville City PUMA	2,284	3,458	2,871
Greenville County (Central)--Greenville & Mauldin Cities PUMA	2,761	2,811	2,786
Greenville County (Central East)--Greer City (South & West) PUMA	5,028	5,459	5,244
Greenville (South & East)--Outside Greenville & Greer (South) Cities PUMA	5,911	4,120	5,016
Spartanburg County (North)--Landrum City PUMA	4,027	6,541	5,284
Spartanburg County (West and South)--Greer & Woodruff Cities PUMA	4,105	3,961	4,033
Spartanburg County (Central)--Spartanburg City PUMA	2,705	3,233	2,969
Union and York (West) Counties--York City PUMA	5,266	5,692	5,479
Laurens, Newberry & Union Counties PUMA	5,568	4,759	5,164
Anderson (Central & Northeast) County--Anderson City PUMA	5,571	4,736	5,154
Abbeville & Anderson (South) Counties--Belton City PUMA	6,432	4,352	5,392
Edgefield, Greenwood, McCormick & Saluda Counties PUMA	3,898	5,400	4,649
<b>Total</b>	<b>66,309</b>	<b>66,781</b>	

The distribution of self-employment not in own incorporated business, professional practice, or farm in PUMAs Overlapping the LINK Upstate WIOA Region (2012 – 2021)

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Annual Average 2012-2021
Pickens & Oconee Counties--Easley & Clemson Cities PUMA	7,310	6,647	7,155	7,254	6,421	6,505	7,770	7,694	9,988	8,612	6,860
Greenville County (North)--Greer City (North & West) & Taylors (Central & East) PUMA	4,163	2,770	3,317	3,270	3,529	4,268	4,606	4,224	3,543	4,816	3,510
Greenville County (North Central & Outside Greenville City)--Wade Hampton & Berea PUMA	6,373	5,516	5,468	5,052	3,993	5,939	6,318	8,267	6,337	7,599	5,542
Greenville County (Central)--Greenville & Mauldin Cities PUMA	3,682	3,009	2,757	3,423	4,573	3,255	4,822	4,116	3,988	4,492	3,475
Greenville (South) & Laurens Counties--Simpsonville, Laurens & Clinton Cities PUMA	5,822	3,839	6,204	5,429	3,707	4,635	5,299	4,593	6,060	8,667	4,942
Anderson County--Anderson City PUMA	5,466	5,908	5,867	6,110	5,604	7,200	6,149	5,279	5,518	7,158	5,496
Spartanburg County (Central)--Spartanburg City PUMA	2,550	3,048	3,092	4,297	2,291	3,918	3,483	2,937	3,950	4,808	3,152
Spartanburg County (Outside Spartanburg City)--Greer City (East) PUMA	7,058	4,936	4,673	5,204	6,659	5,257	5,427	5,993	5,655	5,983	5,195
Cherokee, Newberry, Chester & Union Counties PUMA	3,805	3,674	2,761	2,990	4,166	3,301	3,543	5,012	4,767	4,515	3,539
Lexington (South & West) & Saluda Counties--Lexington Town & Red Bank PUMA	6,616	6,020	6,685	6,062	6,501	4,105	7,086	5,085	6,097	8,816	5,789
Aiken & Edgefield Counties--Aiken & North Augusta Cities PUMA	5,457	7,512	4,948	6,055	5,236	5,420	4,310	8,048	5,455	5,978	5,447
Greenwood, Abbeville & McCormick Counties PUMA	2,493	3,599	2,570	3,669	3,417	4,483	2,844	2,024	3,214	2,367	2,935
Estimated Total	60,795	56,478	55,497	58,815	56,097	58,286	61,657	63,272	64,572	73,811	

The distribution of self-employment not in own incorporated business, professional practice, or farm in PUMAs Overlapping the LINK Upstate WIOA Region (2022 – 2023)

	2022	2023	Average Annual 2022-2022
Pickens (Southwest Corner) & Oconee (West, Central) Counties--Seneca & Clemson Cities PUMA	4,749	3,335	4,042
Pickens (East, Central, North) & Oconee (Northeast) Counties--Easley PUMA	3,705	3,249	3,477
Greenville County (North)--Greer (North & West) & Travelers Rest Cities PUMA	4,299	5,675	4,987
Greenville County (South & West)--Outside Greenville City PUMA	2,284	3,458	2,871
Greenville County (Central)--Greenville & Mauldin Cities PUMA	2,761	2,811	2,786
Greenville County (Central East)--Greer City (South & West) PUMA	5,028	5,459	5,244
Greenville (South & East)--Outside Greenville & Greer (South) Cities PUMA	5,911	4,120	5,016
Spartanburg County (North)--Landrum City PUMA	4,027	6,541	5,284
Spartanburg County (West and South)--Greer & Woodruff Cities PUMA	4,105	3,961	4,033
Spartanburg County (Central)--Spartanburg City PUMA	2,705	3,233	2,969
Union and York (West) Counties--York City PUMA	5,266	5,692	5,479
Laurens, Newberry & Union Counties PUMA	5,568	4,759	5,164
Anderson (Central & Northeast) County--Anderson City PUMA	5,571	4,736	5,154
Abbeville & Anderson (South) Counties--Belton City PUMA	6,432	4,352	5,392
Edgefield, Greenwood, McCormick & Saluda Counties PUMA	3,898	5,400	4,649
Total	66,309	66,781	



The distribution of self-employment in own incorporated business, professional practice, or farm in PUMAs Overlapping the LINK Upstate WIOA Region (2012 – 2021)

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Annual Average 2012-2021
Pickens & Oconee Counties--Easley & Clemson Cities PUMA	3,896	2,957	1,888	2,924	3,475	4,567	5,495	2,763	4,209	4,851	3,375
Greenville County (North)--Greer City (North & West) & Taylors (Central & East) PUMA	1,377	2,719	2,476	1,988	2,471	1,400	3,489	2,860	1,859	1,663	2,037
Greenville County (North Central & Outside Greenville City)--Wade Hampton & Berea PUMA	3,452	2,652	2,500	2,885	2,605	4,230	4,021	4,197	6,531	3,910	3,371
Greenville County (Central)--Greenville & Mauldin Cities PUMA	2,109	1,822	3,213	2,554	3,800	3,786	2,923	3,647	4,882	1,430	2,752
Greenville (South) & Laurens Counties--Simpsonville, Laurens & Clinton Cities PUMA	2,776	2,916	2,146	1,897	1,998	2,618	4,302	2,831	1,716	2,648	2,359
Anderson County--Anderson City PUMA	2,638	2,186	2,545	2,646	3,678	3,696	3,614	3,412	4,609	3,456	2,971
Spartanburg County (Central)--Spartanburg City PUMA	1,919	1,453	1,779	1,560	1,215	1,760	1,456	1,636	3,747	1,861	1,699
Spartanburg County (Outside Spartanburg City)--Greer City (East) PUMA	2,334	4,035	2,993	3,363	2,414	2,771	3,778	2,543	2,809	3,684	2,821
Cherokee, Newberry, Chester & Union Counties PUMA	1,055	3,058	1,914	2,317	1,064	1,693	1,999	2,511	2,020	2,627	1,878
Lexington (South & West) & Saluda Counties--Lexington Town & Red Bank PUMA	3,324	2,664	4,198	3,082	4,291	4,178	3,494	3,490	2,977	3,805	3,282
Aiken & Edgefield Counties--Aiken & North Augusta Cities PUMA	1,813	1,714	3,048	3,230	3,133	2,946	4,348	3,756	5,052	2,559	3,009
Greenwood, Abbeville & McCormick Counties PUMA	1,120	1,384	2,335	1,455	2,221	609	1,972	911	749	742	1,373
<b>Estimated Total</b>	<b>27,813</b>	<b>29,560</b>	<b>31,035</b>	<b>29,901</b>	<b>32,365</b>	<b>34,254</b>	<b>40,891</b>	<b>34,557</b>	<b>41,160</b>	<b>33,236</b>	

The distribution of self-employment in own incorporated business, professional practice, or farm in PUMAs Overlapping the LINK Upstate WIOA Region (2022 – 2023)

	2022	2023	Average Annual 2022-2023
Pickens (Southwest Corner) & Oconee (West, Central) Counties--Seneca & Clemson Cities PUMA	1,571	2,811	2,191
Pickens (East, Central, North) & Oconee (Northeast) Counties--Easley PUMA	2,437	3,232	2,835
Greenville County (North)--Greer (North & West) & Travelers Rest Cities PUMA	5,309	3,188	4,249
Greenville County (South & West)--Outside Greenville City PUMA	3,102	3,681	3,392
Greenville County (Central)--Greenville & Mauldin Cities PUMA	2,723	3,840	3,282
Greenville County (Central East)--Greer City (South & West) PUMA	3,235	2,116	2,676
Greenville (South & East)--Outside Greenville & Greer (South) Cities PUMA	2,126	5,004	3,565
Spartanburg County (North)--Landrum City PUMA	1,765	2,701	2,233
Spartanburg County (West and South)--Greer & Woodruff Cities PUMA	1,336	1,536	1,436
Spartanburg County (Central)--Spartanburg City PUMA	1,785	2,009	1,897
Union and York (West) Counties--York City PUMA	2,050	1,943	1,997
Laurens, Newberry & Union Counties PUMA	2,922	2,494	2,708
Anderson (Central & Northeast) County--Anderson City PUMA	2,398	2,090	2,244
Abbeville & Anderson (South) Counties--Belton City PUMA	1,639	1,801	1,720
Edgefield, Greenwood, McCormick & Saluda Counties PUMA	2,935	2,302	2,619
<b>Total</b>	<b>37,333</b>	<b>40,748</b>	

## LINK Upstate WIOA Region / Knowledge and Skills

\* Some below headers currently under development but will be included in the final plan by January 15, 2025.

### - LINK Upstate WIOA Region / In-demand Industry Sector/Occupation

According to the Link Upstate's Next Generation Partnership Model, manufacturing continues to be our leading industry. A group of manufacturers was instrumental in establishing two priorities, 1) Building a talent pipeline in manufacturing through enhanced career awareness. By collaborating with Tallo, an online connection platform that brings stakeholders together to target individuals who are not committed to college or employment on year post high school graduation, and 2) Address the middle/technical skills gap within manufacturing. Additional Link Upstate industries also include Construction and Trades, Distribution and Logistics, and Healthcare.

Once identifying the skills and knowledge needed to grow the talent needed for our key industry sectors, the next step is to assess whether or not there are educational and training resources available to help grow a talent pipeline. Greenville County Schools and Greenville Technical College Comprehensive Local Needs Assessment has assisted in this process. The CLNA is a vital part of the Strengthening Career and Technical Education (CTE) for the 12th Century Act. The CTE identifies where local CTE programs need improvements and where exceptional programs and activities exist. Through the CLNA process, a number of programs expand within the region to include an **Innovation and Incubation Center at Roper Mountain** where potential studies include Biomedical Science, Information Technology/Cybersecurity, Alternative/Clean Energy, Global Supply Chain Management, and Emerging Automotive Technologies.

A newer Fountain Inn High School will enable further program expansions as an **Institute of Automation and Engineering**. Students chart out their career pathways in Informatics, Pre-Engineering, Integrated Production Technologies, Machine Tool, and Mechatronics.

- **An analysis of the current workforce in the region, including employment and unemployment data, labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment; and**

## POPULATION

Greenville continues to be the most populous county in South Carolina. The population estimate as of July 1, 2023 was 558,036.

Greenville County has a diverse population. Census data reports the following population demographics:

### Age and Sex

- Persons under 5 years – 5.9%
- Persons under 18 years – 22.8%
- Persons 65 years and over – 17.1%
- Female persons – 51.5%

**Race and Hispanic Origin**

- White alone – 76.3%
- Black alone – 17.9%
- American Indian and Alaskan Native alone – 0.6%
- Asian alone – 2.8%
- Native Hawaiian and Other Pacific Islander alone 0.1%
- Two or More Races – 2.3%
- Hispanic or Latino – 11.7%
- White alone, not Hispanic or Latino – 66.2%

**LABOR FORCE INFORMATION**

\* The below headers currently under development but will be included in the final plan by January 15, 2025.

- **Distribution of Primary Jobs by Selected Occupant Characteristics (2002 – 2022)**
- **Labor Demand Analysis**
- **U. S. Census Bureau Geographic Hierarchy**
- **CDC/ATSDR Social Vulnerability Index Documentation**
- **Distribution of Barriers to Employment by Census Tract (2018 – 2022)**
  - o Unemployed
  - o Individuals without HS Diploma
  - o Single parent Households
  - o Individuals without Healthcare Coverage
  - o Five-year average number of individuals with no access to a vehicle
  - o Five-year average of individuals with Limited English Proficiency
- **An analysis of workforce development activities in the region, including available education and training opportunities. This analysis must indicate the strengths and weaknesses of workforce development activities necessary to address the education and skill needs of job seekers, including individuals with barriers to employment, and the employment needs of employers in the region.**

The Greenville County Local Workforce Development Area has a variety of **strengths** in our workforce development activities:

- There is a level of local synergy highlighting the importance of workforce development. Many different organizations work together to address the challenges our jobseekers and employers face. The GCWDB's Committee on Individuals with Disabilities (CSID) is one example of how organizations have come together to coordinate job development activities and sharing of information.
- We have a very robust economy with competitive wages for this area of the country. This can motivate people to prepare themselves to make a living to support their lives.

- We have a robust technical college system in Greenville County. Greenville Technical College has a variety of training opportunities in in-demand occupations and sectors. Additionally, other post-secondary schools in the University Center offer different tracks of advanced training.
- Our secondary school system is the largest in the state, and it is highly ranked. Four different career centers in the county allow students to access vocational training while enrolled in high school. They offer a lot of work-based activities and paths to connect school to the workplace, such as the Graduation Plus program (<https://www.greenville.k12.sc.us/Parents/main.asp?titleid=gradplus>). Per the Graduation Plus website, “Recognizing that jobs in today’s workforce require more than a high school education, Greenville County Schools is committed to graduating students with a diploma, plus a technical certification and/or college credit. Graduation Plus is a district-wide initiative from pre-K through high school to ensure all students are career and college ready.”
- We have a very active veteran’s workforce system, including multiple organizations that work directly with veterans to support them in their career goals. The SC Works Center DVOPs and Veterans Workforce representatives makes for a strong presence within the local workforce system and the region. Additionally, we work with other veteran workforce partners such as Upstate Warrior Solution who have locations in Greenville, Spartanburg, Pickens, Oconee, and Anderson counties in the upstate.
- Our CSID and BDAG groups are full of people working with service coordination. They all offer their own programs, but the group comes together to see how we can better serve our community together. One example of a program is Project Search at Bon Secours hospital system that helps get people employed in their hospitals. This specifically targets individuals with disabilities who may not receive such an opportunity.
- We have connections with other grant-funded programs in the County. We collaborate with other DOL and non-DOL funded programs (e.g., Homeless Veterans Re-Integration Program, YouthBuild, etc.). We frequently provide letters of support to other organizations for new grants that align with our service strategies. Whenever USDOL awards other local grants, we find ways to collaborate to the benefit of all grant recipients. The GCWDB’s support of Greenville Transit Authority’s Some RAISE Grant Application / Maintenance Facility is one example of our commitment to collaboration. Another example is the GCWDB’s support of the Sunbelt Human Advancement Resources, Inc. (SHARE) Community Services Block Grant (CSBG) application.
- Greenville County is home to Clemson University International Center for Automotive Research (CUICAR). CUICAR has had a unique impact on our community as it has expanded over the years. Greenville Technical College opened their Center for Manufacturing Innovation on the CUICAR campus. These programs are unique to this area and help prepare manufacturing workforce for our region.
- College Unbound is another new partnership the GCWDB has established to improve opportunities for individuals to complete their college education. College Unbound (CU) is unique in that it is one free from structures that were designed for a different population in another time. CU specifically meet the needs of adult learners, many of whom are full-time workers, parents and partners who need flexibility and an immediate relevant curriculum because they are already doing meaningful work in society.
- The South Carolina Student Loan (SCSL) presented information on their BOLD program at a GCWDB meeting. The BOLD program is a resource for those wanting to complete their college education and commit to paying off their student loan through guaranteed employment with a future employer.
- The GCWDB has established a partnership with the South Carolina Technology & Aviation Center (SC-TAC), an internationally recognized industrial business park. SC Works has set up a satellite location within the business park to improve access to SC Works services to more than 110 technology innovation

companies within the manufacturing, engineering and research fields. Lockheed Martin is one of the businesses located at SC-TAC, the home of the F-16 Fighting Falcon, voted “Coolest Thing Made in SC.”

The Greenville County Local Workforce Development Area has some **weaknesses** that we view as opportunities for improvement as it relates to our available workforce development activities:

- There are a number of different organizations providing funding for training. Recruiting customers for the WIOA program is challenging and our programs cannot exist unless there is a constant pulse on the customer onboarding process. We have continued to meet our financial and program performance goals but experienced difficulty achieving the PY23 negotiated primary indicator Youth Credential Attainment Rate. We are required to meet performance goals in the following three (3) ways:
  - o Having an Overall Program Score (across all negotiated indicators) of at least 90 percent for the Adult, Dislocated Worker and Youth programs;
  - o Having an Overall Indicator Score (across Adult, Dislocated Worker and Youth programs) of at least 90 percent for each one of the negotiated indicators; and
  - o Having an individual indicator percentage of at least 50 percent.

During PY23, Greenville attained 46.9 percent in the Youth Credential Attainment Rate Individual Indicator, failing to meet the 50 percent requirement. Our analysis on the failed performance measure can be summed-up due to factors such as distractions due to family matters. When crisis arises, priority was not program completion for the youth. We also found that a high number of justice-involved youth failed to complete their training and some youth aged out of foster care and moved or quit their training. While we understand that conflicts arise or participants come to our programs with barriers to employment or education, we have to find ways to improve persistence of our youth participants to complete all stages of WIOA training and post-program follow-up. Our corrective action to address the failed PY23 negotiated Credential Attainment Rate include increasing enrollment in fast-track secondary school diploma or equivalent programs. The less time taken for WIOA youth to complete a secondary school training increases their ability to persist on to further education or employment. We plan to increase our co-enrollment of youth attending secondary school such as Greenville County Schools Lifelong Learning and youth enrolled in post-secondary school training such as students at Greenville Technical College. Other strategies for improving the youth Credential Attainment Rate enhancing follow-up activities to verify credentials and employment, and exercising more use of SCWOS predictive reports. At our last analysis of PY24 first quarter performance, the Youth Credential Attainment rate has improved and we are currently meeting that performance measure. We also have to remember that PY23 performance comes from year 2022 program exits. Our employment and labor force bounced back and continues to grow, but recovering from the pandemic years and high inflation had some bearing on WIOA performance.

- The abundance of training scholarships and other workforce development activities makes it difficult to compete for the same participants. We try our best to work in conjunction with other organizations and fill in the gaps for services that others cannot provide, but that provides its own set of challenges. It can also affect our ability to meet various different state and federal funding performance measures (e.g., Participant Cost Rate, Fund Utilization Rate, etc.) when so many other organizations have funding to give out without the same program requirements and enrollment process. Additionally, the requirement that individuals access other funding they may be eligible for prior to receiving WIOA services adds to our enrollment and expenditure rate challenges. WIOA is a program of last resort when other training dollars are available within the community.

- For a short period, we were not able to take advantage of all our Technical Colleges have to offer because of the WIOA consumer reporting requirements, particularly for Greenville Technical College. This was due to the massive amount of man hours required to track and report program performance on all students participating in classes with WIOA participants. This consumer reporting resulted in Greenville Technical College no longer participating in the Eligible Training Provider List (ETPL) system. Thankfully, we are now able to send participants to Greenville Technical College due to establishing a local training provider list. Our training options are limited and not as comprehensive as the programs that were under the ETPL, but we are pleased that programs on our local training provider programs are the ones that we sent most of our WIOA participants to GTC. Those training programs include:
  - Class A CDL (Manual and Automatic Transmission)
  - Class B CDL
  - Welding classes/certificates (280 Hour Specific Process Welding, Plate Welding, Fabrication Welding, etc.)
  - Basic Truck Driving Training
  - Various Technology related certifications (e.g., CompTIA, Cisco Certified Network Associate, Microsoft Office, Python, Cybersecurity, etc.)
  - Project Management
  - Various Medical related certifications (e.g., Dental Assistant, Medical Front Office Administration, Phlebotomy Technician, Pharmacy Technician, Professional Medical Coding, etc.)
  - Heavy Equipment Operation
  - Pre-apprenticeship trainings (e.g., Manufacturing, Basic HVAC, Carpentry, Electrical, Plumbing, etc.)

Additional programs and details on our training programs are on South Carolina's Eligible Training Provider List are at [www.scpaath.org](http://www.scpaath.org).

#### Keeping Our Eyes on Electric Vehicles (EV) / Artificial Intelligence (AI) Industries

We anticipate expanding the list of training programs in the future as the demand for expertise in the areas of Electric Vehicles (EV) and Artificial Intelligence becomes more relevant to our labor force, particularly within the automotive and manufacturing industries.

EV-related investment and employment in the southeast continues to grow at a fast pace and some regional states are now supporting EV policies and regulations. In South Carolina, Executive Order 2022-31 introduced an interagency process to coordinate the state's EV infrastructure rollout, attract EV manufacturing investment, and enhance the state's EV workforce. As a result, the state received a \$2 billion investment in north Columbia from Volkswagen and anticipates that at least 4000 jobs will generate as a result. South Carolina also passed a law allowing non-utility charging station owners to sell electricity at EV charging stations. The state legislation at one point was considering adding EV chargers to the existing alternative fuel charging Infrastructure State Tax Credit. We anticipate that EV manufacturing will represent a good population of the workforce from upper to lower parts of the state and priority placed on engaging the industry and aligning them with our sector strategy initiatives.

According to a Southern Alliance for Clean Energy 2023 report, South Carolina secured \$65 million for 164 electric buses through the Clean School Bus program, trailing only California and New York for total funding awarded in the first year of the program. Further, in February 2023, as part of the EV Economic Development Initiative, South Carolina launched its first-ever dedicated EV website to aid prospective companies in

understanding the potential benefits of siting facilities in the state. Additionally, South Carolina developed the Interagency Working Group and their task was to work collaboratively with stakeholders and local governments to develop a strategic development plan.

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# TRANSPORTATION ELECTRIFICATION IN THE SOUTHEAST

## South Carolina

### South Carolina Electric Vehicle Indicators through June 2023



#### EMPLOYMENT

#4 in the Southeast

- 10,611 jobs
- 384% growth from July 2022



#### INVESTMENT

#4 in the Southeast

- \$9.8 billion
- 1,024% growth from July 2022



#### SALES

#5 in the Southeast for Market Share

- 3.8% of market share in Q2 2023
- 19,987 cumulative sales
- 55% growth since July 2022



#### CHARGING DEPLOYMENT

#5 in the Southeast per capita

- Fast Chargers: 352 ports
- Level 2: 806 ports
- 55% growth in total ports from July 2022



#### UTILITY INVESTMENT

- \$8.8 million
- No change from July 2022



#### PUBLIC FUNDING

#3 in the Southeast per capita

- \$326.7 million approved funding
- \$16.77 public funding per capita

All measures include medium- and heavy-duty EVs, except for sales which refers exclusively to new passenger EVs. EV sales includes both battery EVs (BEV) and Plug-in Hybrid EVs (PHEV). Manufacturing Employment and Investment refers to EV assembly, EV parts, EV charging infrastructure, battery manufacturing, and battery recycling facilities. Utility Investment refers to investor-owned utilities only. Totals are cumulative unless stated. Public funding is mostly from federal government or the VW Settlement. The jobs and investment data reflect the total announced jobs investments through June 2023. Data is through June 2023 and growth is taken from July 1, 2022, to June 30, 2023. Source: Atlas EV Hub

### Highlights from January 2023 through June 2023

- South Carolina secured \$65 million for 164 electric buses through the Clean School Bus program, trailing only California and New York for total funding awarded in the first year of the program.
- In February of 2023, as a part its EV Economic Development Initiative, South Carolina launched its first-ever dedicated EV website to aid prospective companies in understanding the potential benefits of siting facilities in the state. In addition, the state developed the Interagency Working Group, which is tasked with working collaboratively with stakeholders and local governments to develop a strategic EV deployment plan.



cleanenergy.org  
Clean Energy

For more details, read the "Transportation Electrification in the Southeast" 2023 Report.

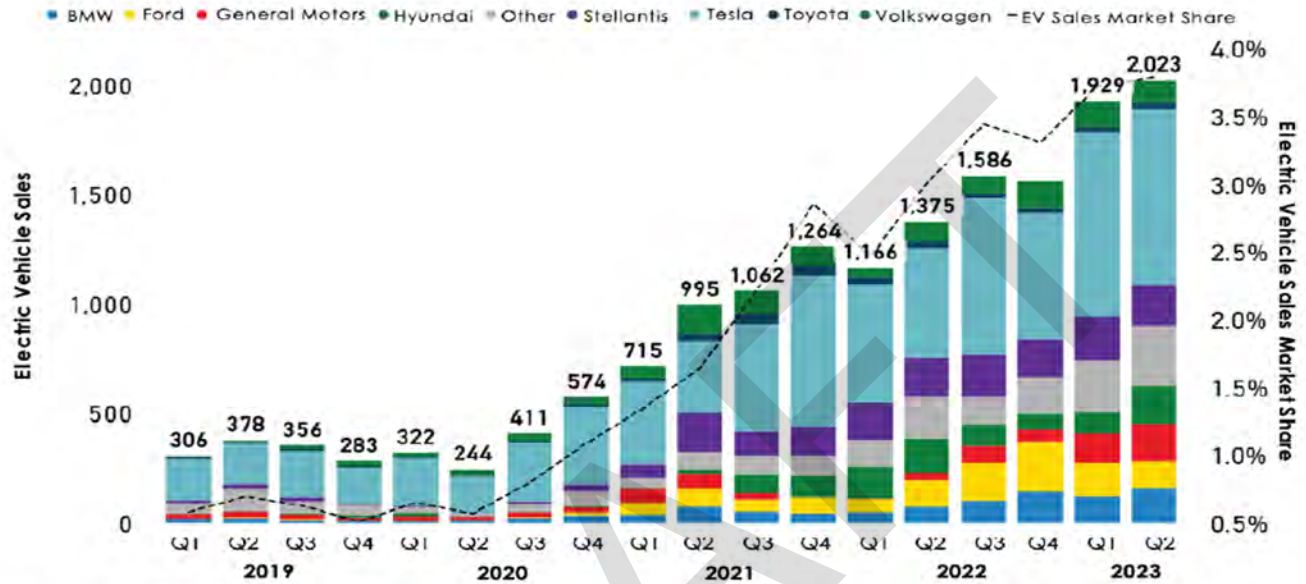
[bit.ly/SEETReport2023](https://bit.ly/SEETReport2023)

Read the Report



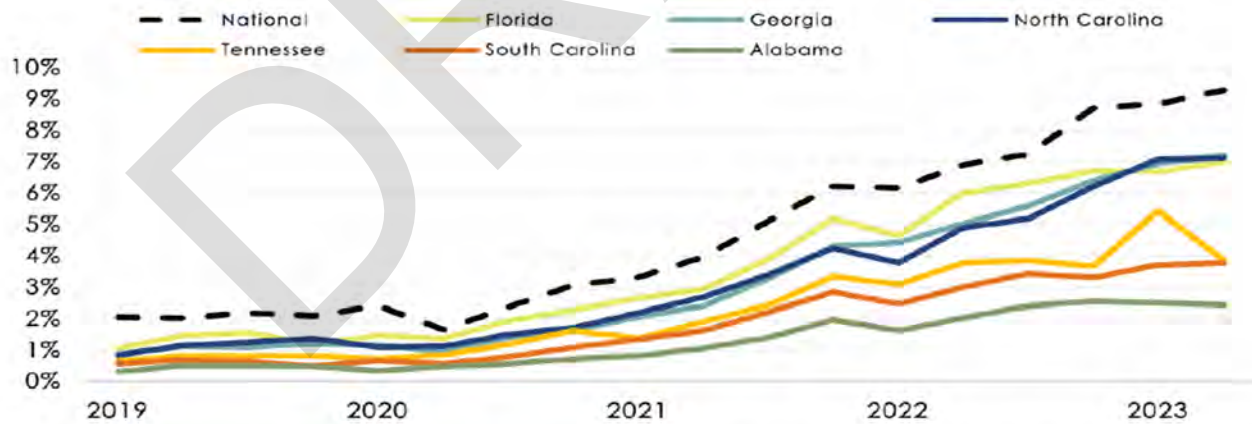


### South Carolina EV Sales and Market Share of Sales



Source: Atlas EV Hub

### EV Light-Duty Sales Market Share



This figure depicts EV sales as a percentage of light-duty vehicle sales from 2019 through June 2023. The jump in new EV sales in Tennessee in Q1 of 2023 is an outlier for unknown reasons. Source: Atlas EV Hub



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For more details, read the "Transportation Electrification in the Southeast" 2023 Report.

[bit.ly/SEETReport2023](https://bit.ly/SEETReport2023)

Read the Report



As South Carolina continues to gain ground on EV manufacturing, education and training investments will continue to increase. The Southeast United States has emerged as a leading hub for EV manufacturing and the anticipated number of EV jobs in the Southeast is in excess of 65,000. Georgia leads the nation in EV manufacturing jobs and South Carolina is in the top eight. Notice on the map below the contiguous Southeastern state efforts to become EV manufacturing leaders.

**TABLE 1: ANNOUNCED EV MANUFACTURING JOBS BY STATE**

State	Announced EV Jobs
Florida	314
Alabama	2,058
South Carolina	10,611
North Carolina	11,723
Tennessee	12,719
Georgia	27,817
<b>Southeast Total</b>	<b>65,242</b>

Source: "Transportation Electrification in the Southeast"; page 10; published September 2023.

Artificial Intelligence (AI) continues to transform from a conceptual career path into a basic tool used in our daily lives. The AI industry is weaved into many occupations making it difficult to eyesight the impact on the labor force. Employment hiring data is one means of getting a grasp on the growth of the AI Industry. Researching job orders and associating them with occupations that utilize some form of AI may be a worthwhile project for the local area to get a point in time snapshot of the demand. In preparing for engage AI training within the WIOA program, it will be vital to ensure that we have access to providers and programs. We have to be intentional about the timing of our training investments and collaboration in AI programs and will need to leverage every bit of collaboration our technical college system.

The 2023 AI Index Report reflects that South Carolina's AI labor force activity resulted in over 4900 jobs, accounted for 0.87% of the AI job postings in the U.S., and 0.62% of AI job postings by state.

**U.S. AI Labor Demand by State**

Figure 4.16 highlights the number of AI job postings in the United States by state. The top three states in terms of postings were California (142,154), followed by Texas (66,624) and New York (43,899).

**Number of AI Job Postings in the United States by State, 2022**

Source: Lightcast, 2022 | Chart: 2023 AI Index Report



Figure 4.16

Figure 4.17 demonstrates what percentage of a state's total job postings were AI-related. The top states according to this metric were the District of Columbia (3.0%), followed by Delaware (2.7%), Washington (2.5%), and Virginia (2.4%).

**Percentage of U.S. States' Job Postings in AI, 2022**

Source: Lightcast, 2022 | Chart: 2023 AI Index Report

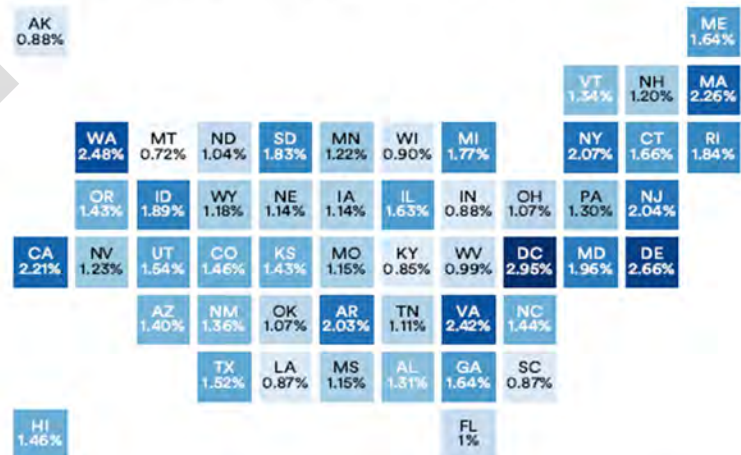


Figure 4.17

Which states had the greatest share of AI job postings as a share of all AI job postings in the U.S. in 2022? California was first: Last year 17.9% of all AI job postings in the United States were for jobs based in California, followed by Texas (8.4%) and New York (5.5%) (Figure 4.1.8).

**Percentage of United States AI Job Postings by State, 2022**

Source: Lightcast, 2022 | Chart: 2023 AI Index Report

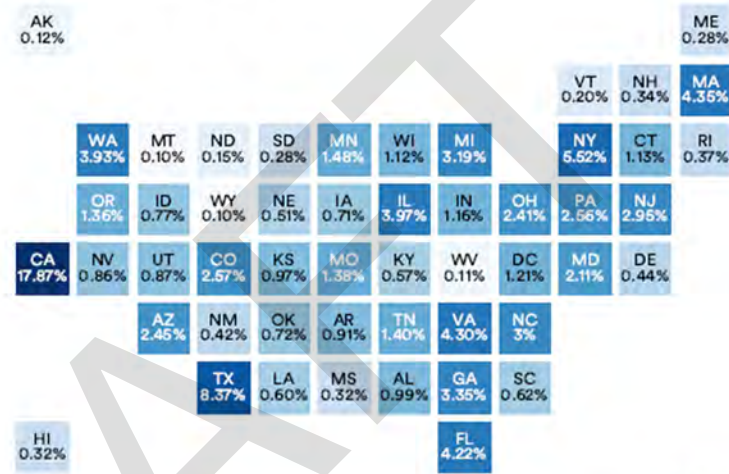


Figure 4.1.8

- Other opportunities present themselves such as our collaboration of referrals with our Unemployment Insurance programs. We provide outreach at all known company layoffs and closures, have a good working relationship with the RESEA program, but still not certain that all stones are turned to aid with identifying long-term unemployed and the workers affected due to smaller, unannounced layoff/closure events. We will continue efforts to collaborate with UI programs on re-employment strategies and shorten the length of unemployment for transitioning workers.

## Section II: Strategic Vision and Goals

**A description of the LWDB's strategic vision to support regional economic growth and self-sufficiency, including:**

- **Goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment;**

The Greenville County Workforce Development Board (GCWDB) maintains a strategic vision to support both job seekers and employers to promote a strong, energetic and comprehensive economy in Greenville County. By leveraging and building upon our diverse partnerships with various employer groups such as the Greenville Society of Human Resource Management (GSHRM), economic development entities, education and training providers, and allied workforce efforts, we will continue building an environment that is inclusive and moves job seekers into higher quality and sustained employment. The GCWDB's watchword is to *prepare the workforce, grow our economy*.

The GCWDB's Vision provides direction to a set of strategic goals designed to demonstrate continuous improvement and the fulfillment of WIOA performance accountability measures across core program areas:

- A. **Regional Collaboration** – Regional collaboration reduces duplication and increases the efficiency of the workforce services and outreach efforts among the local workforce development boards within the Link Upstate WIOA Region. WIOA annual allocations continue to diminish which makes it imperative that we continue leveraging opportunities to collaborate with our partner LWDBs in the region and to seek out new and innovative strategies for delivering effective workforce development services while reducing overhead costs.
- B. **Business Engagement** – Businesses lead in the development of our sector strategies and career pathways. The GCWDB provides general oversight and support of the business engagement plan by supporting sector strategies that increase focus on growing market segments and career pathway development. Our revitalized Sector Team leadership is working with companies, education/training institutions, and community organizations to understand the needs of growing industry sectors. The GCWDB supports sector strategy efforts that hones in on the training and education requirements needed to move job seekers into employment.
- C. **Partner Agency Engagement** – Engagement strategies are essential in order to build professional relationships and to align resources. The GCWDB will promote partner engagement strategies by fostering consistent communications. If our partner outreach only happens when new content is available or spontaneous, our partners will most likely brush it off or ignore it altogether. Keeping our partners up to date is essential. Our partner engagement strategy also includes getting partner buy-in. We care about their needs and want our partners to know that. Tracking and measuring the effectiveness of partner engagement strategies is necessary so that team members know when to continue investing their time or to move on. Alignment of resources enables us to achieve our business objectives and support the system in the long-term.
- D. **Modernize customer service and support efforts to improve efficiency and effectiveness.** We recognize the importance of moving job seekers into gainful employment as quickly as possible. Greenville will utilize all available tools to accomplish our goal. One modernized tool that has benefitted our ability to ensure SC Works customers receive services as rapidly as possible is the VOS Greeter System.

- E. Continue to strengthen our partnerships with education and training partners by focusing on the curriculums needed in order to accelerate time to placement. The GCWDB will continue to work with our local partners to explore opportunities to concentrate learning efforts by supporting individual training accounts (ITAs) as well as non-ITA training programs for in-demand industry sectors and occupations. The GCWDB works closely with the business community to develop a more diverse mixture of work-based learning models aligned with career pathways strategies. One of our business partnerships took place with Greenville County EMS to set up a customized training program for Emergency Medical Technicians (EMT). We have had several successful cohorts of graduates from this program, and it has fundamentally changed EMS training in Greenville County. Another example is a *Supervitamin* research study in partnership with the Upstate Workforce Board, Cities for Financial Empowerment, MDRC, and the Greenville County Financial Empowerment Center (FEC). The research study evaluated the effect of financial literacy activities for individuals participating in workforce development programs. A final report will be published on our website once the final research findings are made available.
  - F. Work-Based Learning (WBL) for Youth – The GCWDB will continue to leverage partnerships with businesses and service providers so that youth have opportunities to participate in work-based training programs. Youth may participate in WEX activities more so than OJT. The WEX may be provided in-person or virtually. There may be opportunity for the GCWDB to establish summer employment programs such as internships if funding permits. Improved coordination between the youth and adult program business services teams will also increase access to WBL opportunities for youth.
- **A description of how the LWDB will work with core and required partners to align local resources to achieve the strategic vision and goals referenced above; and**

The local workforce development system built upon trusted partnerships with core and required partners participating in the SC Works System. The local area will be able to achieve its strategic goals by taking actions such as expanding workshops and job clubs, enhancing partnerships with Adult Education and Vocational Rehabilitation programs, enhanced job development and work-based learning assignments, and providing retraining and to individuals with significant barriers.

The major way that our local area works with core and required partners to align local resources is through the SC Works Greenville Memorandum of Understanding/Infrastructure Funding Agreement (MOU/IFA). We have a process each year by which we negotiate shared funding of the SC Works Center. Shared costs include items such as rent, utilities, shared office supplies, etc. Additionally, although not required, the majority of our partners agree to share in the cost of our front desk staff person. The process has gone smoothly for the last several years, and our partners work very cooperatively with us to make all area aligning resources equivalent to their use.

Another way that we align resources locally is by working with other partners with whom we can co-enroll participants. The partners that we co-enroll with most frequently are SC Department of Social Services, Greenville Literacy Association, Greenville County Schools Lifelong Learning, Job Corps, and other local organizations. We all share the same goals of getting job seekers the skills they need to get a better job and improved their lives. Our programs are able to interchange with other service strategies to ensure ranges of services are available for our customer's advantage.

All systems are not perfect but the GCWDB strongly believes that collaboration between its WIOA Titles I – IV partners is one of the best around, if not the best in the state. We appreciate the level of mutual respect and trust that is exemplified every day. It allows us to excel at serving our customers.

- **A description of how the LWDB will utilize technology to increase access to resources and services for job seekers and employers.**

The GCWDB recognizes that in today's rapidly evolving job market, technology plays a vital role in improving access to resources and services for both job seekers and employers. Our goal is to harness cutting-edge technology to remove barriers, improve engagement, and better match individuals with meaningful career opportunities. Some key pieces to this vision are the integration of virtual reality (VR) for career exploration and the expansion of virtual workshops to support job seekers and employers alike.

#### 1. Virtual Reality for Career Exploration

One of the most innovative ways the GCWDB will enhance career exploration is by utilizing virtual reality (VR) technology. VR will allow job seekers to engage in immersive, realistic job simulations that help them explore different careers, industries, and work environments at events like resource fairs and school visits. By experiencing virtual job settings, individuals can gain a better understanding of what various careers entail without having to visit multiple workplaces in person. This will be particularly beneficial for young adults, individuals considering career changes, or those who may face transportation or other barriers to exploring different fields. Through VR, job seekers will have the opportunity to explore roles across diverse sectors—such as healthcare, manufacturing, information technology, and trades—helping them make more informed decisions about their career paths.

#### 2. Virtual Workshops and Online Training

In addition to career exploration, SC Works Greenville will offer a suite of virtual workshops to help job seekers develop the skills necessary for today's workforce. These workshops will cover a wide range of topics, from resume building and interview preparation to soft skills development, and conflict resolution. Virtual workshops will be accessible to anyone with an internet connection, ensuring that job seekers in remote or underserved areas have the same access to valuable resources as those in more urban locations.

#### 3. Employer Engagement through Virtual Platforms

For employers, our SC Works Greenville Business Services Team markets the SC Works Online System (SCWOS) to employers and encourages their use of job posting on SCWOS. Additionally, we offer virtual career fairs that allow employers to be matched with job seekers that may not have otherwise come to in-person job fairs hosted on site. Employers will be able to showcase their organizations and engage with a diverse pool of candidates.

#### 4. Data-Driven Insights and Continuous Improvement

Technology will also be used to gather data on participation in virtual programs, career exploration activities, and training outcomes. This data will help the LWDB refine and adapt its offerings based on the needs and preferences of job seekers and employers. By tracking trends, such as which industries or roles are generating the most interest, or the success rates of different virtual training programs, the LWDB can continually improve its services and better align them with local workforce demands.

#### 5. Social Media

The GCWDB recognizes that effective communication within workforce development system is essential to meeting the needs of the local workforce development system. To remain competitive, we have to adapt to an ever-changing digital landscape, one that benefits professional communication, knowledge sharing, and collaboration. Incorporating social media into workforce development training opens up new learning and development opportunities. Social media has enabled the hybrid or all remote environment, and serves as a strong communication outlet.

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### Section III: Local Area Partnerships and Investment Strategies

#### 1. A description of the planning process undertaken to produce the local plan. The description must include how the CEOs, LWDB, and core and required partners were involved in the development of the plan.

The process used to develop the local plan first involved management staff's review of the entire planning guidance and then subsequently, taking steps to address (respond to) each planning question. Several re-writes may occur in order to produce a draft executive summary prior to presenting the plan for Board approval. Additionally, the following steps taken in order to engage the Chief Elected Official within the planning process:

- The Chief Elected Official, the County Administrator, and the Greenville County WDB receives the planning guidance and has opportunity to review and provide feedback to the WDB Executive Director during plan development.
- The Chief Elected Official, the County Administrator, and the Greenville County WDB receive Notice of Plan Development and instructions to access and make comments on the draft plan.
- The Chief Elected Official, the County Administrator, and the Greenville County WDB, Clerk of Council, receive an email providing a website link to the full plan. The Clerk of Council will forward the information on the County Council members to ensure receipt.

Core partners are members on Greenville County WDB and Standing Committees. We provide them with the planning guidance and an opportunity to review and respond to it. We also make them aware when posting the full document for public comment so they may review it. Finally, we discuss major changes made to the plan with our partners during Board/Committee meetings. These meetings serve as a time to ask questions, brainstorm new ideas, and share best practices. The GCWDB considers the plan to be a living document, one that requires modifications as major changes take place within the area labor market or with any of the core partners to the workforce system. Our goal is to foster a system that provides open opportunity for core partners to collaborate on the planning process.

#### 2. A description of the workforce development system in the LWDA, including the following:

- Identification of the programs that are included in the system; and

Greenville County has a robust workforce system that includes partners from many different organizations. Within the SC Works system specifically, we have organizations representing the following required partner programs:

1. Adult, Dislocated Worker, and Youth Programs
2. Adult Education and Family Literacy Act Programs
3. Wagner-Peyser Employment Services Programs
4. Rehabilitation Programs for Individuals with Disabilities
5. Post-Secondary Education Programs (Perkins)
6. Community Services Block Grant Employment and Training Activities
7. Job Corps Programs
8. Veterans Employment and Training Programs
9. Senior Community Service Employment Programs
10. Trade Adjustment Assistance Programs

11. Unemployment Compensation Programs
12. Temporary Assistance for Needy Families (TANF) Programs

Beyond these required partners, a number of other organizations have a strong partnership with our SC Works center and make referrals to many of our different programs. Some of these referral organizations include the Greenville County Library System, Upstate Fatherhood Coalition, United Ministries, Hispanic Alliance, SC Department of Corrections, Hollingsworth Foundation, Greenville CAN, SC Thrive, Able SC, World Relief, Lutheran Services of the Carolinas, and others.

- **How the LWDB will support strategies for service alignment among the entities carrying out workforce development programs in the LWDA.**

The local workforce development system's foundation is trusted partnerships with core entities providing services through the SC Works System. The core programs provide services daily to SC Works customers. Job seekers and businesses interact with personnel who work for programs such as Wagner-Peyser, WIOA, DSS, and Vocational Rehabilitation Department. Adult Education is currently not co-located within the SC Works Center but they effectively coordinate referrals remotely. Additionally, we have Adult Basic Skills Training and Literacy Activity Services (Greenville Literacy Association) physically located within McAlister Square and across from the SC Works center. The local workforce system partners, i.e., the GCWDB SC Works Committee, meets quarterly to address recruitment priorities, align service strategies, and discuss other topics related to the workforce development system. We have executed MOUs/IFAs with the SC Works partners, and we continue to work on referral tracking reporting the referral outcomes, although the process has taken longer than desired. Referral tracking more than likely will be a future benefit of the new SC Works labor exchange and case management system. Our IFA reimbursement process has been a smooth one. The GCWDB office pay the SC Works center shared costs on behalf of the partners and subsequently request reimbursement. Our partners make timely IFA reimbursements and is a testament to their unwavering support of the SC Works system.

Consistent with the WIOA, the Greenville County local area aligns with key core programs in order to address service strategies such as:

- Expand workshops for youth and adults to aid soft skills development while enrolled in work-based activities.
- Strengthen partnerships with Adult Education and Vocational Rehabilitation Services through cross-training activities, sharing of knowledge and data and reinforcing our referral process.
- Expand youth programs to include access to more work-based opportunities, including those with barriers to employment. Continuing to develop strategies for work/career exploration and job shadowing experiences for youth based on their interests, as well as providing labor market information in support of Career Pathways development.
- Work towards developing a universal application and eligibility matrix tool to more easily guide and streamline the process for service delivery and co-enrollments. To the extent possible, staff will customize services by individual customer while also taking into account core programs such as Wagner-Peyser, unemployment insurance, WIOA Adult, Dislocated Worker, and Youth.
- Conduct outreach with entities serving individuals who have been involved with the criminal justice system. Attend re-entry group meetings, and identify clients transitioning out of the justice system. Re-entry partners will mutually educate one another on resources and services that support re-entry initiatives.

- Co-enroll applicants between the WIOA Adult and Youth programs in order to better meet the diverse needs of clients.
- Outreach to limited English speaking individuals and continue to develop partnerships with agencies that provide direct services to this population;

**3. A description of the strategies and services that will be used in the LWDA to achieve the following:**

- **Expand access to employment, training, education, and supportive services for eligible individuals, including individuals with barriers to employment;**

Our Adult/Dislocated Worker/Youth service providers employ the following strategies to expand access to employment, training, education and supportive services for program participants, including those with barriers to employment:

- The establishment of new productive and collaborative partnerships with nonprofit organizations and the continued increased collaboration with established Partners in Greenville County;
- Making contact and creating a continuous improvement collaboration with entities in Greenville County such as: Sunbelt Human Advancement Resources, Inc. (S.H.A.R.E), Greenville Housing Authority, CC Pearce Culinary School (Project Host), United Way of Greenville, Greer Relief, Habitat for Humanity, Urban League of the Upstate, Upstate Warrior Solution, Miracle Hill Rescue Mission, and many others;
- Offering to serve individuals where they are, by having remote information sessions at partner agencies and neighborhood facilities; have SC Works WIOA staff to provide information on a virtual platform (scheduled on a weekly basis); providing interactive learning platforms for customers to train and participate in workshops;
- Anticipating changes in economic & labor demand trends to properly add to ETPL providers and courses to list of approved;
- Continuing partnerships with ABLE SC, SCVR, re-entry organizations to reach individuals with disabilities, Greenville CAN, Hispanic Alliance, and other organizations who help individuals who may have barriers to employment;
- Continuing collaborations amongst SC Works staff to promote cross-agency referrals, and work together on projects so that all services are managed under one umbrella for these individuals currently receiving staff assistance;
- Promoting Virtual and Industry-Specific Job Fairs;
- Promoting hiring events at convenient locations around the community where customers will have easy access;
- Facilitate activities to engage participants with employers, SC Works partners, GCWDB members, community and faith-based organizations; and
- Particularly for youth program, build relationships with the Greenville City and County recreation and community centers as they are prime locations for developing work-based learning programs. We have had success at placing youth at the following community centers Brutontown, Freetown, Mt. Pleasant, Phillis Wheatley, Slater, Staunton Bridge, and Sterling.

Community based organizations specialize in niche training and support opportunities that can be layered into our traditional service delivery. The WIOA youth program will collaborate and partner with organizations such

as Mill Community Ministries. Mill Community Ministries serves under-resourced communities in Greenville County to help empower individuals to thrive within the community. Mill Village Farms offers hands on employment training opportunities to community youth with multiple programs where youth will learn basic job skills, sustainable agriculture and entrepreneurship.

Faith Based Organizations who share an invested interest in the positive development of youth in the community are an extremely valuable partner that provide services that include emergency housing/shelter, Transportation services, Faith-based counseling and mentorship, Self-sufficiency training and workshops, College sponsorships.

The WIOA youth program is continuously working to develop stronger partnerships with local social service agencies and community organizations such as DSS, Vocational Rehab, Upstate Circle of Friends, and SC Thrive for financial assistance with childcare, food stamps, rental assistance, utility assistance, and many other financial needs.

The WIOA youth program also directly provides some supportive services determined through individual need and within compliance of the local supportive service policy. Types of Supportive Services include Transportation, Childcare and Dependent Care, Training Related Needs, Work Related Needs, Legal Aid Services, and Emergency Assistance.

The WIOA Youth staff will work closely with workforce partners, such as Vocational Rehab, ABLE SC, Thrive Upstate, and Adult Education to provide youth with disabilities the wraparound services necessary to achieve the goals.

In 2021, 60.2% of the 74,094 students enrolled in the Greenville County School District lived at or below poverty. Growing up in poverty affects a child physically, emotionally, socially, and educationally. Poverty affects not only the ability to learn but also work habits. Marginalized populations are the first and most disproportionately affected by an unstable job market. Having fewer economic resources lessens education opportunity and perpetuates the cycle of poverty.

The WIOA youth program maintains a relationship with The Department of Juvenile Justice and The Department Probation, Parole & Pardon Services. We have developing relationships with other re-entry service providers in Greenville County including relationships with Second Chance Jobs and other re-entry initiatives within the area.

The WIOA youth program maintains a relationship with DSS to include youth aging out of foster care and many other residential youth homes in Greenville County.

It should be noted that as WIOA funding continues to falter, Adult and Youth program supportive services may be eliminated at any time. Should this occur, participants receiving the supportive service(s) will be receive a 30-day advanced notice of our intent to cease the service(s).

- **Improve access to activities leading to a recognized post-secondary credential, including an industry-recognized certificate or certification that is portable and stackable;**

The Greenville County Workforce Development Board will focus on the following strategies:

1. Partnerships with Employers and Industry Organizations – Our WIOA Adult, Dislocated Worker, and Youth programs will continue to pursue partnerships with employers and industry organizations within Greenville County. These partnerships can create a pipeline for training programs that align with local labor market needs. Employers have insight into the types of credentials that are most valuable, and that information can help guide the development of relevant and recognized certifications. Our Upstate Manufacturing Network is currently a great example of how these partnerships can come together and allow employers to influence public and private workforce programs.
  2. Customized Training – Over the past few years, we have focused efforts on customized training, which allow our customers to pursue training activities outside of the ETPL. The ETPL opportunities in Greenville County became much more limited when Greenville Technical College decided not to continue on the list, so we have had to pursue other avenues of training for our customers. Our EMS Customized Training program is a hugely successful partnership that has allowed participants to get EMS classroom training coupled with work-based learning and guaranteed employment with successful completion of the program. We are actively looking for other programs where Customized Training would be beneficial for employers and customers.
  3. Supportive Services – With the vast amounts of funding given to the technical college system through the SC WINS Scholarship Program, our local area is unable to compete for many of those customers. We also continue to lose funding year over year. However, we can play an important role in allowing people to pursue industry-recognized credentials through the technical college system by offering supportive services to participants who have additional barriers to attending and succeeding in school.
  4. Virtual Reality Career Exploration – We have used the Virtual Reality Career Exploration through Transfr VR for many years, and it continues to be a successful program that expands each year. Job seekers need to be aware of different industries and occupations in order to pursue those credentials and careers. Our staff attends different job fairs, school events, and community events to allow our community members explore different career paths, and then we can offer them information on our program and others where they can pursue credentials in those careers. Other partners within our SC Works system have started asking to partner with us and use our VR equipment on a more frequent basis, showing the popularity of this strategy.
  5. College Unbound (CU) – the GCWDB partnership with the College Unbound (CU) program enhances opportunities for SC Works customers to receive post-secondary credentials. CU focuses on adult learners who have faced significant barriers to attending college. CU coordinates courses, field studies, and in-depth project work to help students develop field-specific knowledge and skills that encourage deep learning. CU fills a unique niche in postsecondary education for returning adult learners with a Bachelor's Degree program designed around an innovative, personalized, interest/project-based curriculum model.
- **Facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations;**

The SC Works Greater Upstate Business Services Team (BST) is committed to serving all businesses in the local area with appropriate business solutions, regardless of company size. Work-based learning activities develop with business customers who fall within the in-demand industry sectors as occupations, as outlined above. Business Solutions staff connect to the Greenville Chamber of Commerce and facilitates engagement with local HR Manager through the HR Café, hosted in partnership with Winters Law Firm.

The WIOA youth program will directly develop relationships with local business for work experience opportunities. The youth program will also embrace the target industries identified by the GCWDB. Embracing the target industries will provide youth with a competitive advantage to gain skills for careers that are in demand. The youth program is committed to training and skill development opportunities for youth that lead to employment. The target industries chosen project continued growth.

- Advanced Manufacturing
- Healthcare
- Logistics & Distribution
- Information Technology
- Constructions

Because the GCWDB has a representation of members from local business these members have direct impact on the decisions for Greenville County and serve as liaisons between the GCWDB and the greater community.

Specifically regarding small employers, we monitor our OJTs and IWTs to ensure that we are investing in small businesses in Greenville County. We ensure at least two small business members are involved on the GCWDB. Our events engage employers of all sizes, including small businesses. This can be a special benefit to those smaller businesses because they do not always have HR departments that can focus on recruitment. Finally, our Business Services Team is equipped to help connect small businesses to resources specific to their needs, such as the Greenville Area South Carolina Small Business Development Center, which is in the same building as our SC Works Greenville Center.

Another SC Works engagement strategy for small employers in demand industries is through the new Business Services satellite at the South Carolina Technology & Aviation Center (SCTAC). Over 100 manufacturing businesses are located within the SCTAC campus. SCTAC features South Carolina's largest general aviation airport, and is home of the International Transportation Innovation Center – South Carolina's world-class automotive test track. The SCTAC campus is host to more than 110 technology innovation companies within manufacturing, engineering and research fields.

- **Support a local workforce development system that meets the needs of businesses in the LWDA;**

Greenville consistently seeks out ways to improve workforce development services for businesses in the local area. We conduct surveys to determine customer satisfaction and address any noted issues as soon as possible. We also have a grant-funded part-time position specifically designed to follow up with employers to ensure as high rate as possible for our surveys. Over the last four years, this has exponentially increased survey participation from employers. Our ability to be responsive to business needs ensures that we are meeting our business penetration goals.

Finally, through the process of the sector strategy initiative, we will be getting direct feedback from employers in high-growth sectors. That feedback used to construct the strategies we are working on in the group. We believe the best way to start meeting the needs of businesses in Greenville County and the Greater Upstate Region is understand their needs first.

- **Improve coordination between workforce development programs and economic development; and**

Historically, we have had a good relationship with our economic development partners in Greenville County and the region. We will continue to be involved with those partners in a few different ways. First, we will continue to be involved with business recruitment meetings, as needed. We want to serve as a resource for companies that are considering Greenville County as a new location. Second, we will continue to have an economic development seat on our board. In that past, the Greenville Area Development Corporation has filled that seat. The current seat filled by the City of Greenville Economic Development Office. We will continue to collaborate with both the city and the county on economic development projects. Finally, we will look for other opportunities to engage our economic development partners, including participating on committees and workgroups, attending, and speaking at events, and coordinating new projects as they arise.

- **Strengthen linkages between the SC Works delivery system and unemployment insurance programs.**

GCWDB and SC Works McAlister Square staff must have the acceptance and cooperation of the state unemployment insurance program to strengthen it beyond its present status. While the MOU/IFA provides for an appointed WIOA team member to have access to the Workforce Information Portal (WIP) to obtain the necessary UI data that is used to determine an individual's potential eligibility for training and employment services programs under WIOA, these services have limited benefit to the staff member utilizing WIP. Two (2) Reemployment Services and Eligibility Assessment (RESEA) representatives under SCDEW assigned to the McAlister Square center. Their process presently is to refer their clients to the WIOA Orientation if they deem training and/or further employment services are appropriate for the UI claimant they are assisting. We believe that greater communication and collaboration between the unemployment insurance program and the SC Works center staff would enhance the linkage between the partners.

An additional benefit to accessing UI wage data can lend to analyzing the employment patterns for workers by industry. Some states have established voluntary policies to encourage its employers to include an occupational code on their UI tax accounts. It would be a great asset to local areas if South Carolina could have a similar process established to better track and analyze the labor force with one small system enhancement.

**4. A description of how the strategies discussed in Question 3 above will be aligned with the priorities outlined in the WIOA State Plan, specifically, address the following:**

- **Developing and implementing cross-partner staff training to enhance service delivery to job seekers and business;**

Each quarter all the staff working in the SC Works Greenville Center receives a day of training facilitated by the Operator. These training days bring in outside community organizations, employers, or internal partners to present information to the staff relevant to serving the community. Examples of topics covered in prior trainings include Mental Health and Suicide Prevention, First Amendment Auditor training, and Reentry focused programs in Greenville. These training days also give us an opportunity to discuss best practices, program information from different organizations within the SC Works Center, and continuous improvement opportunities with staff. We have received very positive feedback about these trainings and feel they are vital to best serving our customers.

Further, we hold quarterly Integrated Business Solutions meetings, bringing together educators, community organizations, business leaders, government agencies, and other stakeholders. These meetings typically last 90

minutes and feature presentations from one or two local business or organizational leaders, providing insights on potential partnerships to help us achieve our shared goal: either connecting individuals to employment opportunities or supporting skills development. Following the presentations, we facilitate a brief Q&A session. We share information on upcoming events, such as job fairs and resource-focused gatherings. These meetings also offer opportunities for cross-training, as we learn about new programs and resources available within our community. This exposure enables us to provide a more comprehensive overview of solutions for both employers and job seekers. We conclude the meetings with a roundtable discussion, where attendees can seek collaboration, share challenges, or propose solutions. Any flyers or materials that attendees wish to distribute are submitted to the Regional Business Solutions Manager, and she ensures they are shared with the group.

- **Increasing the percentage of participants that obtain high-value credentials;**

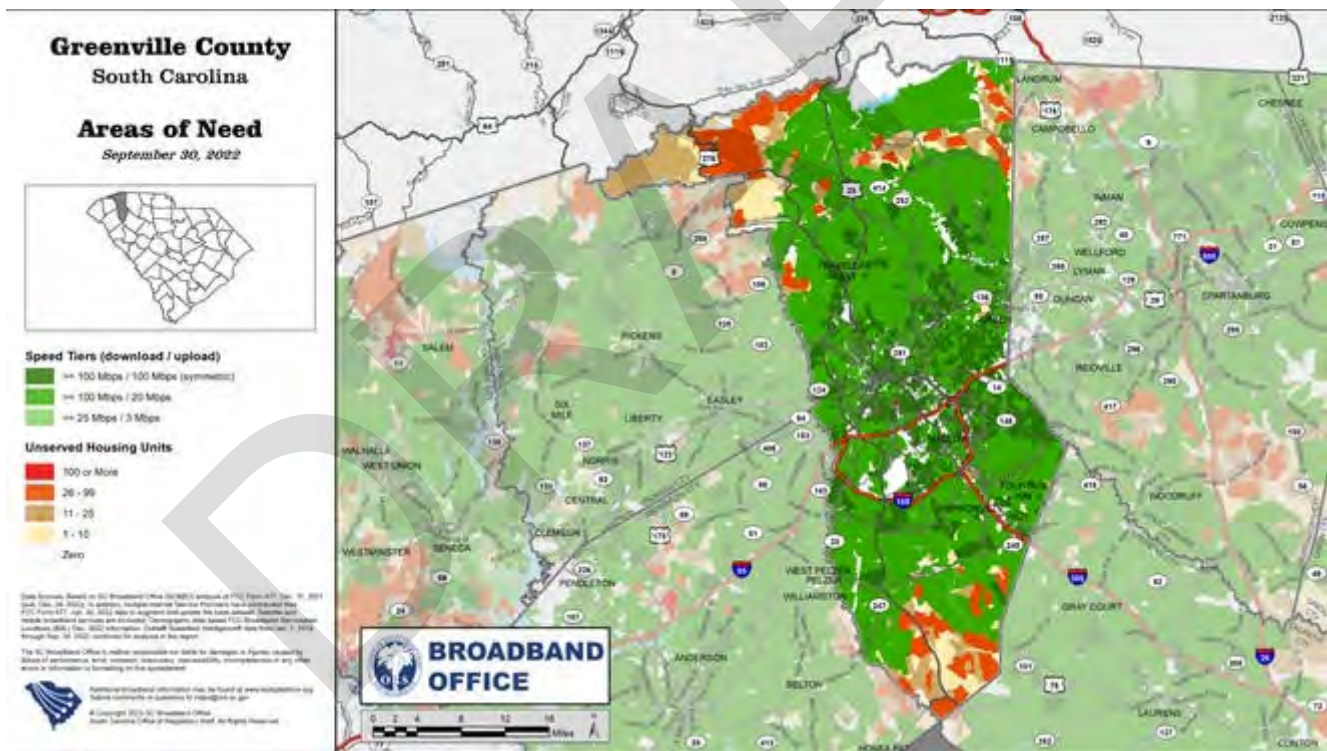
As discussed in the 2024-2027 South Carolina Unified State Plan, South Carolina will complete a supply-gap analysis of critical occupations requiring postsecondary credentials to evaluate and compare the demand for labor and the available labor supply to fill projected job openings. The GCWDB looks forward to the release of the supply-gap analysis, as it will help us formulate a more strategic plan to increase the percentage of participants that obtain high-value credentials in the Greenville LWDA. Once “high-value credentials” are defined by the supply-gap analysis, we will consider the following strategies to determine which ones would be the strongest options moving forward:

- **Employer-led Training Programs:** Collaborate with local businesses to create industry-relevant training programs that align with current workforce needs. Employers are often eager to help design training that will equip participants with credentials that are valued in the labor market.
  - **Apprenticeships and On-the-Job Training:** These programs allow participants to earn while they learn, and they often lead to certifications that are highly valued by employers.
  - **Industry-Recognized Credentials:** Focus on credentials that are universally recognized and valued by employers in the region. These could include certifications like CompTIA A+ (IT), welding certifications, Certified Nursing Assistant (CNA), and others.
  - **Portable Credentials:** Offer training for credentials that are transferable across various employers and geographic regions, increasing the likelihood that participants can maintain employability in the long term.
  - **Accelerated Training Programs:** Shorten the time it takes to earn a credential by finding training programs that offer intensive, accelerated programs. These are particularly effective for adults who may need to re-enter the workforce quickly.
  - **Targeted Outreach to Underrepresented Groups:** Actively engage with underrepresented groups (e.g., youth, people with disabilities, veterans) who may benefit from training that leads to high-value credentials.
  - **Promote Credentialing Benefits:** Inform potential participants about the value of obtaining high-demand, high-value credentials—such as increased earning potential and career advancement opportunities.
  - **Evaluate and Adjust:** Regularly assess the effectiveness of training programs and credentialing outcomes. Collect feedback from employers, participants, and training providers to identify areas for improvement.
- **Increasing access to education and training necessary for individuals to use Broadband to advance their personal goals and increase South Carolina’s technology workforce competitiveness;**



The GCWDB is continually evaluating ways in which we can build stronger technology workforce competitiveness with our job seekers. SC Works staff help customers one-on-one when they need assistance navigating SCWOS to perform their job searches. Additionally, with our Adult and Dislocated Worker participants, our contractor offers access to Metrix Learning Platform where participants can choose from over 7,000 courses, including ones on digital literacy, data analytics, information technology, communication skills, and workplace skills. These tools can help someone improve a variety of skills in a way that is flexible for each person's schedule and allows them to access the tool from anywhere with internet access.

Additionally, we have partnerships with other organizations that offer training on digital literacy. The Greenville County Library System currently has 12 locations all around the county, including in some areas of the county with higher rates of unemployment. The Greenville County Library System offers different digital literacy and computer classes, including Internet Safety, Spreadsheets, Word Processing, Introduction to Smartphones, Introduction to Coding, and Zoom Basics. These classes are available free of charge. Each library also serves as a Connection Point, where individuals can use the computer lab to file for unemployment and access SCWOS to conduct job searches.



In Greenville County, nearly 234,000 households have high-speed internet, while 5,796 homes do not (map included above). The homes without access are mostly near Caesars Head State Park and north of Highway 414 in northern Greenville County, and south of Highway 418 in southern Greenville County. This means that nearly 98% of homes in Greenville County have access to high-speed internet, which is higher than the statewide average of 95%. According to Jim Stritzinger, director of the South Carolina Broadband Office, the goal is to have close to zero households remaining without high-speed internet access by 2026. New internet companies, including WOW!, are continuing to launch services in South Carolina and expand fiber internet access throughout Greenville County. We will continue to stay updated on the expansion and take any opportunities to assist SC Works customers with getting connected.

- **Improving strategic outreach and service delivery to employers to effectively match job seekers with employers;**

The GCWDB continually strives to improve service delivery to employers. We are focusing our efforts in three main ways. First, our Business Services Team (BST) uses a strong regional approach to meet the needs of employers in the Greenville LWDA, as well as the Upstate LWDA. The Regional BST meets at least once a quarter to coordinate and refine outreach strategies, discuss upcoming employer events, and analyze the overall effectiveness of current employer engagement efforts. The BST includes members from the following programs/organizations: SC Department of Employment and Workforce; WIOA Adult, Dislocated Worker, and Youth programs; SC Department of Social Services; Adult Education; SC Vocational Rehabilitation; and Apprenticeship Carolina.

Second, our regional efforts to revitalize the sector strategies initiatives in the Link Upstate region have been ongoing. The Upstate Manufacturing Network (UMN) had a lot of strong momentum before and into the early parts of the COVID-19 pandemic. We had several staffing transitions that caused the group to lose some momentum, and we have been working with consultants to strengthen the group again. The most recent focus has been expanding the list of employers who are participating in the UMN, including the core team that meets more regularly, and creating a central list of events that occur throughout the upstate that employers can get involved with (such as job fairs, resource fairs, school events, etc.). In addition to the UMN, we are working on launching a sector strategies initiative for the Logistics and Distribution sector. We are currently in the process of collecting contacts from different partners and identifying individuals who could serve as champion employers as we launch the group. As we move forward, our work will be guided by the employers in the group and what they identify as their needs. Those needs could include strategies such as industry-specific collaborations, addressing workforce gaps and skills shortages, creating talent pipelines, and improving workforce retention and advancement. For example, the sector teams could work with employers to develop talent pipelines where job seekers are trained and prepared for long-term careers in specific industries. These pipelines often include partnerships with local schools, community colleges, and training providers to ensure a steady supply of skilled workers who meet the future needs of the sector.

Finally, we rely on employer surveys and continuous feedback for service improvement. To assess how effectively the GCWDB is meeting the needs of employers, employer surveys are regularly distributed to companies that receive services through SC Works. We collect information on the purpose of their use of SC Works, the usefulness of the information they received, how satisfied they are with the level of professionalism and staff responsiveness, and any comments or suggestions on how we can improve SC Works services. This is such crucial information to us that we designate funds for a contracted Survey Specialist who contacts employers that have received services within a specific timeframe. She follows up via email and phone calls, which has increased our survey response rate drastically. If there are any unsatisfactory responses, our BST lead is contacted and asked to follow up and address the issues reported.

- **Increasing awareness of resources to mitigate obstacles to employment;**

Increasing awareness of available resources to mitigate obstacles to employment is a critical function of the Greenville County Workforce Development Board (GCWDB) in helping job seekers overcome barriers and successfully enter or re-enter the workforce. Obstacles to employment can include lack of access to

transportation, childcare, skills training, or financial support. By focusing on outreach and partnerships, the GCWDB can ensure that more individuals are aware of and able to access the resources they need to overcome these challenges.

*Community Outreach and Engagement:* Our SC works staff participate in community events, town halls, and job fairs to provide direct information about available resources. This allows them to connect with other community organizations and the public to share information about services available throughout the community. We are always looking for ways to set up mobile units or pop-up information booths at community centers, libraries, or public events. This can help reach people who may not be able to visit the center in person.

*Build Partnerships with Community Organizations and Service Providers:* Partner with community organizations that support job seekers, including those that offer services for transportation, housing, food assistance, childcare, and mental health. These partnerships can help create a network of support that makes it easier for job seekers to access the services they need. Organizations in Greenville County that offer these services include, but are not limited to, The Greenville Housing Authority, Sunbelt Human Advancement Resources (SHARE), SC Department of Social Services, and the Phoenix Center. Our staff often refer customers to these organizations and are always excited to learn about new programs in the community that can help. Additionally, we look forward to the availability of the inventory the state is building to help facilitate connections to resources, as discussed in the 2024-2027 South Carolina Unified State Plan.

- **Implementing a multifaceted outreach strategy to rural and underserved communities to ensure that individuals living in these rural areas of South Carolina have access to employment and training resources;**

Greenville County is the most populated county in South Carolina, meaning that we have fewer rural areas than most other LWDAs in the state. There are some rural areas in the northern and southern parts of the county, and there are underserved communities throughout the county. Due to our continued funding cuts each year, we have to make careful choices about how to best serve our community. We have to limit expensive outreach strategies. One of the ways we can perform outreach to rural and underserved communities is via social media. Our staff post consistently on websites such as Facebook, LinkedIn, and Instagram. This is a free way to reach thousands of people all over the region about information such as job fairs, hot jobs, success stories, and resources.

We heavily rely on our partnership with the Greenville County Library System to reach more rural areas in the County. The library system has branches spread throughout the county, including in the more northern and southern parts of the county. A new library is planned for the Blue Ridge area, which will add to more rural areas. Each library is a Connection Point and offers services to job seekers who need access to SCWOS and equipment to apply for UI.

A new strategy that we are currently in the process of implementing is having Business Services staff work part-time in an office at the SC Technology and Aviation Center (SCTAC). This large business park is located in an area of Greenville County that is less densely populated and has higher rates of unemployment. The businesses at SCTAC are always in need of more employees. By housing BS staff there part-time and allowing them to spend more time in the area, we want to see partnerships expand and more job opportunities be made available to individuals who live in the area.

Another community partnership that flourished last year was with St. Clare's Home. SC Works Greater Upstate staff partnered with St. Clare's Home in PY 2023 to deliver WIOA and WP services onsite to the individuals residing within. This was completed by conducting a series of workshop over a 4-week time span and involved WIOA, SCDEW, and DSS staff collaborating on the delivery of content. We are always open to discussed future opportunities like this one with other local organizations.

Finally, we have done a few events in the Berea area of Greenville County. We partnered with OnTrack Greenville, which supports the students in the Berea area. This program is sponsored by the United Way of Greenville. We have also done events for job seekers at the Berea Library in cooperation with SCDEW and the SC Works Career Coach.

- **Identifying resources and funding opportunities to provide services to jobseekers;**

As our WIOA formula dollars continue to decrease, we have to look to other funding opportunities to fill in the gaps for our LWDA. The GCWDB consistently applies for additional funding opportunities given through the State Workforce Development Board when they are made available. We always keep an eye on layoffs to see if we see the need to apply for additional Rapid Response funding. At this time, we are not seeing the level of layoffs to necessitate funding.

The GCWDB has a board staff member scheduled to participate in a grant writing training that will take place in February 2025. This should help us prepare for additional grant application opportunities in the future.

- **Communicating opportunities to the workforce system; and**

The GCWDB employs several strategies to effectively communicate opportunities to the workforce system. These strategies ensure that workforce development partners, employers, and job seekers are informed and engaged in available opportunities.

1. **Social Media:** SC Works Greater Upstate utilizes social media platforms such as Facebook, LinkedIn, and Instagram to share timely updates about job opportunities, training programs, career fairs, and other workforce development initiatives. These platforms allow for wide-reaching, real-time engagement with a diverse audience, ensuring that critical information reaches job seekers and workforce development professionals quickly.
2. **Email Communication to Partners:** Our organization maintains regular communication with our network of workforce development partners through targeted emails. These emails include details on upcoming events, job fairs, and other relevant information. By sending tailored messages to partners such as in-house partners, other community organizations, and employers, GCWDB ensures that stakeholders are always informed and can help distribute the information within their networks.
3. **Partner Meetings:** GCWDB and SC Works Greater Upstate hold regular meetings with partners to discuss current initiatives, upcoming opportunities, and strategies for improving workforce development efforts. These meetings offer a collaborative space where stakeholders can share insights, discuss challenges, and align on common goals. Regular interaction through these meetings strengthens relationships and

ensures that partners are equipped with the knowledge needed to help job seekers access resources effectively.

4. **Outreach at Events:** Staff from SC Works Greater Upstate and GCWDB actively participate in and host events such as career fairs, conferences, and resource fairs. These events serve as platforms for SC Works Greater Upstate to interact directly with job seekers, employers, and community organizations, providing valuable face-to-face communication about the resources and opportunities available through the workforce system. Outreach at these events helps to build awareness and connect individuals with the support they need to succeed in the workforce.

By combining these communication methods, GCWDB ensures a comprehensive, multi-channel approach to informing and engaging the workforce system, ultimately helping to create stronger connections and better opportunities for all stakeholders.

- **Identifying and strategically targeting training providers in the state that are offering programs in the infrastructure, energy, and advanced manufacturing sectors.**

Greenville will monitor training provider and programs within its region offering programs infrastructure, energy, and advanced manufacturing sectors. Outreach conducted to new programs and providers via the eligible training provider list, responding to requests for qualifications for the local training provider list and customized training programs. Regional sector strategies will also prioritize employer partnerships and training programs that align with the jobs requiring high-value credentials.

Another benefit to identifying sought after training programs is the Greenville County Workforce Development Board has seat on the Greenville Technical College Area Commissioners. This direct line of communication that may aid onboarding of new high-valued credentialing programs within the targeted industries.

Increasing outreach to and development of apprenticeship training programs is another avenue that forges new partnerships in the infrastructure and energy sectors. We will leverage this opportunity at the fullest extent.

5. **A description of how the local board will work with core, required, and other partners, including economic development, to implement the strategies and services discussed in Question 3.**

Coordinating service delivery and eliminating duplication will assist in implementing local strategies and services with core partner programs such as WIOA Adult, Dislocated Worker and Youth Programs, Wagner-Peyser Employment Services, Adult Education and Literacy, SC Vocational Rehabilitation, and Senior Community Service Employment Program (SCSEP). The SCSEP has made significant contributions to the comprehensive center through placement of work experience trainees in the SC Works Comprehensive Center.

The Wagner-Peyser (WP) program on-site full-time basis in the comprehensive center and is the SC Works first point of contact for career services via labor market information and labor exchange services. WP referrals to any combination of SC Works partners based on need and the best referral source.

SC Vocational Rehabilitation and SC Department of Social Services (DSS) staff is located within the SC Works comprehensive center on a daily basis and are available to provide access to their services.

The local board also collaborates with Regional Center for Educational Support. The Regional Workforce Advisor often conducts activities to benefit the teachers and guidance staff as it relates to career pathways and demand occupations.

The GCWDB regularly collaborates with economic development agencies via business events and business recruitment meetings. Entrepreneurs and small business startups referred to the South Carolina Small Business Development Center located in Greenville and they provide a host of information on their website, as well as free one-on-one consulting. Greenville's NEXT, a program of the Greenville Chamber that sponsors knowledge-based companies, also provides assistance and resources for the entrepreneur.

Greenville is fortunate to have a number of chambers of commerce organizations for the local board to coordinate with, i.e., Greater Greenville Chamber of Commerce, Simpsonville Chamber of Commerce, Greater Greer Chamber of Commerce, Mauldin Chamber of Commerce, and Fountain Inn Chamber of Commerce.

Greenville strives to continue improving upon its system coordination and communications with all partners but especially the Wagner-Peyser and UI programs. Our goal is to continue building upon our ability to increase sharing of LMI and performance data, to receive advanced notice of any issues that may affect SC Works Center daily operations, and to reap benefits of additional assistance to promote the WIOA program to all DEW customers - those receiving labor exchange, UI benefits, and RESEA services.

**6. A description of the Adult, DW, Youth assessment processes of soft-skills and subsequent provision of soft-skills training, including descriptions of formal tools or resources utilized.**

The Adult/Dislocated Worker service provider invites all WIOA participants and partner customers to attend center-sponsored workshops. Currently our Facilitators/Outreach Coordinators are providing job preparation skills training workshops virtually and in person on Soft Skills, Resume Construction and Critique, Interviewing for Success and Conflict Resolution. Our Facilitators/Outreach Coordinators are always improving our offerings and regularly introduce new workshops as determined by customer feedback.

- Talent Development Specialists utilize Career Pathway Explorer, a scientifically backed visual personality assessment to complete in less than two minutes, in helping to determine a customer's potential success in general occupations, and to identify skills the individual might need for training in various jobs. During the interview and application period a TDS is with a customer, they are also determining what soft skills would benefit an applicant. Depending on the individual, it could be determined that he/she has a work history that proves the customer is lacking in time management, or conflict management. A very important soft skill often overlooked is communication- specifically that basic skill deficient or those needing English learning assistance. As part of our suite of tools, we offer The Metrix Learning Platform which provides thousands of courses, including opportunities to improve soft skills and career readiness. We have just begun using Metrix as of October 2024, and these courses are available to anyone with an internet connection.
- The Facilitator has created an employability workshop series in Greenville that is of great benefit to the job seekers. The curriculum, provided by vetted business partners, includes:
  - Basics of Customer Service
  - Introduction to WIOA

- Soft Skills
- Mock Interviews
- Interviewing Tips
- Resume Writing Assistance
- Conflict Resolution
- Time and Attendance
- Career Pathways within the industry using Virtual Reality
- In addition to the completion of the workshop series, participants are evaluated on timeliness, attendance, class participation, and teamwork.

For our Youth program, formal tools, informal tools, observation and interview assess soft skills. Eckerd staff will conduct a guided conversation using Motivational Interviewing, engaging in discussion focused on the applicant's past work history and education, present needs/desires, and future unsubsidized employment goals while also addressing the applicant's interests, aptitudes, and barriers to employment. Evidenced-based Interviewing designed to ensure that participants recognize their strengths, and barriers. The WIOA youth program has adopted this approach to ensure staff understand their role and have the tools to serve as a "change agent" and increase the likelihood of success.

The WIOA youth program integrates formal soft-skills training using the Career Smart curriculum. The curriculum consists of the following seven units, Resume Writing, Interviewing Skills, Financial Literacy, Critical Thinking and Problem Solving, Time Management, NIOSH Job Safety, and Social Media Awareness. The Career Smart curriculum utilizes both modern instructional methodologies and technology for delivery. Instruction facilitated through interactive learning. To complete the course participants must master skills through both formative and summative assessments. Participants develop skillsets to improve workplace maturity and behaviors that result in a greater chance at success in occupational skills training and on the job.

The Youth program also utilizes Workforce Skill for 21st Century Success for virtual engagement soft skills training. Workforce Skills for 21st Century helps patrons develop and strengthen valuable skills to navigate their personal and professional lives. Interactive tutorials, e-books and articles cover essential topics.

We will also utilize the FDIC's Money Smart financial education program to help people of all ages enhance their financial skills and create positive banking relationships. The Money Smart curriculum targets specific demographic age ranges including a curriculum targeted for youth.

The SCWOS Comprehensive Objective Assessment Summary used to review academic and occupational skill levels, as well as the service needs and strengths of the customer. This Information generates an ISS tailored for each participant.

**7. A description of the strategies and services for employers that may include the implementation of initiatives such as Incumbent Worker Training (IWT) programs, On-the-Job Training (OJT) programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers and support the LWDB's strategic vision and goals.**

The Greenville County Workforce Development Area uses a number of different strategies and services to help meet employers' needs. We offer a number of services with WIOA funding, including On-the-Job Training (OJT) and Work Experience to help reduce the overhead cost of training a new hire. We also offer Incumbent Worker Training to help companies retain a competitive advantage when new training is for their current workforce. The SC Works Greater Upstate Business Solutions Team participates in Sector Strategies initiatives with the Upstate Manufacturing Group, as well as any further industry focused sector strategies initiatives. We also collaborate with other organizations who offer services to the business community. We collaborate with Ready SC when a business is hiring more than 10 employees. We also connect employers with the South Carolina Manufacturing Extension Partnership (SCMEP) when they could benefit from a competitiveness review. We will continue to look for other partnerships to help meet the needs of the business community.

The WIOA Youth program has grown successful partnerships with employers to expand their Work Experience (WEX) and On-the-Job Training (OJT) opportunities. The program makes virtual WEX available to help accommodate student needs. Eckerd Connects continues to add new employer partnerships.

**8. A description of how the LWDB will coordinate local workforce investment activities with regional and economic development activities that are carried out in the LWDA, including how the LWDB will promote entrepreneurial skills training and microenterprise services.**

As described above, the GCWDB regularly collaborates with economic development agencies in our area. We participate in their business events, as well as the business recruitment meetings. When appropriate, we can refer individuals interested in starting or running their own small business to the South Carolina Small Business Development Center located in Greenville. They offer links to a host of information on their website, as well as free one-on-one consulting. Greenville is also home to NEXT, a program of the Greenville Chamber that sponsors knowledge-based companies. Entrepreneurs interested in joining NEXT are required to go through an application process, but if selected, NEXT offers a great deal of resources to the entrepreneur.

There are a number of chambers of commerce that we can connect entrepreneurs to, including Greater Greenville Chamber of Commerce, Simpsonville Chamber of Commerce, Greater Greer Chamber of Commerce, Mauldin Chamber of Commerce, and Fountain Inn Chamber of Commerce.

Finally, Ten at the Top and Upstate Alliance are regional economic development partners that offer forums, and workshops that could benefit entrepreneurs.



## Section IV: Program Design and Evaluation

1. A description of the SC Works delivery system in the local area, including:

- **How the LWDB will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers, and jobseekers;**

Continuous improvement is an overarching principle for effectively delivery of workforce development services through the WIOA programs, the local SC Works Center, and with our eligible training providers. Partner commitments and continuous improvement processes are outlined within policies and program document such as in WIOA service provider contract statement of work which are monitored annually in order to ensure compliance and to address issues as they arise within a timely manner. The GCWDB monitors continuous improvement of the SC Works Center and its partners via the SC Work Certification Standards and SC Works Memorandum of Understanding (MOU). The issuance of State Instruction 20-03 Change 1 that provides guidance on the process by which organizations qualify as WIOA eligible training providers and the GCWDB has incorporated that policy within its continuous improvement processes. Finally, the GCWDB will continue to evaluate its in-demand training programs against the regional and local labor market information generated through sources such as an updated LMI Analysis and the Link Upstate Sector Strategy partnership just to make sure that WIOA investments closely align to the jobs vacancies and/or the hard to fill ones.

- **How the LWDB will target rural communities, including how the LWDB will use technology and other means to facilitate increased access to services provided through the SC Works delivery system;**

The local board continues to evaluate where to best station SC Works access points, particularly in the rural communities on the outskirts of Greenville County. We partner with the Greenville County Library System, whose 12 branches all serve as Connection Points and allow use of computers for customers to use SCWOS and apply for UI. We will continue to collaborate with community-based organizations within those communities and provide SC Works resources and periodic visits, as well as seek new organizations that may want to partner with us to deliver services in their area. The local area will also utilize its various online platforms to provide outreach to rural communities. By use of online tools such as the SC Works Greater Upstate Website, Link Upstate Next Generation Sector Strategy Website, and the virtual job fair software, we are able to provide adequate access to workers and students.

- **How entities within the SC Works delivery system, including center operators and partners, will comply with the nondiscrimination provisions of WIOA and applicable provisions of the South Carolina Nondiscrimination Plan, the Americans with Disabilities Act of 1990 (ADA), and the ADA Amendments Act of 2008 (ADAAA) in regards to the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities; and**

The Adult/Dislocated Worker provider implements the following strategies to ensure compliance:

- SC Works WIOA staff will continue to visit rural area libraries to provide information about SC Works services. Staff has visited some local rural libraries on a consistent basis like Travelers Rest, Berea, and Greer.
- Staff training will continue in the subject of non-discriminatory practices. Past year trainings have focused on how to help individuals with disabilities. SC Works locations in Greenville County have equipment and are accessible.
- Policies and guidelines in place to protect individuals from discrimination and to provide staff the tools to help individuals with accommodation needs.

The Youth provider implements the following strategies to ensure compliance:

- All partners in the SC Works System are required to sign a Memorandum of Understanding, which includes information on the non-discrimination provision of the WIOA. All partners are expected to adhere to this policy. The youth service provider has company policies including a Disabilities Non-discrimination Policy, EEO policy, Anti-Discrimination and Anti-Harassment policy, and requires their staff to participate in annual training and to follow reporting protocols.
- The youth program will work specifically with partner organizations such as Vocational Rehab, ABLE SC, and Goodwill to serve youth with disabilities. The youth program has access to some assistive technology via the SC Works Centers. The youth service provider maintains access to a language interpretation line for program participants.
- With the expansion of virtual technologies and services, the youth program is in a better position to provide services to those living in remote parts of Greenville County and to those unable to receive services in person. Our digital services include the use of Microsoft Teams, WebEx, and the digital learning platform Workforce Skills 21st Century. We also use resources found online at [careeronestop.org](http://careeronestop.org) and [jobs.scworks.org](http://jobs.scworks.org).

The GCWDB's Committee on Serving Individuals with Disabilities (CSID) mission is to address issues relating to providing workforce services to individuals with disabilities like:

- Issues relating to compliance with applicable state and federal nondiscrimination laws regarding the provision of programmatic and physical access to the services, programs, and activities of the local SC Works Career System.
- Appropriate monitoring and technical assistance training for staff on providing supports for or accommodations to, and finding employment opportunities for individuals with disabilities.
- The use of assistive technology equipment within the SC Works Center.

The CSID's goal is to ensure that the local SC Works Career System:

- Meets all accessibility requirements for individuals with disabilities under the ADA and WIOA;
- Increase accessibility for individuals with disabilities to the programs, services, and activities of the SC Works Career System;
- Continuously improve for individuals with disabilities the provision of services within the SC Works Career System;

- Improve opportunities for individuals with disabilities in competitive integrated employment;
- Establishing a single point of contact strategy for the CSID partners;
- Participating in pilot projects to enhance job fit and retention by matching skill and capabilities of individuals with disabilities with competitive employment opportunities.

The LWDA also ensures the following:

- Conduct Facility Accessibility Assessments at SC Works Center(s) to ensure compliance with the provisions of the Americans with Disabilities Act of 1990 (ADA), ADA Amendments Act of 2008 (ADAAA) regarding the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. Able SC conducted a baseline Facility Accessibility Assessment of the SC Works Centers for the LWDA. By March 31 of the year, the Local Equal Opportunity (EO) Coordinator conducts a subsequent assessment on the SC Works Center. A subsequent assessment report, that indicates whether changes have occurred, is submitted to the State EO officer and the USDOL. The next Facility Accessibility Assessment will take place in March 2025.
- EO Statements visibly posted conspicuously in the SC Works Center and within all Access Points for WIOA applicants and participants. Additionally, the EO Statement printed on all forms of WIOA brochures, pamphlets, radio announcements, and websites, and as part of disclosure statements located below the signature line on all original staff emails.
- **Identification of the roles and resource contributions of the SC Works partners.**

In the SC Works system, MOU and other partners make their services available to all SC Works participants who meet the criteria for their programs and wish to participate. Referrals provided by partners help staff to serve our customers.

The SC Works Career System bring together a series of partner programs and entities responsible for workforce development, education, and other human resources programs to collaborate in the creation of a seamless customer-focused service delivery network that enhances access to the programs' services.

The Workforce Innovation and Opportunity Act (WIOA) identify the following entities as required partners in the SC Works Career System:

- WIOA Adult, Dislocated Worker, and Youth Programs
- Adult Education and Family Literacy Act Programs
- Wagner-Peyser Employment Services Programs
- Rehabilitation Programs for Individuals with Disabilities
- Post-Secondary Education Programs (Perkins)
- Community Services Block Grant Employment and Training Activities
- Native American Programs
- HUD Employment and Training Activities
- Job Corps Programs
- Veterans Employment and Training Programs
- Migrant and Seasonal Farmworker Programs
- Senior Community Service Employment Programs

- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- YouthBuild Programs
- Temporary Assistance for Needy Families (TANF) Programs
- Second Chance Programs
- Other partner programs, including local employers and community-based, faith-based, and/or non-profit organizations, as well as employment, education, and training programs provided by public libraries, as authorized by the local chief elected official.

Each Partner agrees to:

- 1) Provide access to its programs or activities through the SC Works delivery system;
- 2) Use a portion of funds made available to the partner's program, to the extent consistent with the Federal law authorizing the partner's program and with the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards in 2 CFR Part 200 and as supplemented by specific Federal agency Parts and CFRs, to:
  - Provide applicable career services; and
  - Work collaboratively with the State and Local Board to establish and maintain the SC Works delivery system. This includes jointly funding the one-stop infrastructure costs through partner contributions that are based upon:
    - A reasonable cost allocation methodology by which infrastructure costs are charged to each partner in proportion to use and relative benefits received; and
    - Federal cost principles;
- 3) Enter into an MOU with the Local Board relating to the operation of the SC Works system; and
- 4) 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.

The MOU Infrastructure Funding Agreement (IFA) establishes the roles and resource contributions of the SC Works partners. The IFA and budget establishes the plan to fund the services and operating costs of the SC Works Career System. SC Works partners agree that joint funding is an essential foundation for an integrated service delivery system and is necessary to maintain the GCWDB's high performance standards. Cost allocations plans are prepared in accordance with WIOA regulations, Federal Uniform Guidance, including the partner's authorizing laws and regulations, state rules, policies and guidelines.

Infrastructure and agreed upon additional shared operating and/or services costs are listed in the SC Works MOU and the Shared Operating Budget. Any financial changes to a partners' contribution will also result in changes to the cost allocations of the remaining partners.

Partner roles and resource contributions vary by partner; however, providing education / training opportunities, supportive services and employment with ease of access is one of the main goals of SC Works Center. The specific services offered by each partner program on Attachment A of the SC Works Greenville MOU/IFA.

SC Works Center Partner staff work together on many programs and support each other to serve customers. A strong working relationship into the future will be essential to the delivery of more services to our customers, as it includes services provided by many other agencies and non-profits not in the MOU. Outreach and follow

up with non-profits / faith-based organizations continue in order to receive and be able to refer individuals to services provided around Greenville County.

Resource contributions outlined in Attachment E of the SC Works MOU/IFA. All required partner programs contribute towards infrastructure costs based on the Square Footage methodology. Additionally, the majority of partners have agreed to fund a staff position for the front desk, which is optional. The SC Works Greenville center has greatly benefited from having that shared position as the first impression for customers as they arrive to the center.

## **2. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the LWDA.**

WIOA Title I formula funds allocated to workforce areas for adults and dislocated workers provide career and training services through the SC Works Center offices. The GCWDB determines the most appropriate mix of these services, but both types must be available for eligible adults and dislocated workers.

WIOA Adults and Dislocated Workers may receive additional services such as:

- Customer support to enable individuals with barriers to employment (including individuals with disabilities) and veterans to navigate among multiple services and activities;
- Training programs for displaced homemakers and for individuals training for nontraditional occupations (as defined in WIOA §3(37) as occupations or fields of work in which individuals of one gender comprise less than 25 percent of the individuals so employed), in conjunction with programs operated in the local workforce area;
- Work support activities for low-wage workers to improve retention and career advancement. In coordination with Boards, that will provide opportunities for these workers to retain or enhance employment. Work support activities may include any activities available under the WIOA adult and dislocated worker programs in coordination with activities and resources available through partner programs. These activities enhance the worker's ability to participate, for example by providing activities during nontraditional hours or providing on-site childcare.
- Support services, including needs-related payments, as described in WIOA §134(d)(2) and (3);
- Transitional jobs, as described in WIOA §134(d)(5), to individuals with barriers to employment who are chronically unemployed or have an inconsistent work history.

Having the training providers available that provide training in the Targeted Occupation Sectors as chosen by the workforce board each program year requires a constant vigilance by the workforce board. DOL mandate reporting of training participants, WIOA and non-WIOA. The requirement impact number ETPL course options available significantly. Greenville Technical College has opted out of participating on the eligible training provider list due to the report requirement. Greenville County still availability of other training providers in Targeted Sectors such as:

Provider Name	Address	City	Curriculum
160 Driving Academy	6729 Two Notch Road	Columbia	CDL
Arclabs Welding School	2615 Highway 153 Bldg B3	Piedmont	Welding
Capstone Career Dev Center	21 Orchard Park Drive	Greenville	Healthcare
Greenville Technical College	506 S. Pleasantburg Drive	Greenville	Limited CCE/Curriculum
Interactive Business Training	301 Halton Road	Greenville	IT/Admin
MedCerts	(online)		IT/Medical Admin
Norris Mechanical, LLC	415 Manley Drive	Anderson	Welding
PSI Project Management, Inc.	(online)		Project Management
Second Chance Job Center	1878 Carolina Towne Court	Mount Pleasant	Pre-Apprenticeships- Const/Manufacturing
Tri-County Technical College	7900 Highway 76	Pendleton	CCE Courses
Truck Driver Institute	3425 Lancaster Highway	Richburg	CDL
Village Career Center	110 Whitehall Street	Abbeville	Healthcare

Virtual activities and services are part of service delivery whenever appropriate.

**3. A description of how the LWDB will coordinate workforce development activities carried out in the LWDA with statewide rapid response activities.**

The GCWDB will participate in rapid response activities when scheduled by SCDEW. Our Representatives visit employers, as scheduled to talk to affected employees about WIOA Adult and Dislocated Worker services. Limited services provided on-site, including resume and cover letter assistance.

**4. A description and assessment of the type and availability of youth workforce investment activities in the LWDA, including activities for youth with disabilities, which must include an identification of successful models of such activities.**

The GCWDB has youth workforce investment in the local area for youth to:

1. Obtain education, skills-based learning, and work support. This includes obtaining a GED, High School Equivalency, or High School Diploma;
2. Provide access to scholarships and postsecondary learning, and opportunities to develop their job skills through work-based activities.
3. Career Awareness and Exploration services tailored to the individual youth and may include activities such as career exploration field trips, job shadow experience, and informational interviews.
4. Career Coaches will assist youth to develop a comprehensive ISS plan that is reviewed at the beginning of the program and updated and tracked throughout the program;
5. Tutoring and Study Skills. The SC Works center also has a computer lab available for GED and postsecondary preparation. The computer lab provides access to basic skill remediation and postsecondary preparation. The computer lab has remediation program such as Aztec, Career Ready 101, WIN Ready to Work, and My Next Move.

The WIOA youth program collaborates with Adult Education and Greenville Literacy Association in order to provide remedial services with the goal of a GED or post-secondary preparation. Testing used to track progress, success and gains, all documented in SCWOS.

6. Alternative Secondary School. The computer lab for GED training aids youth with obtaining their high school equivalency. Youth program staff may also provide referrals to supportive services and may use the lab to help youth prepare for post-secondary learning.
7. Occupational Skills Training. This service provides support to youth in specific careers. The focus is on short-term certifications and training in demand occupations. Training providers for these needs may be on the ETPL and/or locally approved. Career Coaches work closely with training providers to coordinate services for these participants.
8. Training Opportunities Combined with Workplace Related instruction. This includes work experience, internships, and OJT opportunities. Work Experience Training (WEX) expose youth to the demands of specific occupational requirements, workplace culture, and the competencies to secure and retain employment. Strategic WEX opportunities will greatly enhance the long-term potential of youth jobseekers in the workforce. Strategic WEX provides opportunities for soft and hard skill growth. Youth participants receive WEX in occupations of administrative assistant, retail store closers, landscaping, and janitorial, etc.
9. Contextual Learning. This service includes educational instruction provided concurrently with paid work experiences, workplace education activities, and/or GED preparation. The local area will continue to explore ways to expand contextual learning initiatives by coupling post-secondary educational instruction with workplace education.
10. Leadership Development Activities. Youth participants offered leadership development activities such as planning for a special project; or to engage in a service-learning component that includes a variety of work readiness skills. Topics may include relationships, career direction, time and stress management, budgeting, managing a household, financial literacy activities, leadership and integrity
11. Resume preparation, interviewing skill development, and workshops. Provided to youth and augment career exploration and/or academic and occupational learning.
12. The WIOA youth program is capable of serving youth with disabilities by collaborating with and/or making referrals to organizations such as SCVRD, Able SC, and DDSN. Co-enrolled participants are given extra one-on-one with a case manager who is experienced in helping individuals with disabilities to gain competitive employment. We currently have several youth participants co-enrolled with WIOA and Vocational Rehab.
13. All enrolled participants will receive Comprehensive Guidance and Counseling, which allows for ongoing consultation from their case manager.
14. Upon exit from the program, Follow-up Services provided for 12 months.

The virtual work experience program came about as a solution to limited in-person opportunities, and has been a successful model to continue in future years. IOA Youth Program kept busy by investigating and researching virtual engagement platforms and engagement tools that resulted in identifying two new virtual resources for youth participants: Adobe Connect™ and EBSCO Learning Express Workforce Skills for 21st Century Success Center. Both of these tools have proven to be successful components for delivering WIOA Youth Program activities.

5. **A description of how the fourteen youth program elements are integrated in program design, including a description of partnerships which identifies the entities involved and the function(s) they are providing,**

**and a description of formalized agreements in place for the provision of program elements not provided by the local program.**

The GCWDB's WIOA Youth Program contract statements of work ensure that youth provided with the following opportunities:

1. Tutoring, Academic Remediation, Study Skills Training, instruction leading to secondary school completion, dropout prevention and recovery strategies.  
Collaborate with Greenville County Schools Adult Education/Alternative Schools. Eckerd provides computer-based training/instructor facilitated GED Practice, GED Prep materials, e.g., Steck and Vaughn GED curriculum, WIN, Khan Academy (online), Practice GED exams, and Workforce Skills for the 21st Century Success, an online instructional teacher-aided tool used for one-on-one instructional with minimal guidance.
2. Alternative secondary school offerings  
In partnership with Greenville County Schools Alternative School Program, Eckerd will provide APEX Computer-Based Instruction, WIN and Workforce Skills for the 21st Century to deliver alternative secondary school offerings.
3. Paid and unpaid work experiences, including internships and job shadowing  
In partnership with community business partners, Eckerd provides various paid/unpaid work experiences, internships, and/or job shadowing activities to youth. The work experience training will pay wages at \$12 or higher per hour and for approximately 320 total hours.
4. Occupational Skills Training  
In partnership with approved training providers, Eckerd will provide various occupational skills training opportunities to youth for in-demand industries and occupations.
5. Concurrent Education and Workforce Preparation  
In partnership with community business partners, Eckerd may provide basic skills training in reading and mathematics to assist young adults while they receive work readiness activities in a class setting or individually.
6. Leadership Development Opportunities, including such activities as positive social behavior and soft skills, decision-making, team work, etc.  
Eckerd in connection with various community partner agencies and employers such as the Greenville Police Department, Clemson University, and engaged business partners, will provide Employability Skills, Life Skills curriculum that includes leadership development, health, nutrition, sexual behavior, and substance abuse prevention.
7. Supportive Services  
Eckerd in connection with various community partner agencies and employers provide supportive services independently driven by participant needs. Supportive services for educational training and employment activities such as gas cards, bus passes/vouchers, emergency triage, childcare assistance, Internet access, computer/tablets, etc., and any other supportive service allowable under the WIOA.



Supportive services must be necessary to the success of the training plan (ISS) and beyond the ability of the participant to pay. Services may take the form of incentives or cash assistance.

8. Adult Mentoring for at least 12 months

Eckerd in partnership with business partners such as Mill Village Ministries will make available Career Coaches to provide youth with mentoring while enrolled and during follow-up. Mentoring independently driven by participant needs and case managed and documented. Volunteers from outside agencies may be mentors.

9. Follow Up Services

Eckerd will provide follow-up tracking on all youth who exit from the program. Eckerd conducts 12-month follow-up services after exit and according to the need of the individual. Services can include counseling, tutoring, mentoring, invitations to job fairs, employment retention services, and other non-financial support and personal assistance. Follow-up services can be by phone or in person; these services subsequently documented in the SCWOS database.

10. Comprehensive Guidance/Counseling

In partnership with community agencies, Eckerd will provide comprehensive guidance and counseling to youth in the form of career assessments, creating and developing the Individual Service Strategies (ISS), coordination of educational services, issuance of support services, and follow in making follow up contacts.

The objective of the guidance and counseling is to monitor participant progress in fulfilling the ISS. Where progress is slow or in reverse, the Case Manager/Counselor is proactive in contacting and meeting with the participant to identify any problem and help solve it in order to keep the participant on track. Comprehensive guidance may also take the form of referrals to community resource agencies such as the Phoenix Center for drug and alcohol related issues, and to the United Ministries or SHARE, Inc. for assistance with basic needs.

11. Financial Literacy Education

Eckerd in partnership with community partners will provide financial literacy as part of work readiness activities in a class setting or individually. Local financial institutions participate in financial literacy workshops and events. Eckerd's Career Smart soft skills curriculum includes a financial literacy component and the FDIC has resources available as well.

Greenville County collaborates with the Cities for Financial Empowerment and the Greenville County Financial Empowerment Center (FEC) to pilot financial literacy training and WIOA training evaluate how it prepares a person for post-program outcomes.

12. Entrepreneurial Skills Training

Eckerd Connects identifies and uses multiple resources to teach entrepreneurial skills training coursework and certification. Eckerd's community business partners will serve as the primary provider of entrepreneurial skills training through the "Village Launch" program. Career coaches will assist youth that may be interested in establishing their own business with research and guidance based on the Network for Teaching Entrepreneurship (NFTE) curriculum, and online resources found at Santa Clara University and Khan Academy.

13. Services that provide labor market information and employment information in the local area

Eckerd will provide this information as part of the work readiness training activities in a class setting or individually. Eckerd is an active member of the Integrated Business Services Team and remains up to date with local labor market information.

14. Activities that help youth transition to postsecondary education and training

Eckerd's Career Coaches will assist with guidance and referrals to colleges or technical schools. The Career Coaches will assist with setting up career exploration activities and will make referrals to the Educational Opportunity Center (a TRiO program) who can assist with FAFSA applications as needed.

6. **If using the basic skills deficient definition contained in WIOA § 3(5)(B), describe the LWDA's policy that further defines how to determine if a 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 LWDA continues to use TABE for determining youth basic skills deficiency, a local policy is not required.)**

The WIOA youth program uses TABE to determine basic skills deficiency.

7. **A description of how the LWDB will coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.**

Greenville County maximizes communications and partnerships in support of the GCWDB's strategic initiatives to serve clients. Our regional business services strategies, regional sector strategies, regional career pathways, and work-based learning has put us in a position to better engage with business partners and to provide organized, evidenced-based information to the GCWDB and training partners.

The GCWDB has a strong, long-standing partnership with Greenville Technical College, Greenville County Schools Adult Education, and the Greenville Literacy Association. These partner organizations are represented on the SC Works Committee that are used to hold strategic discussions regarding in-demand occupations and growing industries, including soft skills training needs and increasing collaborative partnerships so that work-based learning is better utilized. One example of our collaboration with post-secondary education is the GCWDB's partnership with Greenville Technical College and Greenville County EMS to operate a customized training program for Emergency Medical Technicians.

The GCWDB also uses local labor market and business demand to develop programming, investments, and activities. We will utilize economic reports, EMSI data, board input, and other resources to help design services, to make investments in secondary and post-secondary training, and to help identify industries suitable for work-based learning opportunities.

Individuals without a high school diploma or general equivalency diploma (GED) referred to Adult Education or Greenville Literacy Association. There is a considerable number of cross referrals between SC Works and all our partners for HS Diploma or GED preparation. However, many adult customers continue to hesitate about going back to school after being out for a number of years. Through our quarterly one-stop partner meetings, we are able to maintain a level of consistent communication to address any issues pertaining to referrals

and follow up, as well as to hear about any new initiatives.

**8. A description of how the LWDB will coordinate the WIOA Title I workforce investment activities with the provision of transportation, childcare, and other appropriate supportive services in the local area.**

The Greenville County Workforce Board in conjunction with the Upstate Workforce Board issued Regional Instruction Letter R17-02, WIOA Services Procedures. The policy addresses issuance of "...necessary services to eligible WIOA enrolled participants, enrolled in intensive or training activities, who cannot afford to pay for these services and without them, would make it impossible for the participant to attend WIOA activities." This instruction defines supportive services as including transportation, childcare/dependent care, appropriate supplies needed for training program or retaining employment, legal aid, and emergency assistance.

We assess each customer's supportive service needs and document it within their objective assessment at the time of their enrollment. Needs are evaluated, included within the Individual Employment Plan, case notes are entered in SCWOS. Payments documented in SC Works Online Services (SCWOS) under the appropriate supportive service activity. Documents maintained in the SC Works digital files, but copies of the supportive service voucher and related documentation maintained in the customer's hard file. WIOA customers informed about the availability of supportive services within the local area.

Our Talent Development Specialists thoroughly review with the customer what needs or barriers they may have which negatively affects their chances of successful participation. A Living Expenses worksheet assess the financial status and ability of participant to afford any costs going forward in WIOA program. The Operator, Equus Workforce Solutions, utilizes a proprietary data base, Equus WORCS, to manage the financial records of supportive services funding approved by GCWDB during the program year; staff also maintain hard copy records and enter case notes and activities into the state data system, SCWOS. TDS staff ensure other partners are not suited to aid prior to using WIOA funds. Referrals made as appropriate.

The Youth program will use the SCWOS objective assessment to confirm the interests, skills and experience of the customer while also identifying factors that could impede their success. In coordination with other partner services and understanding that WIOA is payor of last report, WIOA staff will make appropriate partner referrals. Supportive services are documented in SCWOS via activity codes, case notes, and on the ISS. Youth supportive service Local Instruction Letter 24-01 will be followed.

**9. A description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the SC Works delivery system.**

The GCWDB will make every effort to create a workforce development system where the delivery of products and services match customer needs, which requires minimum time and resources. Specifically, the GCWDB will work with the SC Works Operator over the next year to accomplish the following strategies and objectives:

- Compliance with the One-Stop Certification Standards. The standards should assist the local area to accomplish the metrics and parameters identified for becoming a high performing board;
- A common intake process whereby the primary Career Services to be provided within the SC Works Center are identified by the core partner programs;

- Facilitate, in partnership with the UI and RESEA programs, an invitation-only job fair event so that priority is on the re-employment of unemployment insurance claimants, including long-term UI recipients. The UI-RESEA-specific job fairs will also provide the WIOA Adult and Dislocated Worker program staff with opportunities to recruit potential customers while being onsite for the job fair events;
- Across all core programs, reduce duplication of the Basic Career Services by a rate or percentage to be determined by the SC Works Committee;
- Develop common reporting to indicate how the SC Works Basic Career Services have been streamlined and tracked;
- Continuing clarity on the nature of service delivery partnerships and coordination in the local area. This may require periodic revising of the partner MOUs.

The local area will document the following:

- Existing job seekers services offered by the core partner programs
- Services currently tracked by the core partner programs in a common solution
- A common job seeker intake process
- Evaluation and recommendations for improvement

The above list of the deliverables is not all-inclusive. However, they do represent the critical ones aligned with the customer base and visitation patterns at the SC Works Center. Other deliverables identified as necessary.

The GCWDB will focus every effort to enhance universal access via a detailed directory or menu of all locally relevant programs and services for staff, with appropriate training and follow-up. The menu consolidates all services made available to targeted SC Works populations: the unemployed (including long-term unemployed), criminal justice-involved, Veterans, Adult Basic Education learners, Older Workers, English Language Learners, Individuals with Disabilities, SNAP and TANF recipients, and youth.

The WIOA has six core programs: Adult, Dislocated Worker and Youth Programs, Wagner-Peyser Employment Services, Adult Education and Literacy, and Vocational Rehabilitation. There are an additional 13 required partners as well as optional partners. All partnerships are vital to services provided through the SC Works delivery system and are not limited to those required by WIOA. We constantly seek out partners unique to the Greenville community so that our one-stop delivery system environment reflects local, accessible agencies and resources. For instance, Goodwill has a Senior Community Service Employment Program (SCSEP) that is a community service and work-based job training program for older Americans ages 55 and up. Authorized by the Older Americans Act, the program provides training for low-income, unemployed seniors. Participants work an average of 20 hours a week, and have access to employment assistance through American Job Centers. They gain valuable work experience in a variety of community service activities at non-profit and public facilities including schools, hospitals, daycare centers and senior centers. Locally, the SCSEP program has made significant contributions to the comprehensive center by placing their work experience trainees in the one-stop in order to help provide customer service to job seekers. Many of our past SCSEP work experience trainees go on to obtain full-time job offers.

Wagner-Peyser partner is in the comprehensive center and is the primary core partner to see one-stop visitors as most are in need of labor exchange services. WP referrals to one-stop partners based on need and which partner(s) is the best referral source.

Vocational Rehabilitation and Department of Social Services (DSS) staff are also located within the comprehensive center on a daily basis and are available to provide access to their services.

The GCWDB also collaborates with Regional Center for Educational Support. The Regional Workforce Advisor often conducts activities to benefit the teachers and guidance staff as it relates to career pathways and demand occupations.

**10. A description of how the LWDB will coordinate the WIOA Title I workforce investment activities with adult education and literacy activities under the WIOA Title II, including how the LWDB will carry out the review of local applications submitted under Title II consistent with WIOA requirements.**

For our Youth Program participants, initial assessment of skills levels may include information on a customer's level of literacy, numeracy, and English language proficiency. Initial assessment may also include information on aptitudes, abilities, skills gaps.

Eckerd currently collaborates with the Adult Education and Greenville Literacy programs in Greenville County. Orientations and outreach are commonly provided onsite at these locations. If more convenient for a participant, case management services may also be offered onsite at Adult Ed.

The GCWDB has a long-standing relationship with Greenville County Schools Lifelong Learning Center and the Greenville Literacy Association. The Lifelong Learning Director is a member of the GCWDB and both Lifelong Learning and Greenville Literacy Association on the GCWDB's SC Works Committee. It is through these relationships that the GCWDB is able to develop a stronger referral process and to cross share knowledge with our Adult Basic Education and Literacy activities partners. We also started having a co-located Adult Education person at the SC Works Center on a part-time basis over the last year, which will further ingrain the AE program into the SC Works system.

In regards to how the GCWDB will carry out the review of local applications submitted under Title II consistent with WIOA requirements, the process will entail:

A Notification sent from the State to the Local Board Chair with a cc: Local WIOA Administrator to include information on the Adult Education RFP and WIOA requirements for LWDB's review of proposals. A timeline of the proposal review process will be included in the notice. Upon receiving the notice, the Local Board Chair will solicit three (3) board members who will review applications and will score applications according to a predetermined rubric. Evaluators may participate in an application review training prior to conducting the review. This process has not happened in several years, and we will revise, as needed, when a new RFP needs to be completed.

**11. A description of how the LWDB will coordinate with partner programs to conduct affirmative outreach to include members of groups protected by the Equal Opportunity provisions of WIOA § 188, including individuals of various religions, racial and ethnic backgrounds, individuals of limited English proficiency, individuals with disabilities, and individuals of different age groups and sexes.**

Affirmative action outreach accomplished via regular meetings/communications with our program partners who serve diverse groups of customers. Our SC Works partners meetings discuss strategies for improving

service delivery across all customer groups, low-income, Veterans, individuals with criminal background, limited English proficiency groups, individuals referred via religious and community-based organizations. The Operator in Greenville invites community partners to monthly meetings. Those partners include organizations who serve individuals of various backgrounds. The Operator targets customer groups identified within their contract to ensure there is progress.

Our Committee on Serving Individuals with Disabilities has provided great benefit in targeting services to this customer group. Most, if not all, of the service agencies who work with disability groups are on the standing committee. The regular meetings and dialogue have greatly improved collaboration and coordination.

For our Youth Program, a specific outreach and recruitment plan developed outlining recruitment activities and tracking of youth intakes. Career coaches will coordinate recruiting efforts and refer to our partnership programs as needed. The staff will also target low-income areas using partnerships with community centers, faith-based organizations, community organizations, and other partnerships to attract potential participants. The plan consists of staff responsibilities in reaching target groups in the community with a developed goal each month targeting recruitment events and community partner meetings.

**Section V: Operations and Compliance**

- 1. Copies of executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local SC Works system. This includes agreements between the LWDB or other local entities with respect to efforts that will enhance the provision of services to individuals with disabilities, such as the cross-training of staff, technical assistance, the use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.**

Copies of executed cooperative agreements are within the Attachments.

- 2. A description of the entity responsible for the disbursement of grant funds as determined by the CEO(s).**

Per Section 107 of the Act, the chief elected official in the local area shall serve as the grant recipient. The chief local elected official has designated Greenville County Government to be the WIOA grant recipient and to be responsible for disbursement of grant funds.

No fiscal agent changes. In accordance with Section 107 of the Act, the chief elected official has designated Greenville County Government to be the WIOA grant recipient and to be responsible for disbursement of grant funds.

- 3. A description of the competitive process that will be used to award the sub grants and contracts for WIOA Title I activities.**

There were no changes made to the competitive process used by the GCWDB to award sub-grants and contracts to WIOA Title I activities. The GCWDB continues to comply with the competitive process outlined in sec. 678.605 of the Joint WIOA Final Rule, including the selection of the one-stop operator.

Procurements may take place annually but for many reasons. Meeting performance goals may extend contracts for an additional year. In return, the procurement process is every four years at a minimum.

The GCWDB continues to collaborate with the Upstate Workforce Board (UWB) on a consolidated procurement of the one-stop operator to be responsible for overseeing daily SC Works Greater Upstate operations, and the WIOA Adult/Dislocated Worker Programs and Business Services.

The GCWDB works closely with Greenville County's Procurement Services as needed to facilitate the competitive (RFP) procurements. Greenville County's procurement policy for small purchases used to govern procurement of items that do not require a bid.

Whenever bids or quotes are required, the GCWDB utilizes resources such as its website and SCBO. Goods and services solicited under a competitive process evaluated according to the determining factors stated within the procurement document. An evaluation team (or standing committee) of the Board will be responsible for evaluating and ranking qualified proposals or bids and to submit their funding recommendations to the GCWDB for approval. New service provider contracts procured under an open competition also requires the approval of the chief elected official. Contract extensions only require the approval of the signatory official.

The GCWDB has an appeal process for those who grieved by the procurement outcome. Protests must be in writing to the Chair of the GCWDB within ten (10) days of the non-award notice.

The GCWDB and fiscal agent (Greenville County) both maintain detailed records for each Request for Proposal (RFP) or Invitation for Bid (IFB) issued. Some of the maintained items include RFP/ IFB document, RFP/ IFB advertisements, SCBO advertisement, timeline, Code of Ethics/Conflict of Interest forms; training presentation/sign in sheet, pre-bid meeting bidders sign in sheet, RFP/IFB Q & A, bid opening results – copy of each proposal/ bid received, committee evaluation score sheets, Intent to Award notice, Notice of Award notice, and contract.

**4. A description of agreed upon local performance goals.**

**GREENVILLE COUNTY LOCAL AREA PY 2024 WIOA PERFORMANCE GOALS**

<b>Performance Measure</b>	<b>Negotiated Goals</b>
<b>Adult Employment Rate 2nd Quarter After Exit</b>	<b>78.0%</b>
<b>Adult Employment Rate 4th Quarter After Exit</b>	<b>82.5%</b>
<b>Adult Median Earnings 2nd Quarter After Exit</b>	<b>\$8,078</b>
<b>Adult Credential Attainment Within 4 Quarters After Exit</b>	<b>66.0%</b>
<b>Measurable Skill Gains</b>	<b>72.7%</b>
<b>DW Employment Rate 2nd Quarter After Exit</b>	<b>85.2%</b>
<b>DW Employment Rate 4th Quarter After Exit</b>	<b>84.5%</b>
<b>DW Median Earnings 2nd Quarter After Exit</b>	<b>\$9,000</b>
<b>DW Credential Attainment within 4 Quarters After Exit</b>	<b>66.7%</b>
<b>Measurable Skill Gains</b>	<b>69.1%</b>



<b>Education or Training Activities or Employment in the 2<sup>nd</sup> Quarter After Exit</b>	<b>73.0%</b>
<b>Education or Training Activities or Employment in the 4<sup>th</sup> Quarter After Exit</b>	<b>70.0%</b>
<b>Youth Median Earnings 2nd Quarter After Exit</b>	<b>\$3,200</b>
<b>Youth Credential Rate</b>	<b>53.0%</b>
<b>Youth Measurable Skill Gains</b>	<b>61.5%</b>

**5. A description of actions the LWDB will take toward becoming or remaining a high-performing workforce area, including the following:**

- **The effectiveness and continuous improvement criteria the LWDB will implement to assess their one-stop centers;**

The GCWDB exemplifies its commitment to a continuous improvement system by implementing a variety of initiatives and strategies, including an evolving regional collaboration with the Upstate Workforce Board to standardize service delivery efforts and collaborations. The GCWDB successfully cultivates and maintain relationships with local, key sector employers and industries through collaborative partnerships, including the Link Upstate WIOA Regional Sector Strategy Initiative. The GCWDB will take the following actions in order to remain a high performing workforce area:

- Adherence to the SWDB Local Standards for Boards and the SC Works One-Stop Certification Standards.
- A regional Business Services Team will lead overall coordination of business relationships within the GCWDB and UWB regions, making sure to maintain a connection to the work of the business services work groups within our regions.
- Continued use of available labor market data and workforce reports to identify target areas for outreach.
- Increased emphasis on providing follow-up services to ensure employment attainments and retentions.

The GCWDB will utilize the State WDB Local Board Standards as one measure for remaining a high performing workforce area. The GCWDB Director provides direction to the WIOA service providers and the American Job Center (SC Works). The providers consistently meet with Board staff to ensure WIOA compliance at the federal, state and local levels.

Each WIOA service provider submits monthly reports that reflect relevant program information. These reports allow staff to observe trends and monthly snapshot of the services during the month. The reports provided to the One- Stop and/or the Youth Committees for informational purposes. The GCWDB Director attempts

to hosts grantee meetings on a bi-monthly basis. These meetings allow staff and the WIOA service provider staff to have dialogue regarding current operations. It is also an opportunity to relay any important information that may be relevant to providers.

The GCWDB provides written instruction letters to WIOA service providers. We publish instruction notices on our website in order to make technical assistance documents more accessible to service providers.

- **A description of fiscal and program performance goals beyond the federal measures and how progress will be tracked and made publicly available;**

The GCWDB utilizes the state's fiscal and program performance goals and those subsequently negotiated as the final benchmarks in order to establish local goals. Note some goals are set above the state goal and others equal to the state goal.

The following are the state and local area fiscal and performance goals:

**Fund Utilization Rate (FUR)** – The FUR includes Workforce Innovation and Opportunity Act (WIOA) program and administrative funds carried into the Program Year (PY) and WIOA money allocated in the current PY.

- The State Workforce Development Board (SWDB) requires that for each fund stream (Adult, Dislocated Worker, and Youth), 70% of available WIOA funds will be expended in the PY.
- The GWDB expects the local area's FUR to be 70%. While the local area more often surpasses a FUR of 70%, there may be times when future WIOA funding cuts or rescission of funds are being anticipated whereby the local area intentionally sets a FUR goal of 70% so that we have sufficient WIOA carryover funds to augment next year advance allocations.

**Obligation Rate** – The obligation rate is on allocated program funds received in the current PY and does not include any carry-in funds.

- The SWDB expects a local area to obligate at least 80% of the program portion of the current year's allocation by the end of the program year.
- The GCWDB expects that local area to obligation at least 80% of the program portion of the current year's allocation by the end of the program year.

**Participant Cost Rate (Adult, Dislocated Worker)** – The SWDB requires that the local workforce area's Adult and Dislocated Worker, and Rapid Response expenditures meet a minimum participant cost rate of 30%. The participant cost rate evaluated annually and based on program expenditures of both carry-in and new funds. The GCWDB expects the local area's Adult and Dislocated Worker, and Rapid Response expenditure exceeds the minimum of participant cost rate of 30% annually.

**Adult Priority of Service (Minimum 75%)** – Under the WIOA Adult program, priority for individualized career and training services must be given to recipients of public assistance, other low-income adults, and individuals who are basic skills deficient regardless of the availability of funds. The US Department of Labor's Employment and Training Association (ETA) envisions that giving priority of service to these individuals means ensuring that at least 75% of participants receiving individualized career and training services in the Adult program are from at least one of these priority groups. In Greenville County, contractor and board level staff review Priority of Service reports at least monthly to ensure we are meeting requirements.

These goals are tracked and shared during Board and Executive Committee meetings. Meeting packets are also made publicly available on our website.

- **A description of the methodology used by the LWDA to allocate SC Works center infrastructure funds; and**

Infrastructure costs allocated to program partners using the Square Footage Methodology. Per the MOU/IFA, shared costs allocated based on the number of square feet occupied by a partner's staff assigned to work in a facility (enjoying the benefits of being in the building) and counted proportionately as defined below:

- Sole Space – Allocated to one partner 100% of the time;
- Common space – Hallways, restrooms, breakroom, resource room and computer labs (including applicable IT charges for public access PCs only), meeting rooms, etc. Common space allocation is by percentage of sole space occupied by partner compared to the total square footage of the facility. The Shared Operating Budget is in the **Attachments Section**; and
- Rotating Part-time Partners – When multiple partners are sharing the same designated work space/SF on a rotating schedule, the cost for that workspace based on the percentage of time for partner use. This ensures the square footage is included in the total allocation only once and that those partners who are not co-located on a full-time basis are sharing costs proportionately based on use and relative benefits received. See Attachment E, Shared Operating Budget.

- **A description of the roles and contributions of SC Works partners, including cost allocation.**

All partners who participate in the MOU/IFA agree to the following roles and contributions:

- Provide access to its programs or activities through the SC Works delivery system;
- Use a portion of funds made available to the partner's program, to the extent consistent with the Federal law authorizing the partner's program and with the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards in 2 CFR Part 200 and as supplemented by specific Federal agency Parts and CFRs, to:
  - Provide applicable career services; and
  - Work collaboratively with the State and Local Board to establish and maintain the SC Works delivery system. This includes jointly funding the one-stop infrastructure costs through partner contributions that are based upon:
    - A reasonable cost allocation methodology by which infrastructure costs are charged to each partner in proportion to use and relative benefits received; and
    - Federal cost principles;
- Enter into an MOU with the Local Board relating to the operation of the SC Works system; and
- 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 the following:**

- **If contracts for training services will be used;**

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 would not participate in the Eligible Training Provider List System (SC Path) once their current eligibility expires. This 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 were 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 was 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 facilitated 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 collected 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.
- **How the use of training service contracts will be coordinated with the use of ITAs; and**

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 determined there is an insufficient number of training providers to fulfill the purpose of the ITA system. Therefore, contracts for training were issued during PY23, continuing into PY24, 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 LWDB 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. 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.

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 LWDB to provide a minimum 10 business 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 LWDA businesses, labor organizations, and education.**

A public notice posted on the GCWDB website ([www.greenvillewib.com](http://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. The posted notice will describe how system stakeholders and the public may access a copy of the draft and final plan. 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 LWDA 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 platform for financial management of participant training accounts, both programmatic and supportive services. One welcomed tool is VOS Greeter self-check-in, with SCWOS being the location for information entered by customers. Staff have access to who has asked to see them upon checking in, customers receive quicker service, and statistical data is available to local and state personnel.

**9. A description of how the LWDB ensures compliance with the adult priority of service requirements under WIOA Title I.**

The GCWDB promotes compliance with the 75% Adult priority of service requirements under WIOA Title I via a regional Adult Priority of Service Policy (R17-04). The policy states that priority for Adult Program services must be given to recipients of public assistance and other low-income individuals or for individuals who are basic skills deficient (BSD). Under WIA, this priority applies only when Adult Program funds are restricted. Under WIOA, however, priority access to services by members of this group (public assistance recipients, other low-income or BSD groups) applies automatically. Per Training and Employment Guidance Letter (TEGL 3-15), Adult Program applicants must meet basic eligibility requirements and any other service priority criteria in effect for the Greenville County Workforce Development Board (GCWDB).

To be eligible to receive WIOA services as an adult in the Adult and Dislocated Worker programs, an individual must be 18 years of age or older; must be a citizen or noncitizen authorized to work in the United States; and must meet Military Selective Service registration requirements (males only).

We provide individualized career services on a priority of need basis, regardless of funding levels. First priority must be given to Veterans (includes eligible spouses) who are Low-income (or receiving public assistance), Basic skills deficient, or Long-term unemployed. Second priority must be given to Adults (non-covered individuals) who are Low-income (or receiving public assistance), Basic skills deficient, or Long-term unemployed. Third priority of order is Veterans (includes eligible spouses) who are not Low-income (or receiving public assistance), not Basic skills deficient, or not Long-term unemployed. Fourth priority must be given to Adults (non-covered individuals) who are not Low-income (or receiving public assistance), not Basic skills deficient, or not Long-term unemployed. We post notices stating Veterans receive priority of service are posted in conspicuous locations within the SC Works centers and on printed materials.

In order to ensure that the local workforce area complies with the 75% Adult Priority of Service requirements, we review a sample of participant files during periodic desktop review of SCWOS as part of our annual WIOA monitoring. We also require our Adult/Dislocated Worker contractor to monitor reports on at least a weekly basis.

**10. A description of how the LWDB is serving priority populations, including those with barriers to employment, as required by WIOA.**

Our priority populations include veterans, basic skills deficient individuals (including persons with English as a Second Language), low-income individuals, individuals with disabilities, and returning citizens (those with a criminal history). During Program Year 2023, the WIOA Adult/Dislocated Worker programs enrolled 7 veterans, 6 individuals with disabilities, 9 with basic skill deficiencies, 61 low income individuals, and 5 individuals with a criminal history.

The One-Stop Operator (OSO) conducts a Monthly Community Partner Meeting whereby our local community and non-profit organizations, along with workforce partners, have a forum to get together and discuss workforce related issues. We have many active partners that collaborate on serving priority populations: SC Department of Vocational Rehabilitation, SC Commission for the Blind, AbleSC, SC Department of Social Services, and others. In addition, the SC Works center is compliant with all ADA requirements.

**11. A description of the local area's fiscal, programmatic, and equal opportunity/nondiscrimination monitoring process.**

An onsite programmatic and financial monitoring visit occurs annually. The One-Stop Operator and service providers are notified in writing no less than 10 days prior to the visit. At the beginning of the visit, an entrance interview conducted with designated staff to discuss the scope of visit, to ask and answer questions, and get information not documented otherwise. Hard copy files and documentation are used to validate data entered in the SC Works Online System (SCWOS). The financial monitoring staff reviews the same financial records and documents that SCDEW monitors review when they monitor our Local Area (e.g., policies and procedures manuals, organizational chart, employee job descriptions, general ledger, chart of accounts, bank reconciliations, payroll registers, etc.). As needed, staff is provided technical assistance by the monitors and permitted to correct deficiencies prior to the exit review or final report issuance. After the reviews are completed, an exit conference occurs with designated staff to discuss the findings and/or observations noted during the monitoring. An official written report is issued within 30 days of the monitoring visit and the service providers given 15 days to submit a written response.

**12. Copies of current local board policies and definitions, including the following:**

- **Supportive Services policy;**
- **OJT reimbursement policy;**
- **IWT policy, when using local funds;**
- **Youth incentives policy;**
- **Local training cap policy;**
- **Youth BSD policy (if applicable);**
- **Local definition for youth who "require additional assistance"; and**

- **Adult and dislocated worker self-sufficiency definition(s) for training.**

**13. Copies of current local workforce area documents, including:**

- **Memorandum(s) of Understanding, including signature sheets;**
- **Resources Sharing Agreements, including signature sheets;**
- **All service provider grants, including statements of work and budgets;**
- **Statements of work for in-house operational staff (where applicable);**
- **Current or most recent Grant Application Request(s)/Request(s) for Proposals;**
- **LWDB By-Laws**
- **LWDB and Committee meeting schedules;**
- **LWDB budgets; and**
- **Local monitoring schedules.**

DRAFT



**Local Plan Signatures**

**Local Workforce Development Board:**

Greenville County Workforce Development Board  
Robyn Knox, Chair

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Local Grant Recipient Signatory Official:**

Greenville County Workforce Development Area  
Joseph Kernell, County Administrator

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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APPENDIX

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**GCWDB 2024-2027 Local Plan Attachments**

**Local Board Policies.....Page 1**

- 1. Supportive Services Policy – Adult/DW.....Page 1
- 2. Supportive Services Policy – Youth.....Page 6
- 3. OJT Reimbursement Policy.....Page 10
- 4. Youth Incentives Policy.....Page 12
- 5. Training Cap Policy – R17-01 Amendment 3.....Page 15
- 6. Youth Requiring Additional Assistance.....Page 20
- 7. Adult/Dislocated Worker Self-Sufficiency – R17-04 Amendment 4.....Page 21

**Local Workforce Area Documents.....Page 26**

- 1. SC Works MOU/IFA.....Page 26
- 2. Noble Aim MOU.....Page 87
- 3. Greenville County Schools MOU.....Page 92
- 4. Equus Workforce Solutions PY24 Contract.....Page 99
- 5. Eckerd Connects PY24 Contract.....Page 144
- 6. Statements of Work for In-House Staff.....Page 176
- 7. PY23 Youth RFP .....Page 183
- 8. PY21 Adult/DW RFP.....Page 244
- 9. GCWDB By-Laws.....Page 304
- 10. GCWDB and Committee Meeting Schedule.....Page 311
- 11. GCWDB Budget.....Page 313
- 12. Local Monitoring Schedule.....Page 314

**Attachments B-1 through B-6. ....Page 315**

**Link Upstate 2024-2027 Regional Plan.....Page 326**



## INSTRUCTION LETTER

**REGIONAL INSTRUCTION NUMBER: WIOA R17-02 Amendment 3**

**TO:** SC Works Operator/Service Provider

**SUBJECT:** WIOA Supportive Services Policy

**DATE**

**ISSUED:** December 11, 2023

**DATE**

**EFFECTIVE:** December 11, 2023

**DATE**

**EXPIRES:** Indefinitely

**PURPOSE:**

As of the effective date, this policy will apply to all new supportive service approvals. Current participants affected must be notified in writing. **This Instruction replaces Regional Letter 17-02 Amendment 2.**

**BACKGROUND:**

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

**ACTION:**

Each participant's supportive service needs will be documented during an assessment using the Individual Service Strategy (ISS) and the Request for Supportive Services Form. Any participant requesting supportive service payments must complete a Living Expenses Budget to demonstrate all income and expenses for the household. The OneStop Operator must have a written procedure, which is consistently applied, identifying all allowable living expenses. The UWB and GCWDB require all funding sources to be leveraged, and that participants be referred to all related agencies for supportive service needs prior to utilizing WIOA funds. **This must be documented in SCWOS case notes at the onset of each new supportive service request.** Support Services should be reviewed and/or revised any time there is a change in circumstances.

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

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

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

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

- \$15.00 per day provided the individual travels Five (5) miles or more per day roundtrip.

The total maximum reimbursement amount is \$2,000, from the date of transportation assistance eligibility notification or from the date of approval. The Talent Development Specialist (TDS) must ensure that MapQuest (or another map source) verification be placed in the participant file that shows the distance from the participant's residence to the training facility.

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

Transportation assistance will be provided for the least expensive travel option available (i.e. public transportation, carpooling, etc.). In an effort to encourage carpooling, reimbursement to the participant for carpool expenses may be provided at a rate of \$15.00 per day, provided the driver is not already receiving transportation assistance (WIOA or otherwise). A signed receipt from the driver verifying the participant's paid carpool expense must be provided and affixed to the transportation voucher.

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

***Supportive Service Type II: Emergency Assistance***

The maximum lifetime allowable amount approved for Emergency Assistance is \$600 per qualifying participant. Assistance may be provided for emergencies such as: housing, utilities, eye care, auto repairs, child care center registration fees or other needs that will enable the participant to attend or remain in training, conduct job searches, or other allowable activities, as determined by the Talent Development Specialist. The participant must present documentation such as a bill, invoice, or service statement indicating need to the Talent Development Specialist. The participant must also provide

documentation stating that these services are not available through other agencies or sources. As always, the services must not be available free of charge from another entity in the area in order for WIOA funds to be used. All expenses must be *approved in advance* by the Talent Development Specialist and the SC Works Upstate Project Director.

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

***Supportive Service Type III: Supportive Services for Training Related Needs***

Items required for training may be provided by voucher in an amount not to exceed \$4,000. These items include: books, fees, uniforms/scrubs, driver's license/identification card, fingerprinting/drug screens, immunizations, physicals, tools, graduation fees (audit fee, not cap and gown), licensure tests, and other required items. Additional supportive services for training, including temporary lodging for training, may be approved but will require prior approval from the appropriate WDB.

***Supportive Service Type IV: Supportive Services for Work Related Needs***

Uniforms and work tools required to begin initial employment may be provided by voucher in an amount not to exceed \$300. Only commonly required uniforms or work tools will be funded for specific occupations. The employer must indicate in a letter that upon purchase of required uniforms or tools that the participant will be hired. This may also include professional attire. A vendor may not always be available, so it may be appropriate to issue funding directly to the participant. Receipts must be submitted for documentation and should not include items other than: pants, shirts, jackets, and shoes.

***Supportive Service Type V: Supportive Services for Legal Aid Services***

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

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

The participant must be a full-time student as defined by their institution's guidelines to be eligible for child/dependent care. The participant will be required to make payment arrangements to the service provider for any amount that exceeds the approved WIOA payment or for days that the child(ren)/dependent(s) is (are) in care that the parent is not participating in an approved verifiable WIOA activity. The care provider will be notified in advance that invoices must be submitted to SC Works Upstate or SC Works Greenville by the 5<sup>th</sup> of the month following the month of care and under no circumstances will payment be made if an invoice is submitted after the 15<sup>th</sup> of the month following the month of service. To further clarify, should a school be closed for a reason such as winter or fall break, the participant must report to their Talent Development Specialist and plan acceptable and verifiable activities, otherwise payments will cease. Adult care may also qualify on a case-by-case basis due to disability or other circumstances and must be approved by the Project Director.

The following reimbursement rates apply for children who are in the care of a Provider. Invoice should include parent/guardian name, children's names, dates, and amount being charged. **The child/dependent care provider is at the sole decision of the parent/guardian.**

- ***Child/Development Care for WIOA participants***

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

A maximum of **\$155 for one child** and **\$225 for two children (plus \$90 for each additional child)** per week can be paid to the childcare provider. After-school care may be provided at a rate of \$75 per week for one child and \$125 per week for two children or more, provided the parent is in class or an approved training related activity. The same rates apply for Intensive Service Clients that are attending company-sponsored training, and/or orientations prior to beginning a new job.

We understand that sometimes clients/participants use family members and/or friends to care for children while in class. Family/friends will be reimbursed at a lesser rate of \$35.00 per day for one child and \$60.00 per day for 2 or more children under the same conditions noted above. The relative must not live in the same home as the child(ren). A letter stating who is caring for the child and the address must be on file.

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

***Supportive Service Type VII: Supportive Services for Online Training Clients***

SC Works may provide up to \$50.00 per month reimbursement for internet cost if the participant is in an approved online training course. The participant must provide a copy of the internet bill to their TDS. Participants must explore free and low cost internet assistance that is available through internet providers or other organizations. In order to avoid delaying training, SC Works may cover the costs of internet in the interim while participants are going through the process to get enrolled in these other services/programs. SC Works will also provide a computer with Microsoft Office and 1 year of antivirus software for participants in approved online training courses. Should a client be enrolled in online training prior the approval of this policy, they may submit justification to their TDS for a computer. Clients that do not complete training will be asked to return the computer to their TDS.

Online supportive services must not exceed \$2,100.

***Supportive Service Type VIII: LinkedIn***

SC Works will provide LinkedIn Premium for qualified participants to help with their job search and networking for 12 months. LinkedIn Premium allows participants to utilize InMail messages that can be more effective than regular email to communicate with employers. The service will also allow participants to see the individuals and employers that have viewed their LinkedIn profiles for the past 90 days. Another important resource in LinkedIn Premium is access to the 15,000+ LinkedIn Learning courses. These will help participants to sharpen their skills and enhance their knowledge. The service also provides questions and answers from HR professionals to help participants be better prepared for interviews.

Maximum support for this service is \$360.00 per participant.

***Supportive Service Type IX: Needs Related Payments***

Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training. **At this time, the GCWDB and UWB are not providing Needs Related Payments.**

**Guidelines for Payments**

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

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



Ann Angermeier  
Executive Director  
Upstate Workforce Board



Dean E. Jones  
Executive Director  
Greenville County Workforce Development Board

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



Greenville County Workforce Development Board  
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**GREENVILLE COUNTY**  
Workforce Development Board

*Preparing the workforce, growing our economy*

**INSTRUCTION NOTICE**  
**#PY24-01**

**TO:** Greenville County WIOA Youth Service Providers  
**FROM:** Dean E. Jones, WIOA Administrator  
**SUBJECT:** Greenville County WIOA Youth Supportive Services Policy  
**EFFECTIVE:** November 1, 2024  
**EXPIRATION DATE:** Indefinitely

**PURPOSE**

The purpose of this policy is to address the issuance of supportive services available to Greenville County WIOA Youth Participants and to provide guidance to Greenville County WIOA Youth Contractor Staff when assessing needs and providing supportive services to customers. The provision of any and all supportive services is contingent upon the availability of funding.

**REFERENCES**

Workforce Innovation and Opportunity Act (WIOA) of 2014 (Public Law 113-128) and 20 CFR § 681.570.

**BACKGROUND**

The Workforce Innovation and Opportunity Act (WIOA) defines supportive services in WIOA Sec. 3(59) as services such as transportation, childcare, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this Act.

At assessment, youth participants are asked about their resources and support network. Participants who lack services, skills, or resources to get or keep a job are identified by the case manager and are provided community resource information that can be used to meet those needs. Referrals are made as appropriate to partner agencies and other community services.

**POLICY**

1. Supportive services may be provided to customers enrolled in a WIOA and/or Special Project program when it is determined necessary to enable participation in such programs and when the customer cannot afford to pay for such services on their own. Payments cannot exceed two (2) program years without written approval of the Administrative Entity.

2. Prior to issuing any supportive services, staff and/or the customer must verify that these same services are not available through non-WIOA or Special Project funded sources to ensure the customer is not receiving duplicate services. This must be documented in SCWOS case notes. **WIOA is a payor of last resort and as funding allows.**
3. This policy lists the allowable supportive services items available for participants of WIOA programs, as well as cost limits. If contractors would like to give supportive services for anything outside the scope of this policy or in excess of the cost limits listed, they must receive prior written approval by GCWDB staff.
4. Payments may not be requested for expenses incurred prior to enrollment of any program. Payments may not be requested for bad debts, i.e., late service charges, penalties, utility deposits, tickets, and/or fines.
5. With the exception of transportation reimbursement, all supportive service payments must be issued directly to the entity providing the service. Any deviations must receive prior approval from GCWDB staff before making payments to the entity not providing the service.
6. When Supportive Services are provided to a participant, the appropriate activity code must be opened in SCWOS.

**Supportive Service Activity Codes:**

- 480 – Child/Dependent Care
- 481 – Transportation Assistance
- 482 – Medical
- 483 – Housing Assistance
- 485 – Other
- 486 – Books, Supplies, Uniforms, Tools, Fees
- 487 – Legal Aid Services
- 488 – Incentives

**Follow-up Supportive Service Codes:**

- F12 – Transportation
- F13 – Books, Supplies, Uniforms, Tools, Fees
- F15 – Housing Assistance
- F16 – Other
- F17 – Child Care/Dependent Care
- F18 – Medical Costs
- F19 – Incentive
- F21 – Legal Aid Services

7. The GCWDB staff may approve exceptions to or deviations from this policy based on requests from Youth providers.

## Types of Supportive Services

### A. Transportation

Transportation assistance may be provided to WIOA registered Youth. Transportation assistance may be in the form of direct transportation assistance or transportation reimbursement. Transportation assistance may not exceed a program year maximum of \$1000.

For non-learning lab sites, documentation must be maintained in the customer file. Such documentation may include Internet travel mileage information (MapQuest, Yahoo Maps, etc.) and documentation of activity on Job Search log. For participants in classroom training, timesheets must be used to document travel to and from training sites. Timesheets must be submitted at least once a month to allow for transportation assistance. Should there ever be an exception to this, documentation must be submitted to GCWDB staff for approval that clearly identifies the reason for the delay in submitting timesheets.

**Direct Transportation** - If a participant is unable to attend an activity or training because he or she lacks access to a car, the case manager may provide or procure transportation. Transportation will be provided temporarily while participants make a transition plan to provide their own transportation. Case managers should consider cost when procuring transportation. Public transportation should be utilized when available. Arrangements may be made with other agencies that transport participants and for-profit businesses may be utilized. The grantee should have an agreement with the transportation provider specifying the cost and billing arrangements.

**Transportation Reimbursement** - Participants not receiving direct transportation services may receive transportation assistance to help defray the out-of-pocket expenses associated with attending activities and/or training. Payments are made according to the distance traveled per week and will be made on a monthly basis after the participant has submitted a fully completed monthly attendance sheet. Satisfactory attendance is required. Each youth participant must be in class at a minimum of 90% per week in order to receive a transportation supportive service payment for that week.

Rates for transportation reimbursement should be determined by the Youth provider and approved by the GCWDB staff. A printed MapQuest, Google map, Yahoo map, or alternate internet mapping source must be placed in the participant file to show the distance from the participant's residence to the training facility.

### B. Childcare and Dependent Care

Childcare or dependent care assistance may be provided to WIOA registered individuals with the approval of the Case Manager's Supervisor. The WIOA participant must be actively participating in job search and/or training services in order to receive such assistance. Child or dependent care may only be provided to family members that meet the WIOA definition of family (WIOA Final Regulations §675.300). Childcare assistance applies to dependent children ages 11 or under. Dependent care applies to family members who are physically or mentally incapable of caring for themselves. Acceptable proof of a dependent care family member includes a doctor's statement or another official document or certification. All participants who are approved to receive childcare assistance through WIOA must provide verification that they have applied for ABC Child Care assistance but have been deemed ineligible.

All contractors are required to submit their policy for Child and Dependent care to the GCWDB staff for approval prior to issuing any assistance. Child or Dependent Care assistance may not exceed a program

year maximum of \$1,000.

### **C. Training Related Needs**

Supportive services for training related needs are allowable and may include the following: books, fees, uniforms/scrubs, driver's license/identification card, fingerprinting/drug screens, immunizations, physicals, tools, graduation fees (audit fee, not cap and gown), licensure tests, and other required items. Supportive services for training related needs may not exceed a lifetime maximum of \$2,000.

### **D. Work Related Needs**

Assistance for work related needs is allowable and may include items such as uniforms and work tools to begin initial employment. Only items that are required to begin work may be purchased. A letter from the employer stating the requirement and their conditional offer to hire the individual must be kept as documentation. Supportive services for work related needs may not exceed a lifetime maximum of \$750.

### **E. Legal Aid Services**

Assistance for legal aid services is allowable for Title I participants under WIOA. These services will most likely be in the form of expungement fees and should be coordinated with the local solicitor's office. Assistance for legal aid services may not exceed a lifetime maximum of \$400.

### **F. Emergency Assistance**

Emergency assistance supportive services are allowable and may include assistance for emergencies such as: housing, utilities, eye care, dental care, auto repairs, child care center registration fees or other needs that will enable the participant to attend or remain in training, conduct job searches, or other allowable activities. Proper documentation must be kept on file, including documentation of the situation and cost (in the form of bill, invoice, etc.) and documentation that the services are not available through other organizations or sources. Emergency assistance may not exceed a program year maximum of \$500, and it must be approved by both the case manager and the appropriate program manager prior to dispersal of funds. Note: The GCWDB does not allow payment for medical-related services or costs, except eye care and dental care.



## Workforce Development

Dean E. Jones, Director  
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### LOCAL WIOA INSTRUCTION NOTICE # 15-1

**TO:** WIOA Staff and Contractors

**FROM:** Dean E. Jones, Director

**RE:** WIOA On-the-Job Training (OJT) Wage Reimbursement Rate Policy

**EFFECTIVE DATE:** July 9, 2015

#### PURPOSE

To establish a wage reimbursement rate policy for employers receiving On-the-Job Training (OJT) funded under the Workforce Innovation and Opportunity Act (WIOA).

#### REFERENCES

Workforce Innovation and Opportunity Act (WIOA) of 2014 (Public Law 113-128); Section 134 (c)(3)(H).

#### BACKGROUND

The Workforce Innovation and Opportunity Act (Public Law 113-128) allows the local board to increase the amount of the reimbursement described in Section 3(44) to an amount of up to 75 percent of the wage rate of a participant for a program carried out under Title I of the WIOA, Section 134(c)(3)(H). Local boards must consider factors such as characteristics of the participants, size of the employer, and the quality of employer-provided training and advancement opportunities.

#### LOCAL POLICY

The Greenville County Workforce Development Board has established a WIOA OJT Wage Reimbursement Rate Policy. Please see attachment.

#### QUESTIONS

Should you have any questions, please feel free to contact me.

**Greenville County Workforce Development Board  
Workforce Innovation and Opportunity Act (WIOA)  
On-the-Job Training (OJT) Reimbursement Policy  
Effective July 9, 2015**

The Workforce Innovation and Opportunity Act (Public Law 113-128) allows the local board to increase the amount of the reimbursement described in Section 3(44) to an amount of up to 75 percent of the wage rate of a participant for a program carried out under Title I of the WIOA, Section 134(c)(3)(H). Local boards must consider factors such as characteristics of the participants, size of the employer, and the quality of employer-provided training and advancement opportunities.

Based on the above described section, the Greenville County Workforce Development Board hereby approves increasing OJT wage reimbursements up to 75%. Workforce Development staff will determine OJT wage reimbursements based on employer size as follows:

- Small employers (49 employees or fewer): up to 75% wage reimbursement
- Medium employers (50-249 employees): up to 60% wage reimbursement
- Large employers (250 or more employees): up to 50% wage reimbursement

## **INSTRUCTION NOTICE**

**#PY16-01**

**TO:** Greenville County WIOA Youth Service Providers

**FROM:** Dean E. Jones, WIOA Administrator

**SUBJECT:** Greenville County WIOA Youth Incentive Policy

**EFFECTIVE:** November 1, 2016

**EXPIRATION DATE:** Indefinitely

### **PURPOSE**

To establish a policy for allowing youth incentive payments.

### **REFERENCES**

Workforce Innovation and Opportunity Act (WIOA) of 2014 (Public Law 113-128).  
WIOA Final Regulations § 681.640.

### **BACKGROUND**

The Workforce Innovation and Opportunity Act (WIOA) permits incentive payments to be made to youth for recognition and achievement directly tied to training activities and work experiences. In accordance with WIOA Final Regulations § 681.640, incentive payments must be: (a) tied to the goals of the specific program; (b) outlined in writing before the commencement of the program that may provide incentive payments; (c) aligned with the local program's organizational policies; and (d) in accordance with the requirements contained in 2 CFR part 200.

### **LOCAL POLICY**

In order to recognize and rewards active youth success while participating in WIOA youth services, youth funds may be used to provide incentives for achieving program goals provided that it is made part of the participant's individual assessment and service strategy. Incentives can be in the form of gift cards and/or checks payable to the youth when it is deemed appropriate. **NOTE:** Incentives may be provided to youth while they are receiving active follow-up services if it would assist with completion towards program goals.

- Incentives are NOT permitted for achievements completed prior to WIOA enrollment
- Incentives may NOT include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment (2CFR Part 200).

**Documentation Required**

Case note/file documentation for incentives should include the following:

- a) The type of the achievement that is being awarded
- b) The type of and amount of the incentive award
- c) Supporting documentation (i.e, copy of grades, credentials, evaluations, attendance records, etc.)
- d) Incentive activity code (484 Supportive Service – Incentives/Bonuses) keyed in to SC Works.

Service providers are to have internal controls to safeguard any cash/gift cards/certificates that may be purchased. Incentives should be purchased and awarded within the same program year. Service providers should avoid bulk purchases of incentive items that are not intended to be used in a timely manner.

Supporting documentation should include sign-in sheets during the activity and signature sheets verifying receipt of hand-delivered incentives.

Service providers are responsible for submitting their incentive plan to the Greenville County WDB for how incentives will be used and should consider how the program budget will be impacted.

It is not recommended that incentives be awarded on a regular basis for simply attending a stand-alone activity. Activities that merit incentives should require an expected level of participation/engagement.

**Standard Incentives**

The below incentives have been approved for the WIOA Youth program. It is not required to award all of them if attained. However, service providers are encouraged to use a combination of them to encourage successful completion as funding permits. The list is not all-inclusive. Service providers must submit a plan to the Greenville County WDB for how they will be used if the incentive(s) is not listed below:

- Frequent contact/attendance with case manager/career advisor (must include at least 1 face-to-face contact)
- Completion of pre-assessments
- Retesting as scheduled towards goal attainment
- Increasing Educational Functioning Level by anniversary date
- Completion of credential (high school diploma/equivalent, completion of training and awarded recognized certificate/credential/diploma/degree)



- Obtained employment after enrollment (max of two incentives)
- Completion of Career Readiness Certificate or another approved standardized/industry recognized certificate
- Successful completion of a work experience or internship with satisfactory evaluation
- Other forms of incentives as approved by the Greenville County WDB



## INSTRUCTION LETTER

**REGIONAL INSTRUCTION NUMBER: WIOA R17-01 Change 1**

**TO:** SC Works Operator/Service Provider

**SUBJECT:** Allowable Training Activities and Cost Limits for WIOA Training

**DATE**

**ISSUED:** May 3, 2023

**DATE**

**EFFECTIVE:** Immediately

**DATE**

**EXPIRES:** Indefinitely\*

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

**POLICY:** The GCWDB and the UWB have determined that the following activities, local requirements, time limits, and cost limits shall apply to all training activities. **There is no locally defined maximum, per participant, expenditure amount for any combination of training activities listed below.. State Instruction 10-02 sets a lifetime limit on ITAs for classroom training at \$14,000 per WIOA participant.** This cap does not include supportive services. Any portion of the total training that is paid with resources other than WIOA funds (i.e., PELL, Lottery, TAA, etc.), will not count towards the training cap. Training-related costs such as books, fees, uniforms, etc., are considered supportive services. Refer to Supportive Services Policy for additional information. Requests for exceptions to these requirements or limits require a completed Waiver Request Form, to be signed and approved by the appropriate board's Executive Director or designee.

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

Under limited conditions, as provided in [§ 680.320](#) and WIOA sec. 134(d)(3)(G), GCWDB and/or UWB 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 and/or UWB 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 and/or UWB 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. GCWDB and/or UWB 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 and/or UWB 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

When establishing training contracts, the GCWDB and/or UWB must collect aggregate performance data from the training provider and determine that a provider's program of training meets the established negotiated credential attainment performance goal for the applicable WIOA Title I program before entering into a training contract with the training provider. The GCWDB and/or UWB will collect the following performance data from the previous program year (July 1 – June 30) prior to entering into a non-ITA training contract:

- The number of students who exited the program 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.)
- The number of students that obtained a credential.

Based on the information gathered above, the percentage of individuals who earned a credential out of the total number of students who exited training must be at or above the negotiated credential measure for the population to be served.

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

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

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



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Ann Angermeier  
Executive Director  
Upstate Workforce Board  
Development Board



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Dean E. Jones  
Executive Director  
Greenville County Workforce

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**Source: TEGL 19-16; State Instruction 10-02; State Instruction 21-02**  
**REPLACES LOCAL UPSTATE INSTRUCTION LETTER 13-12 / REPLACES GCWDB INSTRUCTION LETTER 10-07**

Training Activity	Local Requirements	Training Time Limit	Cost Limit (Lifetime)
<b>Targeted In Demand Industries for Greenville County Workforce Development Board and the Upstate Workforce Board</b>	<ul style="list-style-type: none"> <li>Advanced Manufacturing</li> <li>Healthcare</li> <li>Logistics/ Distribution</li> <li>Information Technology</li> <li>Construction Trades</li> </ul>	WIOA encourages career pathways and stackable credentials. Time limits exceeding 2 years from enrollment, should be approved using a waiver to the appropriate workforce board.	\$14,000.00 lifetime limit
<b>Training Percentage Requirements</b>	<p>While training in all of the above named industries is allowed, the industries should be given priority based on the statements below.</p> <ul style="list-style-type: none"> <li>A minimum 20% of training dollars must be available for Advanced Manufacturing training.</li> <li>A minimum 15% of training dollars must be available for Construction Trades training.</li> <li>A minimum of 15% of training dollars must be available for Logistics/Distribution.</li> <li>The remaining 50% of training dollars may be used for any of the targeted in-demand industries (Advanced Manufacturing, Healthcare, Logistics/Distribution, Information Technology, and Construction Trades).</li> </ul>	WIOA encourages career pathways and stackable credentials. Time limits exceeding 2 years from enrollment, should be approved using a waiver to the appropriate workforce board.	\$14,000.00 lifetime limit
<b>Individual Training Accounts – ITA</b>	Training should be for regularly in-demand occupations within the industries listed above. Training should <b>not</b> be approved for occupations that do not meet a minimum of \$12.00 per hour entry wage (based on local LMI).	WIOA encourages career pathways and stackable credentials. Time limits exceeding 2 years from enrollment, should be approved using a waiver to the appropriate workforce board.	\$14,000 lifetime limit
<b>On The Job Training</b>	<p>Standalone training in demand occupations; may be coupled with classroom training only if industry typically requires experience for entry level workers.</p> <p>On-the-Job Training (OJT) is a training option that provides Employers the opportunity to train new employees (Trainees) on the specific knowledge or skills essential to the full and adequate performance of the job. OJT opportunities are formed through a contractual agreement between the Employer and the OJT Service Provider. The OJT Service Provider provides the Employer with a partial wage reimbursement.</p> <p>No more than 5 slots or 25% of an employer’s workforce (whichever is less) per year per employer.</p>	6 months maximum (time period should be customized based on the specific skill gaps of the participant)	<p>\$14,000 lifetime limit</p> <p>Employer Size Reimbursement Percentage is as follows:</p> <ul style="list-style-type: none"> <li>- A maximum of 50 percent for large employers defined as having a 250 or more employees</li> <li>- A maximum of 65 percent for medium size employers defined as having 50-249 employees</li> <li>- A maximum of 75 percent for small employers with a workforce of 1-49 employees</li> </ul>

Training Activity	Local Requirements	Training Time Limit	Cost Limit (Lifetime)
<b>Work Experience</b>	<p>Standalone training in demand occupations; may be coupled with classroom training and/or OJT.</p> <p>The primary purpose of the WIOA Work Experience program is to provide training in a work environment that will enable participants to enhance their employability skills and to increase their potential for obtaining unsubsidized employment. Work experience is designed for those individuals who have not worked for an extended period of time or those who are entering a new career. A temporary short-term work assignment is provided through the Work Experience program to develop good work habits and basic work skills.</p> <p>This Work Experience Training Worksite Agreement will outline the responsibilities of the work experience worksites for delivering hands-on training to eligible WIOA participants.</p>	Up to 12 weeks	Max of \$7,800
<b>Pre-Vocational Training (Includes Skill Upgrades)</b>	GED, ESOL, remedial training, WorkKeys preparation, basic computer skills, skill upgrades, skill gap training and other training that enhances employability in demand occupations.	<p>2 years for GED or ESOL (continuous engagement required, if available)</p> <p>6 weeks for 215's</p> <p>12 weeks for all others</p>	\$1,500 (combined, not per activity)
<b>Training Related Costs (required by the school or employer)</b>	Training related costs including books, tools, uniforms, testing for certification/licensure, etc., are considered supportive services. These items should not be included in ITA's. See Supportive Services Policy for details.	N/A	See Supportive Services Policy
<b>Bachelor's Degree Programs</b>	Should a Bachelor's Degree Program be requested by a participant, it must be approved by the appropriate workforce board's Executive Director.	Must be complete within 2 years	\$14,000 lifetime limit

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

## WIOA YOUTH REQUIRES ADDITIONAL ASSISTANCE

An individual who requires additional assistance to enter or complete an educational program or to secure and hold employment definition must be **low-income** and meet one or more of the following categories with appropriate documentation.

### **In-school Youth**

In-school youth possessing one or more of the following characteristics:

- a) A youth who was attending an educational/vocational training program at the time of eligibility and is not making a passing grade(s) for the evaluation time period (semester/quarter/term) or who has an overall cumulative GPA less than 3.0 based upon a 4.0 grading scale;
- b) A youth who has poor attendance at an educational/vocational training program based upon the training provider's attendance policy/requirements;
- c) A youth who has been retained for one or more grade levels (and is older than the customary age for the grade level);
- d) A youth of an incarcerated parent(s).

### **Out-of-School Youth**

Out-of-school youth possessing one or more of the following characteristics:

- a) A youth who is a college/advance training program dropout and/or who has not attended the most recent quarter, semester, or term of college;
- b) A youth who lacks work readiness skills as documented on an approved pre-test;
- c) A youth who was fired from a job within the recent 6 months;
- d) A youth who lacks work experience, meaning that the individual has not worked a full-time job (30+ hours a week) for four (4) or more consecutive months;
- e) A youth of an incarcerated parent(s).



## INSTRUCTION LETTER

**REGIONAL INSTRUCTION NUMBER:** WIOA R17-04 Amendment 4

**TO:** SC Works Operator/Service Provider

**SUBJECT:** Adult Priority of Services

**AMENDMENT SUMMARY:** Amendment 4 adds direction on self-sufficiency.

DATE	DATE	DATE
<b>ISSUED:</b> <u>December 3, 2024</u>	<b>EFFECTIVE:</b> <u>December 3, 2024</u>	<b>EXPIRES:</b> <u>Indefinitely</u>

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

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

Consistent with WIA, priority for Adult Program services must be given to recipients of public assistance and other low-income individuals, with added priority for individuals who are basic skills deficient. Under WIA, this priority applies only when Adult Program funds are restricted. Under WIOA, however, priority access to services by members of this group (public assistance recipients, other low-income groups) applies automatically for 75%.

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

### **POLICY:**

#### **WIOA Adult Eligibility**

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

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

Adults who receive services from WIOA-funded staff beyond self-service and information must be determined eligible, enrolled and considered a participant for WIOA Title I services. Individualized career services and training services must be given on a priority basis, regardless of funding levels for 75%, to:

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



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

Eligible individuals who do not meet the above priorities may still be enrolled as participants in the WIOA adult program. However, effective July 1, 2016, seventy-five percent (75%) of newly enrolled adult participants must be low-income, to include public assistance recipients, or basic skills deficient. This priority of service policy is not applicable to participants served as dislocated workers.

Participants should be served on a first come first served basis, based on priority of service. If the project is unable to serve clients based on lack of available funding, the project must notify the Local Board in writing.

#### **Serving Non-Priority Participants (Individuals Who Do Not Meet Priorities 1, 2, or 3 – Listed Above)**

While seventy-five percent (75%) of participants must meet the above priorities, the other 25% may be individuals who are not in a priority group. In order to keep enrollment numbers up, the UWB and GCWDB expect non-priority individuals to be enrolled. The procedure should be as follows: after seven (7) to eight (8) individuals meeting the priority have been enrolled, another two (2) to three (3) non-priority individuals should be enrolled. This should continuously allow the percentage to remain above the state's minimum of 75%. Case management staff or supervisors should review priority of service status reports weekly to ensure compliance.

Non-priority individuals who meet the self-sufficiency guidelines of 200 percent of the LLSIL should be prioritized for training. Therefore, no individuals who exceed self-sufficiency guidelines should be enrolled in a training activity while other priority individuals or non-priority individuals who meet self-sufficiency are waiting to be enrolled in training activities. All other non-priority individuals must still meet the minimum requirements to be served in the WIOA program listed on page 1. The 200 percent self-sufficiency priority does not apply to individuals who are not seeking training services. See Attachment 1 for sample calculations.

#### **Low-income Individual**

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

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

#### **Basic Skills Deficient**

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

- Lacks a high school diploma or equivalent; or

- Scores 8.9 or below on the TABE 9 & 10, or effective January 1, 2019, scores a National Reporting System (NRS) level 4 or below on the TABE 11 & 12.
- Scores less than 4 on any one or more of the following WIN Ready to Work assessments:
  - Applied Mathematics
  - Reading for Information
  - Locating Information
- Has the following English, reading, writing, or computing skills documented on a generally accepted standardized test within six (6) months of WIOA Application Date:
  - Compass:
    - Reading score at or below 81
    - Math score at or below 52 (algebra entrance is 53)
  - Accuplacer:
    - Reading or Elementary Algebra score at or below 79
  - ACT:
    - Reading or math raw scale at or below 18
- Is enrolled in Title II adult education; or
- Enrolled in English as a Second Language (ESL).
  - Has within previous six (6) months attended or is currently attending ESL classes, with supporting documentation; or
  - Has a recommendation from an ESL instructor, in writing; or
  - Scored as outlined in the “educational functioning level descriptors—English as a second language levels” as outlined in TEGl 17-05 Change 1 Attachment A.

It is expected that basic skills deficiency will be determined using an objective, valid, and reliable assessment, such as the indicators listed above. However, when a formal evaluation is not available or practical, case manager observations, customer acknowledgement, and documented case notes are acceptable. For example, the case manager may observe that the adult is experiencing difficulty in reading or filling out an application form, or has poor English language skills and may be appropriate for ESL. However, an individual should not be determined as basic skills deficient merely because he/she lacks soft skills or the occupational skills needed for a particular job. Individuals seeking enrollment that have already earned a Bachelors Degree do not need to be assessed before enrollment because staff can reasonably assume those individuals would not qualify as Basic Skills Deficient.

WIOA Title I funds cannot be used for assessment of basic skills deficiency prior to eligibility certification. Therefore, staff who are funded solely by WIOA funding cannot administer assessments to determine Basic Skills Deficiency. WIOA staff should partner with other organizations who administer WIN Learning or other assessments listed above.

#### **Documentation Requirements**

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

**INQUIRIES:** Should you have any questions regarding this instruction, please contact Eva Anagnostis at 864-467-8142, TTY:711, or at [eanagnostis@greenvillecounty.org](mailto:eanagnostis@greenvillecounty.org) or Dana Hudgins at 864-596-2028 ext. 100, TTY 711, or at [Dana@upstatewb.org](mailto:Dana@upstatewb.org) .



Ann Angermeier  
Executive Director  
Upstate Workforce Board



Dean E. Jones  
Executive Director  
Greenville Workforce Development Board

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**Source: State Instruction letter 15-17, Change 3**

**REPLACES REGIONAL INSTRUCTION 17-04, Amendment 3**

SC Works Greater Upstate WIOA 2024 Self-Sufficiency Guidelines – 200% LLSIL

**SC Works Greater Upstate Region Workforce Innovation and Opportunity Act  
2024 200% Lower Living Standard Income Level (LLSIL)  
Self Sufficiency Guidelines**

**(Based on 100% Lower Living Standard Income Levels for South Carolina - Federal Register April 16, 2024)**

The below self-sufficiency chart may be used to make a quick determination of whether employed and underemployed adults should be prioritized to receive WIOA training services according to the WIOA-defined family size. The adult customer must be determined suitable for training, meaning the individual is: 1) 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; and 2) is in need of training services in order to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment. SC Works Greater Upstate region has defined self-sufficiency for adults at the **200** percent of the LLSIL.

**For Greenville and Spartanburg Counties (Metro)**

WIOA-defined Family Size	100% LLSIL	200% LLSIL
1	\$16,911	\$33,822
2	\$27,709	\$55,418
3	\$38,031	\$76,062
4	\$46,953	\$93,906
5	\$55,415	\$110,830
6	\$64,811	\$129,622
7	\$74,207	\$148,414
8	\$83,603	\$167,206

**For Cherokee and Union Counties (Non-Metro)**

WIOA-defined Family Size	100% LLSIL	200% LLSIL
1	\$16,308	\$32,616
2	\$26,715	\$53,430
3	\$36,667	\$73,334
4	\$45,263	\$90,526
5	\$53,415	\$106,830
6	\$62,467	\$124,934
7	\$71,519	\$143,038
8	\$80,571	\$161,142

**Example:**

Determine the average household income for all workers included in the family. For example, there are 4 members in the household (father, mother, and 2 dependent children). Within the past 6 months, income was earned by the father and mother. Paystubs reflect that within the 6-month period, the father worked full time during the entire 6-months earning an hourly wage of \$10.50. The mother worked full-time approximately 3.5 months during the 6-month period earning an hourly wage of \$9.25. The approximate calculation of the total family income for the 6-month period is based on the following calculation:

Father's Income:	\$10.50 X 40 hours/week X 26 weeks	= \$10,920
Mother's Income:	\$9.25 X 40 hours/week X 14 weeks	= \$ 5,180
Total Projected Family Income for Past 6 Months:		\$16,100
Total Projected Family Income for Past 12 Months:		\$32,200
<b>200% LLSIL for a Family of 4 (Metro):</b>		<b>\$93,906</b>
<b>200% LLSIL for a Family of 4 (Non-Metro):</b>		<b>\$90,526</b>

Based on the above example, the individual would be prioritized for WIOA training if determined suitable.

<sup>1</sup> This information is being provided strictly for informational purposes. Program eligibility is not official until the applicant successfully completes an eligibility determination appointment.

<sup>2</sup> For family sizes greater than eight, add for each additional person in the family: \$9,396 for Greenville and Spartanburg; \$9,052 for Cherokee and Union.

**THE GREENVILLE COUNTY WORKFORCE AREA SC WORKS SYSTEM**  
**MEMORANDUM OF UNDERSTANDING**  
*PURSUANT TO THE*  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

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The parties included in this MOU are the Greenville County Workforce Development Board (LWDB), Chief Elected Officials (CEO), the Greenville County SC Works Operator (OSO) and the required partners identified in the Act and other optional partners (hereinafter referred to as “Parties”). The partners’ respective programs are identified on the signature pages of this agreement.

The CEO is responsible for appointing LWDB members, designating the local grant recipient and, in partnership with the LWDB, providing oversight of the local workforce delivery system.

The LWDB is responsible for developing this MOU with the SC Works partners; competitively procuring SC Works operators; strategic planning; and local policy development and oversight.

The OSO’s function is to manage the SC Works system and coordinate the delivery of workforce services delivered through the system.

The SC Works system will bring together a series of partner programs and entities responsible for workforce development, education, and other human resources programs to collaborate in the creation of a seamless customer-focused service delivery network that enhances access to the programs’ services.

The Workforce Innovation and Opportunity Act (WIOA) identifies the following entities as required partners in the workforce system:

1. Adult, Dislocated Worker, and Youth Programs
2. Adult Education and Family Literacy Act Programs
3. Wagner-Peyser Employment Services Programs
4. Rehabilitation Programs for Individuals with Disabilities
5. Post-Secondary Education Programs (Perkins)
6. Community Services Block Grant Employment and Training Activities
7. Native American Programs
8. HUD Employment and Training Activities
9. Job Corps Programs
10. Veterans Employment and Training Programs
11. Migrant and Seasonal Farmworker Programs
12. Senior Community Service Employment Programs
13. Trade Adjustment Assistance Programs
14. Unemployment Compensation Programs
15. YouthBuild Programs
16. Temporary Assistance for Needy Families (TANF) Programs
17. Second Chance Programs

With approval of the Local Board and chief elected officials, WIOA also allows other partners to be a part of the workforce system, including local employers and community-based, faith-based, and/or non-profit organizations, as well as employment, education, and training programs provided by public libraries or in

the private sector. Optional partner outreach is strongly encouraged as these partnerships are necessary to provide job seekers with the high-quality career, education, and supportive services needed to place them with businesses seeking skilled workers. Optional partners must meet the same conditions as required Parties.

Each Partner agrees to:

- (a) Provide access to its programs or activities through the SC Works delivery system;
- (b) Use a portion of funds made available to the partner's program, to the extent consistent with the Federal law authorizing the partner's program and with the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards in 2 CFR Part 200 and as supplemented by specific Federal agency Parts and CFRs, to:
  - (1) Provide applicable career services; and
  - (2) Work collaboratively with the State and Local Board to establish and maintain the SC Works delivery system. This includes jointly funding the one-stop infrastructure costs through partner contributions that are based upon:
    - (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.

The development and implementation of this System will require mutual trust and teamwork between the Parties all working together to accomplish shared goals and in keeping with the main purposes and priorities of WIOA.

Purposes:

- Increasing access to and opportunities for the employment, education, training, and support services that individuals need, particularly those with barriers to employment;
- Supporting the alignment of workforce, education, and economic development systems;
- Improving the quality and labor market relevance of a demand-driven workforce that meets the needs of businesses and job seekers;
- Promoting improvement in the structure and delivery of services; and
- Providing workforce development activities that increase opportunities of participants and that increase post-secondary 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.

The Parties agree to:

- Actively participate in the strategic planning process for the local SC Works system;
- Serve on the Business Services team and participate in industry or sector partnerships, as applicable;
- Participate in SC Works Partner meetings, as appropriate;
- Coordinate and integrate activities so that individuals seeking assistance will have access to information and services that lead to positive employment outcomes; and
- At a minimum, provide electronic access to programs, activities and services:

- Services provided through electronic means will supplement and not supplant those provided through the physical SC Works delivery system. The term “electronic” includes Web sites, social media, internet chat features, and telephone.

### Services

SC Works centers provide services to customers based on individual needs, including the seamless delivery of multiple services to each customer. There is no required sequence of services. From the services listed in **Attachment A, WIOA Required Services**, an “X” indicates which services are directly provided by each partner program. **Attachment B, Greenville County SC Works Partner List**, includes all local area Parties participating in the agreement and their service location(s) and program(s) they represent.

### Career Services

Career services will be provided by all Parties in the SC Works Centers. Career Services include but are not limited to:

- **Initial Assessment:** Begins with intake and focuses on determining a customer’s job readiness level, including workforce skills and access to appropriate services.
- **Job Counseling:** Either individually or in group sessions that helps the jobseeker make the best use of the information and services available.
- **Job Referral:** Services that are tailored to the needs of specific employers and jobseekers. Both workers and employers may also choose to post job announcements and resumes on an electronic system that is open to all.
- **Employer Services:** Access to labor market information; recruitment, screening, and referral of qualified applicants; access to economic development information and resources; posting job vacancies; offering customized job training options; connecting firms to SC Works information; technical assistance on assessment, recruitment, and human resource strategies; advocating for targeted employers in key economic sectors; and assistance with major layoffs and plant closures.
- **Labor Market Information:** Current and projected occupational supply and demand information, current occupational wage information; occupational skill standards; nonproprietary information on employers; and information on education and training program outcomes, including completion rates, placement rates, and wage rates of graduates.
- **Information and Referral:** Access to information regarding services needed by jobseekers, such as income assistance, housing, food, or medical care. Referrals to off-site services within the system will be made electronically in accordance with this agreement.
- **Training Related Information:** Access to and information about vocational exploration, basic skills and literacy training, job search skills, self-employment/entrepreneurial training, training leading to the award of skills certificates, work-based learning, two-year or four-year degree programs and state-approved apprenticeship programs.
- **Unemployment Insurance Information:** Phone accessibility to file for unemployment insurance benefits. Internet Claims filing can be done via the internet. Partner staff will provide meaningful assistance to individuals filing an initial claim.
- **Eligibility Determination:** Access to information regarding employment and training services needed by job seekers and eligibility for federal and state funded programs.
- **Outreach/Orientation/Intake:** Promoting local workforce services and activities to provide individuals with the information necessary to register for programs.
- **Performance Information on Local SC Works Centers:** How the local area is performing on the local performance measures and any additional performance information with respect to the SC Works delivery system in the local area.
- **Follow-up Services:** Including retention services and counseling regarding the workplace.

Unemployment Insurance (UI) Services

WIOA requires that a collaborative process exist among workforce Parties and UI programs. DEW is a recipient of Reemployment Services and Eligibility Assessment (RESEA) grants that provide selected UI claimants reemployment services deemed necessary and beneficial in returning these individuals to gainful employment as quickly as possible. Claimants selected to participate in the RESEA program can receive up to three one-on-one reemployment assessments during their benefit year to help them return to work faster. RESEA staff advises claimants on the wide variety of reemployment services available to them and refers claimants to the services appropriate for their individual needs, including other SC Works partner programs. DEW staff agrees to provide claimants of UI programs information and assistance with filing claims and connecting with reemployment services. UI will share in the cost of the workforce system through the presence of RESEA staff in all comprehensive SC Works centers. DEW will make available UI-related training resources to assist all frontline SC Works staff in providing meaningful assistance with filing UI claims and correctly answering common claimant questions with ease and consistency.

The Workforce Information Portal (WIP) provides a secure method for partner staff to obtain the necessary UI data that is used to determine an individual's potential eligibility for training and employment services programs under WIOA. The WIP also allows all staff to communicate potential UI fraud and availability issues to UI personnel in an efficient and streamlined manner. Sharing such information with UI staff helps to accelerate the claimants' return to suitable employment and ensure their continued eligibility to receive UI benefits. The Parties agree to communicate potential eligibility issues to UI staff through the WIP as appropriate.

Staff members who are authorized to use the WIP have limited access to confidential information in DEW's records that pertain to the administration of UI benefits, including wage reports and/or Personally Identifiable Information (PII). See 20 C.F.R. Part 603.2. These individuals maintain signed Confidentiality Agreements with DEW as required by federal and state law. The Parties agree to communicate changes in staff with access to the WIP and ensure that active users have a signed Confidentiality Agreement with DEW, **Attachment F** to this MOU.

**Accessibility**

The Parties agree SC Works centers must comply with applicable physical accessibility requirements, as set forth in 29 CFR part 38, and the Americans with Disabilities Act of 1990 (ADA), as amended, to provide services to meet the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities. Access to services includes: access to technology and materials that are available through the SC Works delivery system; providing reasonable accommodations for individuals with disabilities; making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities; administering programs in the most integrated setting appropriate; communicating with persons with disabilities as effectively as with others; and the use of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. All SC Works centers must be physically and programmatically accessible to individuals with disabilities.

**Certification**

The Parties agree to cooperate and participate in the achievement of Certification of the local SC Works System. Local Boards will use the State issued certification standards to access and certify SC Works centers. The criteria will evaluate the SC Works centers and SC Works delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. Evaluations of effectiveness will include how well the SC Works center integrates available services for participants and businesses, meets the workforce development needs of participants and local employers,



operates in a cost efficient manner, coordinates services among the SC Works partner programs, and provides maximum access to partner program services even outside regular business hours. These evaluations will include criteria evaluating how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA. All Parties must work together to establish processes and services to achieve and maintain the required certification.

### **Center Management**

The Center Manager is responsible for the day-to-day operation of the identified facilities. The Center Manager will coordinate with Parties to ensure staff is scheduled appropriately within the Center, respond to questions of an operational nature, manage the facilities, coordinate the Sharing of Resources, and will be the primary point of contact for SC Works Certification Standards and other related issues.

The Operator agrees that partner staff will have access to their assigned work areas during standard business hours during the work week and during extended work hours, including weekend hours if necessary, as special projects, information technology maintenance, extraordinary circumstances or workload may require.

### **Eligibility**

Each Partner shall be independently responsible for determining eligibility for their respective programs.

### **Staff Management**

- a. Each partner shall be responsible for providing the direct supervision and control of its staff in such matters as selection and hiring decisions, personnel planning and evaluation, salary and benefits and other matters directly pertaining to an employer-employee relationship. Each Partner will facilitate cross training opportunities and cooperative staffing arrangements within the Centers, as appropriate.
- b. Regardless of role or position, all staff within the SC Works system is expected to behave in a manner that maintains a civil workplace environment, free of harassment and intimidation. Management bears a responsibility to ensure that respectful behaviors are exhibited at all times and to address those which are not in accordance with ***Attachment D, SC Works Civility Policy***.

### **Dispute Resolution**

All SC Works system staff and management have a responsibility to act in good faith towards maintaining a culture of inclusion, dignity, and understanding for all stakeholders in the workforce system. Disputes should be addressed using approaches that facilitate clear communication and respectful interactions that lead to mutually acceptable solutions. For disputes that cannot be resolved informally, the following mediation/resolution process shall be followed.

1. Should informal efforts fail, the authorized signatory official of the WIOA local grant recipient, or designee, and the executive director(s) of the partner(s), or designee(s), shall meet to mediate and resolve the situation.
2. Should these efforts fail, the situation shall be referred to the chair of the Local Workforce Development Board who shall designate an ad hoc committee to mediate with the parties involved to resolve the situation.
3. Should local efforts fail, and/or situations reoccur, either party may send a written request to the State Workforce Development Board (SWDB) regarding mediation.
4. The Chair will designate the Executive Committee or an ad hoc committee of at least five SWDB members to mediate with the parties involved and attempt to resolve the dispute.

5. The SWDB will hear the dispute and provide a recommendation within 60 days.
6. The parties will be notified in writing of the SWDB recommendation within 20 days.

### **Modification and Assignment**

This MOU may be modified at any time by written mutual agreement of the parties involved. Oral modifications shall have no effect. Assignment of responsibilities under this MOU by any of the parties shall be effective upon written notice to the other parties. If any provision of this agreement is found to be unenforceable for any reason, all remaining provisions shall remain in full force and effect.

### **Termination**

Withdrawal from the agreement requires ninety (90) calendar days written notice to the local Board who is then responsible for notifying all other Parties in the agreement. In accordance with WIOA, required Parties are not permitted to withdraw from the agreement. Furthermore, upon the withdrawal of any non-required partner, the future costs associated with this agreement shall be reallocated among the remaining Parties, and this agreement shall be modified in writing, accordingly.

### **Oversight**

The Greenville County Workforce Development Board will set the vision and goals for the workforce system and will assist Parties in continuously improving the system. The Parties will be responsible for cooperating with the SC Works Operator in coordinating delivery of services in the SC Works system. Parties will share joint responsibility for providing leadership in the design and delivery of shared processes or services offered by the Parties. The Local Board and the State Administrative Entity will evaluate SC Works operations and system performance to recommend new policies and changes to current policy for the operation of the SC Works system.

### **SC Works Partner Meetings**

The Parties will meet no less than once quarterly to develop, implement and refine processes and documentation to achieve and maintain SC Works certification; to discuss operational and customer service issues; to address other matters necessary for the success of the SC Works system. Standing and ad hoc committees may be formed to address on-going and special issues and to maximize the participation in the operation and certification of the SC Works centers.

### **System Integration and Referral**

The Parties will promote system integration to the maximum extent feasible through the cross training of staff, use of common and/or linked information systems and participation in a continuous improvement process designed to improve processes and increase outcomes and customer satisfaction. A key responsibility of each partner is effective referral of customers to the appropriate partner for services. This shall be done in a manner that reduces duplication, promotes a “no wrong door” policy, and ensures tracking of referrals to build accountability. Please see **Attachment C** for referral process and forms.

### **Confidentiality**

- a. All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from educational records and unemployment insurance information, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR 361.38, as well as any State and local laws. Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable laws.

- b. Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable laws, including ensuring that Confidentiality Agreements with DEW are executed and maintained by active system users. Each Party expressly agrees to take measures to provide that no PII or other personal or confidential information is accessible by unauthorized individuals.
- c. Customer information, on employers and job seekers, will be shared in accordance with separate partner confidentiality agreements. Parties agree that confidentiality of customer information will be maintained at all times. Parties agree to safeguard and protect confidential and personally identifying information pursuant to applicable Federal and State law, and 2 CFR 200.79. Parties with access to unemployment insurance information from the S.C. Department of Employment and Workforce must maintain these records pursuant to S.C. Code Ann. §§ 41-29-150 through 170, 20 CFR Part 603, and IRS Publication 1075, which require that certain S.C. Department of Employment and Workforce data be kept confidential. These requirements survive the duration of this agreement.
- d. With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. 1232g and 34 CFR Part 99.
- e. With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

### **Grants Management**

Each Partner will be responsible for managing funds and activities under their control. Grant administration, including grant management, fiscal activities, evaluation/reporting, and overall coordination activities will be the responsibility of individual Parties.

### **Compliance**

Each Partner shall be responsible for ensuring that its activities are in compliance with their respective authorizing legislation and all regulations, policies and procedures set forth by the Federal or state government.

### **Liability Insurance**

Each partner ensures that it will secure and maintain general tort liability insurance through an authorized carrier in at least the amount in South Carolina Code 15-78-120 of the South Carolina Tort Claims Act. Any liability of the Partner or any claims, damages, losses or cost arising out of or related acts performed by the Parties, or their agents, under this agreement shall be governed by the South Carolina Tort Claims Act 15-78-10, et seq. Each party hereto shall be liable for its own acts and omissions, and the acts and omissions of its employees, agents and officers, and nothing herein shall impute or transfer liability to the LWDB or any other party.

### **Severability**

If any provision of this document is held invalid, the remainder shall not be affected thereby and shall remain in force. Similarly, should any Party withdraw, modify, assign or terminate its participation in this MOU, it shall remain binding and in full force and effect with respect to other remaining parties.

**Assurances and Certifications:**

1. The Parties will ensure that no person shall be discriminated against in consideration for or receipt of employment and training services or staff position on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief. Each participant shall have recourse through the appropriate complaint procedure.
2. The Parties will strictly adhere to all Federal, State, and Local laws that pertain to Employment and Training, including Minor Labor and Civil Rights Laws.
3. It is expressly understood and agreed by the Parties that employees performing work within the SC Works system remain at all times employees of their respective agencies.
4. No funds utilized in conducting activities under this agreement shall be used to promote religious or anti-religious activities, or used for lobbying activities in violation of 18 U.S.C. 1913, or used for political activities in violation of 5 U.S.C. 1501 to 1508.
5. Each member of the Parties assures that it is an equal opportunity employer and is aware of and shall comply with Equal Opportunity (EO) provisions as mandated by state and Federal statutes and regulations.
6. The Parties will not expose employees or customers to surroundings or working conditions which are unsanitary, hazardous, or dangerous. SC Works centers will be operated in accordance with reasonable safety practices.
7. The Parties will each comply with provisions of 41 U.S.C. §702 in providing a drug-free workplace.

**INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

The Infrastructure Funding Agreement (IFA) and budget establishes a plan to fund the services and operating costs of the Greenville County LWDA. The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the Greenville County LWDA’s high-standard SC Works network. Cost allocation among Parties shall meet WIOA regulations, Federal Uniform Guidance, including the partner program’s authorizing law and implementing regulations, and state rules, policies and guidelines. The SC Works system is a work in progress and its costs and the Parties’ resource contributions are based on projections only and may need to be adjusted from time to time to most accurately reflect actual costs and contributions. The IFA is a component of the MOU and will be negotiated and modified annually.

The Greenville County LWDA has the following SC Works Centers that are designed to provide a full range of assistance to job seekers and businesses:

<b>Greenville County SC Works Center (Comprehensive)</b>	
Kenneth Taylor, Operations Manager	(864) 467-7229
225 South Pleasantburg Drive, Suite E-1 Greenville, SC 29607	<a href="mailto:ktaylor@scworksgreaterupstate.com">ktaylor@scworksgreaterupstate.com</a>

Monday – Friday 8:30 a.m. – 5:00 p.m.	<a href="http://www.scworksgreaterupstate.com">www.scworksgreaterupstate.com</a> (Greenville Location)
---------------------------------------	--

Each partner agrees to provide the resources necessary to fund their proportionate share of the costs as contained in **Attachment E, Shared Operating Budget**. The IFA should include, but is not limited to the following infrastructure cost items:

- Lease/Rent
- Utilities
- Landscaping
- Janitorial and cleaning maintenance
- Building maintenance and repairs
- HVAC maintenance
- Equipment rental expenses
- Public access IT-related services
- Security System
- Pest Control
- Supplies (public access and common spaces only)

The Parties may also share other costs that support the operations of the centers, as well as the costs of shared services that are authorized for and may be commonly provided through the SC Works partner programs to any individual, such as initial intake, assessment of needs, identification of appropriate services to meet such needs, evaluation of basic skills, referrals to other partners, and business services. The Parties have agreed to cost share in the following additional shared services and estimated costs as listed below and in the attached Shared Operating Budget. Final costs for all agreed upon additional shared services will be presented and approved by the Parties prior to actual purchase or procurement of services. Failure to do so may result in disputed charges and a refusal to submit payment.

Agreed upon Additional Shared Services Est. Cost	Description
Front Desk Position	See Addendum

Infrastructure and agreed upon additional shared operating and/or services costs will be shared in accordance with this agreement, including the partners identified in **Attachment E: Shared Operating Budget**. Changes to the list of financially contributing partners included in the budget will result in changes to the allocations for the remaining partners. Therefore, any changes to the partners included in the budget must be submitted to all Parties of this agreement in the form of a written addendum and revised budget to ensure fiduciary responsibility. Failure to adhere to this standard may result in disputed proportionate share amounts and failure to remit payment amounts above that which are included in the original agreement.

Prior to committing to a contractual and/or financial obligation of any kind that would involve payment from a financially contributing partner, the Parties must consult with and obtain approval from the contributing partner(s). Each entity has its own procurement process and is responsible for ensuring that quotes for services are solicited and evaluated according to the appropriate procurement process. Failure by any party (County, Operator or Partner) to adhere to this standard may result in disputed charges and a refusal to remit payment. Additionally, the Greenville County LWDB/fiscal agent may not enter into a lease agreement to move offices that include partner staff without consulting with the Parties contributing to

infrastructure funding prior to the execution of a lease agreement. Once the Parties have agreed in writing to their estimated/projected portion of the facility costs and that the space will work for their program services, an addendum to this agreement reflecting the move and any related changes must be executed **prior to the move**. Routine costs incurred during the month of the relocation will be prorated by all Parties.

**Facility Costs** - Facility costs are defined as those actual costs related to the facility use, maintenance and operation of the SC Works centers. These costs include payment of utilities, lease/rent, and security. Facility costs shall be borne by those Partners who deliver services through the SC Works Centers in the Greenville County region.

**Maintenance Costs** - Maintenance costs include the following unless otherwise noted: landscaping, janitorial/cleaning maintenance, routine building maintenance and repairs, including HVAC maintenance, and pest control.

- a. Contractors, particularly those involved in, but not limited to, building repairs or improvements, should be mutually agreed upon by all financially contributing partners. Each entity has its own procurement process and is responsible for ensuring that quotes for service are solicited and evaluated according to the appropriate procurement process. Once a need has been determined, the Facility Host designee is responsible for advising the non-Host partner(s) of the need, securing contractor quotes and submitting this detail for review to pertinent parties. Contractor selection must be agreed upon by all parties prior to the execution of work.
- b. Facility hosts with capital improvement needs of any nature must address those needs independent of this agreement and budget. Such repairs could be unresolved ADA modifications, roof repairs, HVAC replacement, etc. Capital improvement shall be the sole financial responsibility of the facility host. However, maintenance and repairs occurring from daily operations will be shared proportionately utilizing the agreed upon cost sharing methodology.

**Supplies** - Supply costs are those related to individual staff in performing their respective job duties and those related to the supply of items needed for public access (i.e. resource room) and common/shared spaces (i.e. restrooms) in each Center. Parties will purchase all staff supplies needed, including business cards, for their staff through the appropriate partner manager. The only shared supply costs will be those specifically related to public access and common/shared spaces as purchased by the Operator. These costs should be reconciled and invoiced to Parties quarterly and will be shared proportionately across all programs located in the Center in accordance with this agreement.

**Equipment Costs** - Equipment costs are those related to the use of rented equipment, such as Xerox machines, etc. (including paper and ink for the machine). Partner staff will be responsible for providing the necessary equipment for their staff and will share in the cost of public access equipment only, as provided by the LWDB and/or Operator, and used only by Center customers. These costs should be reconciled and invoiced to Parties quarterly and will be shared proportionately across all programs located in the Center in accordance with this agreement.

Center/Location	Number and Type of Public Access Equipment ( <i>not including PCs</i> )
Greenville County SC Works Center	Desktop Printer (Resource Room)
Greenville County SC Works Center	Desktop Printer (Computer Lab)

**Access to equipment** - Partner staff shall be granted access to all partner equipment in all SC Works facilities, including network closets. The partners agree that all Parties will be granted access to any other properties to verify ownership through the state property system. If equipment is found on the state property inventory list, the Parties agree to return the equipment for off-boarding, transfer, and return to ensure proper handling as required by IRS regulations property ownership and resolution of any depreciated value of the equipment.

**Public Access Computers** – The Parties agree to share in the cost of public access PCs (i.e. necessary and reasonable in-scope costs of resource rooms and **shared** computer labs). The public access IT costs should be reconciled and invoiced to Parties quarterly and will be shared proportionately across all programs in accordance with this agreement. As part of reconciling IT costs, the Parties will be provided a copy of all current IT service provider contracts and/or work orders and any forthcoming modifications.

Greenville County SC Works Center	Public Access PCs	Training Lab PCs	PCs used by Staff	*Total PCs
<b>Number of PCs</b>	31	33	33	97

**Shared Network Access** - In a facility where partner staff presence is minimal, the Parties may request the County /Operator on behalf of the LWDB provide IT services for their staff or through a VPN tunnel. A VPN tunnel allows for a “shared” internet connection to be divided into separately managed connections. This method maintains administrative control of partner connections and equipment without interfering with the County and/or the Operator’s own network management. Any requests for shared services or access of this type will be negotiated between the applicable entity’s IT service provider and the partner. Once agreement has been reached and/or a VPN connection is established and in use by partner staff, any changes in IT services affecting such connection are prohibited without prior notification to the affected partner.

**Telephone** – When partners provide and maintain telephones (either VoIP or analog) for their staff, phone costs are not shared. In offices where a partner’s presence is minimal, or where the County and/or the Operator is providing phone service, the County and/or the Operator may bill a partner for their proportionate share of monthly billing by the telephone service provider. In cases where a telephone cannot be provided or supported by either party, partners may choose to provide or request alternate communication methods as needed on a case by case basis.

**Cost Allocation and Proportionate Share** - WIOA and its related regulations and guidance establish, as a starting point, the expectation that partners will share proportionately in the infrastructure and shared services cost of the SC Works system. Therefore, the Parties agree that costs will be shared based on the Square Footage (SF) model. Shared costs will be allocated on the basis of the number of square feet occupied by a partner’s staff assigned to work in a facility (enjoying the benefits of being in the building) on a weekly basis and counted proportionately as defined below:

- Sole Space – Allocated to one partner 100% of the time;
- Common space – Hallways, restrooms, breakroom, resource room and computer labs (including applicable IT charges for public access PCs only), meeting rooms, etc. Common space allocation is determined by the percentage of sole space occupied by partner compared to the total square footage of the facility. See **Attachment E, Shared Operating Budget;** and

- **Rotating Part-time Partners** – When multiple partners are sharing the same designated work space/SF on a rotating schedule, the cost for that work space is shared based on the percentage of time that space is used by each partner sharing the space. This ensures the square footage is included in the total allocation only once and that those partners who are not co-located on a full-time basis are sharing costs proportionately based on use and relative benefits received. See Attachment E, Shared Operating Budget.

The square footage rate outlined in Attachment E includes rent, utilities, maintenance, janitorial services, landscaping services, pest control, security system, equipment costs and IT services (access to a computer network, internet, and phones), including the public access PC costs. Actual costs must be reconciled at least once annually and any additional charge or credit must be invoiced to the Parties along with supporting documentation reflecting actual expenditures. All remaining costs items that incur charges where the amount will vary, such as common area supply costs, will be invoiced separately and shared proportionately using the percentage of total square footage occupied as outlined in Attachment E, Shared Operating Budget. Any agreed upon additional shared services costs will also be invoiced separately and shared proportionately using the percentage of total square footage occupied as outlined in Attachment E. Square footage space allocation documentation for proportionate shares must be submitted to the Parties with invoices reflecting actual expenses for payment. Permanent adjustments to space allocation for the duration of the PY will require the space allocation and effective date to be revised and submitted to all Parties.

- a. Any deviations or adjustments made to the proportionate share formulas will be presented in writing and agreed to by all Parties in the form of an addendum to the original agreement.

**Reconciliation of Shared Costs** – In turn, the County, in coordination with the Operator, shall be responsible for reconciling and invoicing respective Partners for costs under this agreement as it relates to the Greenville County SC Works Center(s). The Greenville Tech Foundation, host for the Greenville County SC Works center(s), is responsible for reconciling and invoicing facility costs to the County. All invoices should be submitted to the Partners, with invoices and supporting documentation, reflecting the actual quarterly expenses paid during the quarter, within 45 days after the quarter ends. Special reporting requirements may be instituted for the 4th quarter for the period ending June 30th, to ensure payment occurs within the correct fiscal year. Partners should remit payments to the County within 45 days following the date the invoice is emailed to the Partner. Any failure to submit payments by the deadlines set forth in this agreement will be subject to the dispute resolution process outlined above. If any partner disputes any costs, they have 30 days from the receipt of the reconciliation to submit a dispute.

All invoices presented hereunder will be supported by a standard Excel worksheet summarization of the charges detailing, for each invoice containing shared costs, the vendor name, the month of service covered, the total invoice amount, the shared cost portion of the invoice, and each Partner's allocated portion of those shared costs. The Partners will mutually agree on the worksheet to be used for this purpose, and the final agreed-upon worksheet will be provided to DEW and the COGs/Counties. The worksheets will be submitted to the Partners in Excel file format and will be accompanied by PDF copies of all vendor invoices or other documentation supporting charges listed in the worksheet. No cost-sharing invoices will be processed for payment unless they are supported by the agreed worksheet transmitted in Excel file format, and no charges will be paid unless supported by a PDF of a vendor invoice or other documentation deemed sufficient by the Partner invoiced.



## SC Works Greenville – PY24 MOU/IFA

**Duration**

This MOU, including the IFA, shall be reviewed and renewed annually to ensure transparency and continuous improvements to the delivery of services and to reflect any changes in the signatory official of the Board, SC Works partners, and chief elected officials. The fiscal year shall be duly recognized as July 1 through June 30.

**Loss of Funds**

Infrastructure costs and any additional shared operating and/or services costs are contingent upon receipt of those funds by the partners. Any Parties may withdraw from this agreement in the event funding for the mandatory program is eliminated or the Parties are no longer responsible for the program. Such withdrawal shall be effective upon written notification to the partners of the lack of funding.

**Agreement Management**

The Agreement Manager responsible for oversight and review of shared costs, as well as the monitoring of the allocation methodology and funding information for each partner is:

<b>Partner Entity: Equus Workforce Solutions</b>	<b>Partner Entity: Lifelong Learning</b>	<b>Partner Entity: Greenville Literacy Association</b>
Name & Title: Douglas Stephenson, Project Director (Interim)	Name & Title: Phillip Davie, Associate Superintendent for Operations	Name & Title: Victoria Novak, Executive Director
Mailing Address: 145 N. Church St. Suite B110, Spartanburg, SC 29304	Mailing Address: 301 E. Camperdown Way, PO Box 2848, Greenville SC, 29602-2848	Mailing Address: 225 South Pleasantburg Dr., Suite C-10, Greenville, SC 29607
Phone: 352-428-9895	Phone: 864-355-3160	Phone: (864) 467-3456
Email: <a href="mailto:dstephenson@scworksgreaterupstate.com">dstephenson@scworksgreaterupstate.com</a>	Email: <a href="mailto:pdavie@greenville.k12.sc.us">pdavie@greenville.k12.sc.us</a>	Email: <a href="mailto:Victoria.Novak@greenvilleliteracy.org">Victoria.Novak@greenvilleliteracy.org</a>

<b>Partner Entity: South Carolina Department of Employment and Workforce</b>	<b>Partner Entity: South Carolina Vocational Rehabilitation</b>	<b>Partner Entity: South Carolina Commission for the Blind</b>
Name & Title: Sheleena Rios, Workforce Policy Manager	Name & Title: Kelly Sieling, Field Operations Manager	Name & Title: Mike Daniels, Community Engagement Director
Mailing Address: 1550 Gadsden St., Columbia, SC 29201	Mailing Address: 1410 Boston Avenue, PO Box 15, West Columbia, SC 29170	Mailing Address: 1430 Confederate Ave, Columbia, SC 29201
Phone: 803-737-0351	Phone: 803-896-6806	Phone: (803) 898-1049
Email: <a href="mailto:srios@dew.sc.gov">srios@dew.sc.gov</a>	Email: <a href="mailto:KSieling@SCVRD.NET">KSieling@SCVRD.NET</a>	Email: <a href="mailto:Michael.Daniels@sccb.sc.gov">Michael.Daniels@sccb.sc.gov</a>

<b>Partner Entity: Greenville Technical College</b>	<b>Partner Entity: Sunbelt Human Advancement Resources, Inc. (SHARE)</b>	<b>Partner Entity: Greenville County Library System</b>
Name & Title: Larry Miller, VP of Learning & Workforce Development	Name & Title: Pamela Sims, President/CEO	Name & Title: Beverly James, Executive Director
Mailing Address: P.O. Box 5616, MS 1237, Greenville, SC 29606	Mailing Address: 254 South Pleasantburg Drive, Greenville, SC 29607	Mailing Address: 25 Heritage Green Place, Greenville, SC 29601
Phone: 864-250-8058	Phone: (864) 269-0700	Phone: (864) 242-5000

Email: <a href="mailto:Larry.Miller@gvltec.edu">Larry.Miller@gvltec.edu</a>	Email: <a href="mailto:psims@sharesc.org">psims@sharesc.org</a>	Email: <a href="mailto:bjames@greenvillelibrary.org">bjames@greenvillelibrary.org</a>
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<b>Partner Entity: Job Corps</b>	<b>Partner Entity: Goodwill Industries of the Upstate/Midlands SC</b>	<b>Partner Entity: Telamon Corporation</b>
Name & Title: Johnell Gaines, Center Director	Name & Title: Tiffany Foster, Director of Community Development	Name & Title: Suzanne Orozco, President and CEO
Mailing Address: 19 Job Corps Avenue, Bamberg, SC 29003	Mailing Address: 115 Haywood Road, Greenville, SC 29607	Mailing Address: 5560 Munford Road, Suite 201, Raleigh NC 27612
Phone: 803-245-6300	Phone: (864) 351-0147	Phone: 919-239-8116
Email: <a href="mailto:Gaines.Johnell@jobcorps.org">Gaines.Johnell@jobcorps.org</a>	Email: <a href="mailto:TFoster@GoodwillSC.org">TFoster@GoodwillSC.org</a>	Email: <a href="mailto:sorozco@telamon.org">sorozco@telamon.org</a>

<b>Partner Entity: Department of Social Services</b>
Name & Title: Tammy James, Director, Employment Services
Mailing Address: PO Box 1520 Columbia, SC 29202
Phone: 803-898-1097
Email: <a href="mailto:tamara.james@dss.sc.gov">tamara.james@dss.sc.gov</a>

### **Authority and Signatures**

The individuals signing have the authority to commit their respective organizations to the terms of this MOU and do so by signature below. Electronic signatures are authorized and strongly encouraged to ensure timely execution of the MOU. The following individual signature pages reflect the entity who is the grant recipient, administrative entity, or organization responsible for administering the funds and carrying out the specified programs and activities in the local area.

### **Effective Date**

Without regard to the date of signatures below, the Parties agree the effective date of this agreement is July 1, 2024.

### **Attachments**

- A: WIOA Required Services by Partner*
- B: SC Works Partners and Corresponding Status*
- C: Referral Process*
- D: SC Works Civility Policy*
- E: Shared Operating Budget*
- F: Confidentiality Agreement*
- G: Front Desk Addendum*

SC Works Greenville – PY24 MOU/IFA

**THE GREENVILLE COUNTY WORKFORCE AREA**

**SC WORKS SYSTEM**

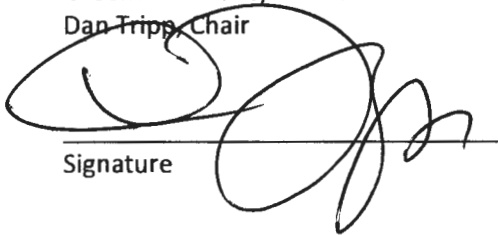
**MEMORANDUM OF UNDERSTANDING**

**PURSUANT TO THE**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**Chief Elected Official:**

Greenville County Council  
Dan Tripp, Chair



Signature

6-4-24  
Date

**THE GREENVILLE COUNTY WORKFORCE AREA**  
**SC WORKS SYSTEM**  
**MEMORANDUM OF UNDERSTANDING**  
**PURSUANT TO THE**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**The Greenville County Workforce Development Board** is the designated entity responsible for oversight of the local SC Works delivery system including developing this MOU with the SC Works partners, designating or certifying SC Works operators, strategic planning, and policy development.



\_\_\_\_\_  
Robyn Knox, Board Chair

Date: 6/3/2024



\_\_\_\_\_  
Mark Douglass, Operator

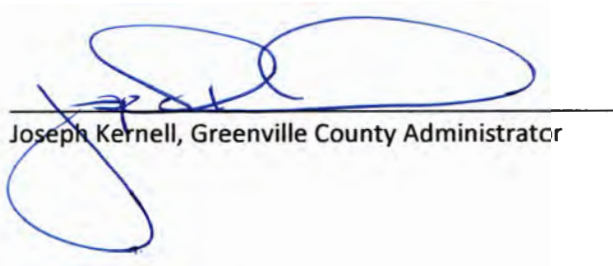
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SC Works Greenville – PY24 MOU/IFA

**THE GREENVILLE COUNTY WORKFORCE AREA**  
**SC WORKS SYSTEM**  
**MEMORANDUM OF UNDERSTANDING**  
**PURSUANT TO THE**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**Greenville County Workforce Development** is the designated local grant recipient responsible for administering the following title I WIOA programs:

- Adults;
- Dislocated Workers; and
- Youth



\_\_\_\_\_

Joseph Kernell, Greenville County Administrator

Date: 5-31-24

**THE GREENVILLE COUNTY WORKFORCE AREA**

**SC WORKS SYSTEM**

**MEMORANDUM OF UNDERSTANDING  
PURSUANT TO THE  
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**The South Carolina Department of Employment and Workforce** is the sole entity and designated State agency responsible for administering the funds of the following:

- Employment services authorized under the Wagner-Peyser Act (29 U.S.C. 49 *et seq.*);
- Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 *et seq.*);
- Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.;
- Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law)
- Migrant and Seasonal Farmworkers (MSFW) programs

*William H. Floyd, III*

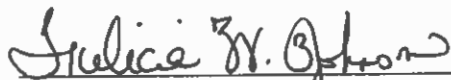
\_\_\_\_\_  
William H. Floyd, III, Executive Director

Date: \_\_\_\_\_

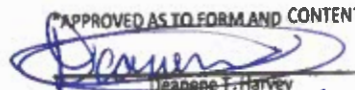
SC Works Greenville – PY24 MOU/IFA

**THE GREENVILLE COUNTY WORKFORCE AREA**  
**SC WORKS SYSTEM**  
**MEMORANDUM OF UNDERSTANDING**  
**PURSUANT TO THE**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

The South Carolina Vocational Rehabilitation Department is a designated agency specified under sec. 101(a) (2) of the Rehabilitation Act that is primarily concerned with vocational rehabilitation, or vocational and other rehabilitation, of individuals with disabilities in the State and is responsible for administering or supervising policy for the Vocational Rehabilitation program, authorized under title I of the Rehabilitation Act, with the exception of Vocational Rehabilitation programs for individuals who are blind which are administered by the South Carolina Commission for the Blind.

  
\_\_\_\_\_  
Felicia W. Johnson, Commissioner

Date: 06/14/2024

APPROVED AS TO FORM AND CONTENT  
  
Deanne F. Harvey  
SCVRD Legal Counsel 6.11.24

SC Works Greenville – PY24 MOU/IFA

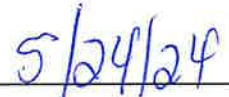
**THE GREENVILLE COUNTY WORKFORCE AREA**

**SC WORKS SYSTEM**

**MEMORANDUM OF UNDERSTANDING  
PURSUANT TO THE  
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**The South Carolina Commission for the Blind** is a designated agency specified under the Rehabilitation Act of 1973 that is primarily concerned with providing quality individualized vocational rehabilitation services, independent living services and prevention-of-blindness services to blind and visually impaired consumers leading to competitive employment and social and economic independence.

  
\_\_\_\_\_  
Darline Graham, Commissioner

Date:  \_\_\_\_\_



SC Works Greenville – PY24 MOU/IFA

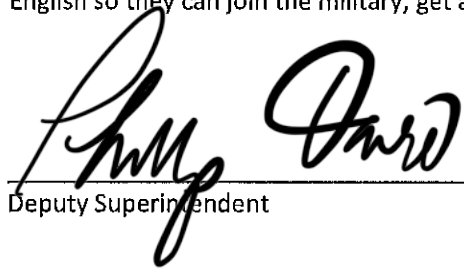
**THE GREENVILLE COUNTY WORKFORCE AREA**

**SC WORKS SYSTEM**

**MEMORANDUM OF UNDERSTANDING**

**PURSUANT TO THE  
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**Lifelong Learning** is a Title II Adult Education provider in Greenville County Schools. They provide students 17 years of age and older opportunities to earn a WIN and WorkKeys® Career Readiness Certificate, a high school diploma, or a high school equivalent diploma (GED) to prepare for the military, a job or career, or higher education. Lifelong Learning also provides foreign language students the opportunity to learn English so they can join the military, get a job, or prepare for a career through higher education.

  
\_\_\_\_\_  
Deputy Superintendent

Date: 6/6/24

SC Works Greenville – PY24 MOU/IFA

**THE GREENVILLE COUNTY WORKFORCE AREA**

**SC WORKS SYSTEM**


**MEMORANDUM OF UNDERSTANDING**

**PURSUANT TO THE**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**Greenville Literacy Association (GLA)** serves as the required non-profit partner entity providing access to Adult Education and Literacy (Title II). GLA's mission is to increase the literacy and employability of our citizens and it will provide SC Works customers with appropriate access to its programs and services. GLA will:

- Provide literacy instruction, GED preparation, and English as a Second Language (ESL) courses, guided and evaluated by the SC Department of Education
- Offer WorkKeys® instruction and refer customers to SC Works for testing
- Offer TABE Testing to SC Works clients as requested
- Collaborate with SC Works' partners Greenville Technical College and Goodwill Industries of the Upstate/Midlands on its Corporate and Career Development program to offer dual enrollment opportunities to GED students
- Partner with Equus Workforce Solutions and Eckerd Connects in referral and support services to young adult and adult students.
- Share information about GLA educational services at SC Works job fairs in McAlister Square



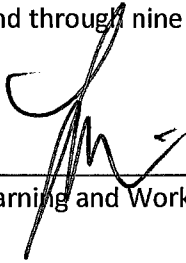
Executive Director

05/17/2024

Date: \_\_\_\_\_

**THE GREENVILLE COUNTY WORKFORCE AREA**  
**SC WORKS SYSTEM**  
**MEMORANDUM OF UNDERSTANDING**  
**PURSUANT TO THE**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**Greenville Technical College (GTC)** is the designated post-secondary Career and Technical Education (Carl D. Perkins Vocational and Technical Education Act) partner of the SC Works Greenville One-Stop Career System. At GTC, we drive personal and economic growth through learning, whether short-term training or an associate's degree. GTC encompasses four academic divisions with programs that lead to certificates, diplomas and associate degrees with options to transfer to other colleges and universities or enter the workforce directly. GTC's Economic Development and Corporate Training (EDCT) provides employer services and workforce development through continuing education seminars and courses, including professional development and Quick Jobs with a Future training. GTC agrees to coordinated service delivery through the SC Works Greenville One-Stop Career System and will make our services accessible online and through nine locations across Greenville County.



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VP of Learning and Workforce Development

Date: MAY 15, 2024

SC Works Greenville – PY24 MOU/IFA

**THE GREENVILLE COUNTY WORKFORCE AREA**  
**SC WORKS SYSTEM**  
**MEMORANDUM OF UNDERSTANDING**  
**PURSUANT TO THE**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**Sunbelt Human Advancement Resources Inc. (SHARE)** is a Community Action Agency which receives Community Services Block Grant (CSBG) funds to help low-income families and individuals reach self-sufficiency. As such, we are a designated partner in the WIOA system.

Through our LADDER Job Training and Employment program as well as through our case management program under CSBG, we help unemployed and under-employed adults obtain short-term job training certification which leads to employment in a career that offers advancement and income growth.

  
\_\_\_\_\_  
President/CEO

Date: 05/17/2024

**THE GREENVILLE COUNTY WORKFORCE AREA**

**SC WORKS SYSTEM**

**MEMORANDUM OF UNDERSTANDING**

**PURSUANT TO THE**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**Bamberg Job Corps Center** is a designated agency specified under the Workforce Innovation and Opportunity Act (WIOA), Title I-C, to help young people ages 16-24 improve the quality of their lives through career technical and academic training.

*Johnell Gaines*  
Johnell Gaines (Jun 5, 2024 22:52 EDT)

Center Director

Date: 06/05/2024

**THE GREENVILLE COUNTY WORKFORCE AREA**

**SC WORKS SYSTEM**

**MEMORANDUM OF UNDERSTANDING**

**PURSUANT TO THE**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**Goodwill Industries of Upstate/Midlands South Carolina (GIUMSC)** is a Community Based Organization operating in 16 counties of SC that is committed to helping people become independent through education and training that leads them to employment.

GIUMSC will provide access to the following:

- Job search, placement assistance and partner referrals, through our Job Connections, for Adult, Dislocated Workers and Youth
- Supportive Services through our Financial Stability Centers
- Senior Community Service Employment Program (SCSEP), authorized under Title V of the Older Americans Act
- Operation Good Jobs Program
- Young Adult and Reentry Program
- DOL funded Pathway Home grant to provide eligible, incarcerated individuals in state correctional facilities or local or county jails with workforce services prior to release and continue services after release by transitioning participants into reentry programs.
- DOL funded Young Adult Reentry Program (YARP) to provide education and training services that improve the employment outcomes of young adults who are involved in the criminal justice system and/or who left high school prior to graduation to develop the capacity of community colleges to meet the needs of young adults with justice system involvement.
- DOL funded YouthBuild project balances academic learning and occupations skills training to prepare at-risk you for career placement while increasing affordable housing within communities by building or significantly renovating homes.



Tiffany Foster, Director of Community Development

Date: 5/20/24

**THE GREENVILLE COUNTY WORKFORCE AREA**

**SC WORKS SYSTEM**

**MEMORANDUM OF UNDERSTANDING**

**PURSUANT TO THE**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

The **South Carolina Department of Social Services** is the sole entity and designated State agency responsible for administering:

- The Temporary Assistance to Needy Families (TANF) program authorized under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996;
- The Supplemental Nutrition Assistance Program (SNAP) under the provisions in the Food and Nutrition Act of 2008.

**Susan Roben**

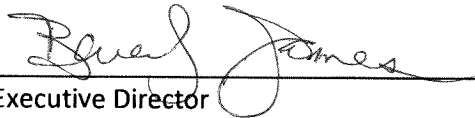
Digitally signed by Susan Roben  
Date: 2024.06.16 10:31:25 -04'00'

Date: \_\_\_\_\_

Susan Roben, Chief Financial Officer

**THE GREENVILLE COUNTY WORKFORCE AREA**  
**SC WORKS SYSTEM**  
**MEMORANDUM OF UNDERSTANDING**  
**PURSUANT TO THE**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**The Greenville County Library System**, in accordance with its Mission to champion literacy, inspire learning and foster community connection, is the sole provider of public library service in Greenville County. The Library provides access to information and educational resources that support workforce development in a variety of formats, as well as computer skills instruction through both one-on-one appointments and classes. All Library locations in Greenville County are also South Carolina Department of Employment and Workforce Connection Points, providing free computer access and resources to aid individuals in filing for unemployment insurance benefits and in accessing the SC Works Online Services system.

  
\_\_\_\_\_  
Executive Director

Date: 5/16/24



**THE GREENVILLE COUNTY WORKFORCE AREA**  
**SC WORKS SYSTEM**  
**MEMORANDUM OF UNDERSTANDING**  
**PURSUANT TO THE**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**Telamon Corporation** represents the Migrant and Seasonal Farmworker Program as outline in the Workforce Innovation and Opportunity Act (WIOA) and Homeless Veteran Reintegration Program (HVRP) as outlined by the U.S. Department of Labor providing services to homeless veterans of the Greenville Workforce Area.

Signature acknowledges and agrees with the Memorandum of Understanding and attachments.

  
\_\_\_\_\_  
President and CEO

Date: 7/1/2024

**MOU Attachment A: WIOA REQUIRED SERVICES**

	Eligibility Deters.	Outreach & Orientation	Skills Assessments	Labor Exchange	Partner Referrals	Provision of LMI	Provision of Performance Information	Supportive Services	UI Filing	Financial Aid Assistance	Individual Career Services	Access to Training Services	Business Services
<b>REQUIRED PARTNERS</b>													
Adult, DW, and Youth	X	X	X		X	X	X	X		X	X	X	X
Adult Education (LL)		X	X	X	X	X					X	X	X
Adult Literacy/Adult Education (GLA)		X	X	X	X			X			X	X	X
Wagner-Peyser		X	X	X	X	X	X				X		X
Rehab.Programs for Individ. w/Disabilities		X	X	X	X	X		X			X	X	X
Post-Sec. Career & Tech. Ed. (Perkins)			X							X	X	X	X
CSBG Employment and Training		X	X		X		X	X			X	X	
HUD Employment and Training													
Job Corps		X	X	X	X	X		X			X	X	X
Veterans Employment and Training		X	X	X	X	X	X				X		X
Migrant and Seasonal Farmworker		X		X	X	X	X			X	X	X	
Senior Community Svc. Employment		X	X	X	X	X		X			X	X	X
Trade Adjustment Assistance					X	X	X	X		X	X	X	
Unemployment Compensation		X	X	X	X	X			X		X		
YouthBuild		X	X	X	X	X		X		X	X	X	X
TANF		X	X	X	X	X		X		X	X	X	X
Second Chance Act													
Pathway		X	X	X	X	X		X		X	X	X	X
LifeLaunch		X	X	X	X	X		X		X	X	X	X

**Eligibility Determinations:** Determination if an individual is eligible for WIOA Adult, DW, or Youth programs.

**Outreach & Orientation:** Information on and access to services in the SC Works system.

**Skills Assessments:** Initial assessment of skill levels including literacy, numeracy, English language proficiency, and aptitudes and abilities (including skills gaps).

**Labor Exchange:** Job search and placement assistance, career counseling, and non-traditional employment information.

**Partner Referrals:** Referrals to and coordination with programs and services within the SC Works system and other workforce programs.

**Provision of LMI:** Local, regional, and national labor market statistics including: job vacancy listings, skills needed to obtain those jobs, in-demand occupations and earnings, and advancement opportunities available.

**Provision of Performance Information:** Partner specific data on how local areas are performing on accountability measures relating to the area's overall SC Works system.

**Supportive Services:** Information relating to the availability of supportive services, such as child care and transportation, and referrals to supportive service programs, as needed.

**Unemployment Insurance Filing:** Information and assistance regarding filing claims for unemployment compensation.

**Financial Aid Assistance:** Assistance in establishing eligibility for financial aid programs not provided under WIOA.

**Individualized Career Services:** Individualized services provided to eligible customers, such as counseling and career planning, to help the customer obtain or retain employment.

**Access to Training Services:** Access to training services such as On-the-Job training, entrepreneurial, adult education and literacy, and customized training.

**Business Services:** Employer services, such as job fairs, recruitment assistance, and incumbent worker training, are made available to local employers.

**SC Works Greenville – McAlister Square**  
**225 S. Pleasantburg Dr.**  
**Suite E-1**  
**Greenville, SC 29607**

<b>SC Works Partner</b>	<b>Location</b>	<b>Required or Optional</b>	<b>Representing</b>
Equus Workforce Solutions	McAlister Square	Required	WIOA Adult/DW, SC Works Operator
SC Dept. of Employment and Workforce	McAlister Square	Required	Wagner-Peyser, Veterans Employment and Training, MSFW, TAA, and UI
Greenville Technical College	Offsite	Required	Education
SC Dept. of Social Services	McAlister Square	Required	TANF (Required), SNAP (Optional)
Lifelong Learning	McAlister Square	Required	Adult Education
Greenville Literacy Association	McAlister Square	Required	Adult Literacy, Adult Education
SC Vocational Rehabilitation Dept.	McAlister Square	Required	Programs for Individuals with Disabilities
SC Commission for the Blind	McAlister Square	Required	Programs for Individuals with Disabilities
SHARE	McAlister Square	Required	CSBG
Goodwill Industries of the Upstate/Midlands SC	McAlister Square	Required	Senior Community Svc. Employment, YouthBuild, Pathway, LifeLaunch
Job Corps	McAlister Square	Required	Job Corps
Greenville County Library System	Offsite	Optional	Public Library Services
Telamon Corporation	McAlister Square	Optional	MSFW
Eckerd Connects	McAlister Square	Required	WIOA Youth

**MOU ATTACHMENT C****CROSS REFERRAL AGREEMENT**

1. The parties agree that each partner shall receive referrals from and make referrals to the SC Works system in accordance with this Cross Referral Agreement.

- (a) Referral Definition

A referral is defined as a good faith effort by each local SC Works Partner to direct customers to the right service at the right time.

Referrals are made in SC Works Online Services (SCWOS), or if the partner does not have a SCWOS staff account, the Partner Referral Form (Attachments C-1).

Referrals between partners will be counted when a Referral Form is received by any one partner. It will be incumbent on each partner to follow-up with referrals received from other partners, to facilitate each partner's individual intake process.

2. Each partner will use the attached referral form or SCWOS Referral in referring individuals for services they are not able to provide. This agreement will be updated to include any necessary performance standards, tracking requirements, etc. as WIOA implementation progresses.
3. The parties agree to make discussion of the referral process (for review and enhancement) a permanent agenda item at all regularly scheduled partner meetings, to include:
  - ◇ Provide feedback on the success of cross-referral arrangements;
  - ◇ Cross-train their respective staffs;
  - ◇ Consider co-enrollment options and practices;
  - ◇ Consider the effect of cross-referrals on mutual performance expectations; and
  - ◇ Constantly improve the joint delivery of services to customers.

**SC Works Greenville - MOU Attachment C-1 Referral Form**

Referral\* (Please fill out and send with customer upon referral OR EMAIL to APPROPRIATE PARTNER)

Date referred: \_\_\_\_\_ Last 4 Digits of SS#: \_\_\_\_\_ Phone #: \_\_\_\_\_

**Customer's Name**

Last

First

MI

Email: \_\_\_\_\_ Alternate Contact Info: \_\_\_\_\_

**Referred From**

Agency: \_\_\_\_\_

Your Name &amp; Title: \_\_\_\_\_

Your Phone#: \_\_\_\_\_ Your Email: \_\_\_\_\_

**Referred To**

Agency: \_\_\_\_\_ Program: \_\_\_\_\_

Name &amp; Title: \_\_\_\_\_

**DESCRIPTION OF SERVICES YOUR CUSTOMER NEEDS**

If an Employment Assessment and/or Plan has been completed at your agency, please document and provide client with the Assessment and/or Plan to bring or take to his/her initial visit resulting from this referral. Please add any comments that will assist the "Referred To" agency in assisting this individual:

**DESCRIPTION OF WHEN, HOW, OR IF YOU NEED FEEDBACK ON THIS REFERRAL:****FOR OFFICE USE ONLY:**

Date Received: \_\_\_\_\_ Initials: \_\_\_\_\_

Please retain copy for client's case file (SCAN)

Case not required for contact attempts, appointments, results, etc.

*\*All partners with SCWOS accounts will utilize the referral system in SCWOS.*

**MOU ATTACHMENT D**SC Works Civility Policy

Regardless of role or position, all staff within the SC Works system is expected to behave in a manner that maintains a civil workplace environment, free of harassment and intimidation. Management bears a responsibility to ensure that respectful behaviors are exhibited at all times and to address those which are not. Indeed, management should exemplify the behavior expected of all staff in maintaining a positive and productive work culture.

Respectful workplace behaviors are those that promote positivity and professionalism including, but not limited to:

- Using respectful and courteous language in all interactions;
- Questioning an individual's position on an issue politely and seeking to understand his/her position;
- Giving an individual direct, non-personal feedback and where appropriate, in a private setting;
- Not displaying a negative attitude and understanding how one's attitude can affect the work environment;
- Approaching conflict with maturity and a true desire for resolution rather than an opportunity to disagree;
- Respecting the chain of command and raising concerns to management at the appropriate time/place and with the appropriate tone; and
- Using discretion when communicating about issues that may be considered to be personal.

Inappropriate or unacceptable workplace behaviors are statements or acts that may negatively impact the work environment including, but not limited to:

- Using profane, abusive, vulgar, or harassing language;
- Berating or unnecessarily criticizing people in public;
- Gossiping;
- Deliberately embarrassing people;
- Using e-mail or text messages as a shield for rudeness or to further any other inappropriate or unacceptable workplace behaviors; and
- Addressing people in an unprofessional manner or tone.

All SC Works system staff and management have a responsibility to act in good faith towards maintaining a culture of inclusion, dignity, and understanding for all stakeholders in the workforce system. Disputes should be addressed using approaches that facilitate clear communication and respectful interactions that lead to mutually acceptable solutions. For disputes that cannot be resolved informally, the following mediation/resolution process shall be followed.

1. Should informal efforts fail, the authorized signatory official of the WIOA local grant recipient, or designee, and the executive director(s) of the partner(s), or designee(s), shall meet to mediate and resolve the situation.
2. Should these efforts fail, the situation shall be referred to the chair of the Local Workforce Development Board who shall designate an ad hoc committee to mediate with the parties involved to resolve the situation.
3. Should local efforts fail, and/or situations reoccur, either party may send a written request to the State Workforce Development Board (SWDB) regarding mediation.

SC Works Greenville – PY24 MOU/IFA

4. The Chair will designate the Executive Committee or an ad hoc committee of at least five SWDB members to mediate with the parties involved and attempt to resolve the dispute.
5. The SWDB will hear the dispute and provide a recommendation within 60 days.
6. The parties will be notified in writing of the SWDB recommendation within 20 days.

**Greenville County**

**Shared Operating Budget for PY24**

**July 1, 2024 - June 30, 2025**

**SF Cost Allocation Methodology**

**SC Works Greenville - McAlister Square**

<b>Infrastructure Costs</b>	<b>SOLE SPACE SQ. FT.</b>	<b>% of Sole Space Sq. Ft.</b>	<b>COMMON SPACE SQ. FT.</b>	<b>Total Shared SQ. FT.</b>	<b>COST PER SQ. FT.</b>	<b>ANNUAL COST</b>	<b>% OF TIME SPACE Assigned</b>
WIOA	425	21.60%	1,344	1,769	\$19.54	\$ 34,565	100%
WP	592	30.08%	1,872	2,464	\$19.54	\$ 48,148	100%
TAA	46	2.34%	145	191	\$19.54	\$ 3,741	100%
UI	95	4.83%	300	395	\$19.54	\$ 7,726	100%
DVOP	97	4.93%	307	404	\$19.54	\$ 7,889	100%
LVER	62	3.15%	196	258	\$19.54	\$ 5,042	100%
Rapid Response	63	3.20%	199	262	\$19.54	\$ 5,124	100%
RWA	53	2.69%	168	221	\$19.54	\$ 4,311	100%
Telamon	63	3.20%	199	262	\$19.54	\$ 5,124	100%
TANF	184	9.35%	582	766	\$19.54	\$ 14,965	100%
SNAP	63	3.20%	199	262	\$19.54	\$ 5,124	100%
VR	50	2.54%	158	208	\$19.54	\$ 4,067	100%
Job Corps	126	6.40%	398	524	\$19.54	\$ 10,248	100%
<b>Rotating PT Partner(s)</b>	<b>49</b>	<b>2.49%</b>	<b>155</b>	<b>204</b>	<b>\$19.54</b>	<b>\$ 3,985</b>	<b>100%</b>
Adult Ed (Lifelong Learning)	9	0.46%	29	38	\$19.54	\$ 738	100%
Adult Ed (Greenville Literacy Assoc.)	2	0.09%	6	8	\$19.54	\$ 148	100%
SCCB	4	0.18%	11	15	\$19.54	\$ 295	100%
SCSEP (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%
YouthBuild (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%
LifeLaunch (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%
Pathway (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%
Perkins (Greenville Tech)	4	0.18%	11	15	\$19.54	\$ 295	100%
Block Grant (SHARE)	4	0.18%	11	15	\$19.54	\$ 295	100%
WIOA Youth	9	0.46%	29	38	\$19.54	\$ 738	100%
HVRP (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%



Total 1,968 100.00% 6,222 8,190 \$ 160,058

<b>Rotating PT Partners</b>	49	2.49%	155	204	\$20	\$	3,985	% of time Used
Adult Ed (Lifelong Learning)						\$	738	18.52%
Adult Ed (Greenville Literacy Assoc.)						\$	148	3.70%
SCCB						\$	295	7.41%
SCSEP (Goodwill)						\$	295	7.41%
YouthBuild (Goodwill)						\$	295	7.41%
LifeLaunch (Goodwill)						\$	295	7.41%
Pathway (Goodwill)						\$	295	7.41%
Perkins (GTC)						\$	295	7.41%
Block Grant (SHARE)						\$	295	7.41%
WIOA Youth						\$	738	18.52%
HVRP (Goodwill)						\$	295	7.41%
<b>Total</b>							<b>\$3,985</b>	<b>100%</b>

<b>Additional Shared Services Costs</b>	<b>% of Total</b>	<b>Front Desk Staff</b>			
WIOA	21.66%	\$ 8,662	\$ -	\$ -	-
WP	30.16%	\$ 12,066	\$ -	\$ -	-
TAA	2.34%	\$ 938	\$ -	\$ -	-
UI	4.84%	\$ 1,936	\$ -	\$ -	-
DVOP	4.94%	\$ 1,977	\$ -	\$ -	-
LVER	3.16%	\$ 1,264	\$ -	\$ -	-
Rapid Response	3.21%	\$ 1,284	\$ -	\$ -	-
RWA	2.70%	\$ 1,080	\$ -	\$ -	-
Telamon	3.21%	\$ 1,284	\$ -	\$ -	-
TANF	9.38%	\$ 3,750	\$ -	\$ -	-
SNAP	3.21%	\$ 1,284	\$ -	\$ -	-
VR	2.55%	\$ 1,019	\$ -	\$ -	-
Job Corps	6.42%	\$ 2,568	\$ -	\$ -	-
<b>Rotating Partners</b>	<b>2.22%</b>	<b>\$ 888</b>	<b>\$ -</b>	<b>\$ -</b>	<b>-</b>
Adult Ed (Lifelong Learning)	0.46%	\$ 185	\$ -	\$ -	-
Adult Ed (Greenville Literacy Assoc.)	0.00%	\$ -	\$ -	\$ -	-
SCCB	0.18%	\$ 74	\$ -	\$ -	-

SCSEP (Goodwill)	0.18%	\$ 74	\$ -	\$ -
YouthBuild (Goodwill)	0.18%	\$ 74	\$ -	\$ -
LifeLaunch (Goodwill)	0.18%	\$ 74	\$ -	\$ -
Pathway (Goodwill)	0.18%	\$ 74	\$ -	\$ -
Perkins (Greenville Tech)	0.00%	\$ -	\$ -	\$ -
Block Grant (SHARE)	0.18%	\$ 74	\$ -	\$ -
WIOA Youth	0.46%	\$ 185	\$ -	\$ -
HVRP (Goodwill)	0.18%	\$ 74	\$ -	\$ -
<b>Total Costs</b>		<b>\$ 40,000</b>	<b>\$ -</b>	<b>\$ -</b>

Partners' proportionate share percentage

**Front Desk Calculations**

Partner Program	Dedicated SF for Paying Partners	Percentage	Amount
WIOA	425	21.66%	\$ 8,662
WP	592	30.16%	\$ 12,066
TAA	46	2.34%	\$ 938
UI	95	4.84%	\$ 1,936
DVOP	97	4.94%	\$ 1,977
LVER	62	3.16%	\$ 1,264
Rapid Response	63	3.21%	\$ 1,284
RWA	53	2.70%	\$ 1,080
Telamon	63	3.21%	\$ 1,284
TANF	184	9.38%	\$ 3,750
SNAP	63	3.21%	\$ 1,284
VR	50	2.55%	\$ 1,019
Job Corps	126	6.42%	\$ 2,568
<b>Rotating PT Partner(s)</b>			
Adult Ed (Lifelong Learning)	9	0.46%	\$ 185
Adult Ed (Greenville Literacy Assoc.)	0	0.00%	\$ -

SCCB	4	0.18%	\$	74
SCSEP (Goodwill)	4	0.18%	\$	74
YouthBuild (Goodwill)	4	0.18%	\$	74
LifeLaunch (Goodwill)	4	0.18%	\$	74
Pathway (Goodwill)	4	0.18%	\$	74
Perkins (Greenville Tech)	0	0.00%	\$	-
Block Grant (SHARE)	4	0.18%	\$	74
WIOA Youth	9	0.46%	\$	185
HVRP (Goodwill)	4	0.18%	\$	74
Total Square Footage	1963	100.00%		
	\$ 40,000.00			

**Greenville County****Total Local Area Operating Budget for PY24****July 1, 2024 - June 30, 2025****SQ. Footage Cost Allocation Methodology**

<b>Infrastructure Costs</b>	<b>Location 1</b>	<b>Totals</b>
Rent	119,505.24	119,505.24
Security System (Cameras)	1,518.72	1,518.72
Utilities	13,000.00	13,000.00
Janitorial/Maintenance	-	-
Landscaping	-	-
General Repair	-	-
Pest Control	-	-
Depreciation (if applicable)	-	-
Telephone (if applicable)	10,200.00	10,200.00
Public Access PC Costs	3,250.00	3,250.00
Equipment Maintenance/Rental	-	-
Common area supplies	9,000.00	9,000.00
Other - Floor Maintenance	3,104.00	3,104.00
Other - Shredding	480.00	480.00
Other -	-	-
<b>Total Infrastructure Costs</b>	<b>\$ 160,057.96</b>	<b>\$ 160,057.96</b>

Square Footage

<b>Cost per Square Foot</b>	<b>\$ 19.54</b>
-----------------------------	-----------------

<b>Additional Shared Services Costs</b>	<b>Location 1</b>	<b>Totals</b>
Front Desk Position	40,000.00	40,000.00
		-
		-
<b>Total Additional Costs</b>		<b>\$ 40,000.00</b>

<b>Grand Total Budget</b>	<b>\$ 200,057.96</b>
---------------------------	----------------------

\*Quarterly costs from previous program year were annualized to project a baseline budget.

*\*DEW's share of depreciation cost for DEW-owned buildings is considered an in-kind contribution and should not be included under DEW programs*

**Greenville County**

**Total Budget by Program for PY24**

July 1, 2024 - June 30, 2025

**SF Cost Allocation Methodology**

**SC Works Greenville Total Locations**

Infrastructure Costs	SOLE SPACE SQ. FT.	% of Sole Space Sq. Ft.	COMMON SPACE SQ. FT.	Total Shared SQ. FT.	COST PER SQ. FT.	ANNUAL COST	% OF TIME SPACE Assigned
WIOA	425	21.60%	1,344	1,769	\$19.54	\$ 34,565	100%
WP	592	30.08%	1,872	2,464	\$19.54	\$ 48,148	100%
TAA	46	2.34%	145	191	\$19.54	\$ 3,741	100%
UI	95	4.83%	300	395	\$19.54	\$ 7,726	100%
DVOP	97	4.93%	307	404	\$19.54	\$ 7,889	100%
LVER	62	3.15%	196	258	\$19.54	\$ 5,042	100%
Rapid Response	63	3.20%	199	262	\$19.54	\$ 5,124	100%
RWA	53	2.69%	168	221	\$19.54	\$ 4,311	100%
Telamon	63	3.20%	199	262	\$19.54	\$ 5,124	100%
TANF	184	9.35%	582	766	\$19.54	\$ 14,965	100%
SNAP	63	3.20%	199	262	\$19.54	\$ 5,124	100%
VR	50	2.54%	158	208	\$19.54	\$ 4,067	100%
Job Corps	126	6.40%	398	524	\$19.54	\$ 10,248	100%
<b>Rotating PT Partner(s)</b>	<b>49</b>	<b>2.49%</b>	<b>155</b>	<b>204</b>	<b>\$19.54</b>	<b>\$ 3,985</b>	<b>100%</b>
Adult Ed (Lifelong Learning)	9	0.46%	29	38	\$19.54	\$ 738	100%
Adult Ed (Greenville Literacy Assoc.)	2	0.09%	6	8	\$19.54	\$ 148	100%
SCCB	4	0.18%	11	15	\$19.54	\$ 295	100%
SCSEP (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%
YouthBuild (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%
LifeLaunch (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%
Pathway (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%
Perkins (Greenville Tech)	4	0.18%	11	15	\$19.54	\$ 295	100%
Block Grant (SHARE)	4	0.18%	11	15	\$19.54	\$ 295	100%
WIOA Youth	9	0.46%	29	38	\$19.54	\$ 738	100%
HVRP (Goodwill)	4	0.18%	11	15	\$19.54	\$ 295	100%
<b>Total</b>	<b>1,968</b>	<b>100.00%</b>	<b>6,222</b>	<b>8,190</b>		<b>\$ 160,058</b>	

Additional Shared Services Costs	% of Total	Front Desk Staff			Total Cost by Program
WIOA	21.66%	\$ 8,662	\$ -	\$ -	\$ 43,228
WP	30.16%	\$ 12,066	\$ -	\$ -	\$ 60,213
TAA	2.34%	\$ 938	\$ -	\$ -	\$ 4,679
UI	4.84%	\$ 1,936	\$ -	\$ -	\$ 9,663
DVOP	4.94%	\$ 1,977	\$ -	\$ -	\$ 9,866
LVER	3.16%	\$ 1,264	\$ -	\$ -	\$ 6,306
Rapid Response	3.21%	\$ 1,284	\$ -	\$ -	\$ 6,408
RWA	2.70%	\$ 1,080	\$ -	\$ -	\$ 5,391
Telamon	3.21%	\$ 1,284	\$ -	\$ -	\$ 6,408

TANF	9.38%	\$ 3,750	\$ -	\$ -	\$ 18,715
SNAP	3.21%	\$ 1,284	\$ -	\$ -	\$ 6,408
VR	2.55%	\$ 1,019	\$ -	\$ -	\$ 5,086
Job Corps	6.42%	\$ 2,568	\$ -	\$ -	\$ 12,816
Rotating Partners	2.22%	\$ 888	\$ -	\$ -	\$ 4,873
Adult Ed (Lifelong Learning)	0.46%	\$ 185	\$ -	\$ -	\$ 923
Adult Ed (Greenville Literacy Assoc.)	0.00%	\$ -	\$ -	\$ -	\$ 148
SCCB	0.18%	\$ 74	\$ -	\$ -	\$ 369
SCSEP (Goodwill)	0.18%	\$ 74	\$ -	\$ -	\$ 369
YouthBuild (Goodwill)	0.18%	\$ 74	\$ -	\$ -	\$ 369
LifeLaunch (Goodwill)	0.18%	\$ 74	\$ -	\$ -	\$ 369
Pathway (Goodwill)	0.18%	\$ 74	\$ -	\$ -	\$ 369
Perkins (Greenville Tech)	0.00%	\$ -	\$ -	\$ -	\$ 295
Block Grant (SHARE)	0.18%	\$ 74	\$ -	\$ -	\$ 369
WIOA Youth	0.46%	\$ 185	\$ -	\$ -	\$ 923
HVRP (Goodwill)	0.18%	\$ 74	\$ -	\$ -	\$ 369
<b>Total Costs</b>		\$ 40,000	\$ -	\$ -	\$ 200,058

**MOU Attachment F****CONFIDENTIALITY AGREEMENT****BETWEEN****THE SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE****AND****GREENVILLE COUNTY WORKFORCE DEVELOPMENT AREA**

This Confidentiality Agreement is entered into as of July 1, 2023 by and between the South Carolina Department of Employment and Workforce (DEW) and Greenville County Workforce Development Area (“LWDA”).

**PURPOSE:** The purpose of this Agreement is to address the confidentiality requirements for LWDA to use the DEW Workforce Information Portal in order to have limited access to unemployment insurance (UI) claimant data that will be used to determine an individual’s potential eligibility for training and employment services programs under the Workforce Investment Act (“WIA”) and the Workforce Innovation and Opportunity Act (“WIOA”), effective July 1, 2015, and for LWDA outreach for employment and training opportunities.

**ARTICLE I****DURATION OF AGREEMENT**

This Agreement shall take effect upon the signatures of both parties and shall terminate at the end of the third program year, June 30, 2024. This agreement may be renewed as permitted by federal and state law. The confidentiality requirements of this Agreement shall survive the term of this Agreement.

This Agreement may be amended in the event of changes in federal or state law, including but not limited to changes regarding the confidentiality of Unemployment Compensation (UC) information.

**ARTICLE II****APPLICABLE CONFIDENTIALITY LAWS AND REGULATIONS**

The parties agree to comply with all applicable federal and state laws, regulations, and guidance, including but not limited to:

1. The Privacy Act of 1974, 5 U.S.C. §552a;
2. The Family Privacy Protection Act, S.C. Code Ann. §§ 30-2-10, *et. seq.*;
3. The South Carolina Department of Employment and Workforce law, S.C. Code Ann. §41-27-10, *et seq.*, including §§ 41-29-150 through 170;
4. Federal-State Unemployment Compensation (UC) Program; Confidentiality and Disclosure

of State UC Information, 20 C.F.R. Part 603;

5. Tax Information Security Guidelines for Federal, State and Local Agencies, IRS Publication 1075;
6. Office of Management and Budget M-07-16; and
7. SC Department of Employment and Workforce Personal Identification Information (PII) Handling and Confidentiality Policy.

### **ARTICLE III**

#### **DEFINITIONS**

##### **1. CONFIDENTIAL INFORMATION**

Confidential information includes information in DEW’s records that pertain to the administration of UI benefits, including wage reports. See 20 C.F.R. Part 603.2. The types of data include, but are not limited to, an individual’s and/or employing unit’s:

1. Name, Address, Email, and Phone Number;
2. Last four digits of Social Security Number;
3. Whether an individual is receiving Unemployment Insurance;
4. Most recent employer;
5. Any identifying particulars that in combination with publicly accessible information would identify the individual or employing unit.

##### **2. PERSONALLY IDENTIFIABLE INFORMATION**

**Personally identifiable information (PII) is the information that can be used to uniquely identify, contact, or locate specific individuals. Examples of PII elements include: name, address, date of birth, race, gender, telephone number, official government issued identification numbers, Social Security benefit data, tax data, and financial, medical and employment information.**

### **ARTICLE IV**

#### **INFORMATION DISCLOSED PURSUANT TO THIS AGREEMENT**

This Agreement is limited to the disclosure of information that is received by LWDA for the purposes outlined in this Agreement only.

Information disclosed pursuant to this agreement includes information contained in the following data systems:

DEW Workforce Information Portal (“Portal”).



**ARTICLE V****PURPOSES FOR REQUESTING INFORMATION**

Information that is requested or received by LWDA, pursuant to this Agreement, is limited to the information permitted by federal and state law and to the information needed by LWDA staff for determining an individual's potential eligibility in WIA or WIOA programs for training and employment services and for LWDA outreach for employment and applicable training opportunities.

**ARTICLE VI****REQUIRED SAFEGUARDS**

Both the recipient agency/entity and the individual recipient of confidential information and PII are subject to several required safeguards.

The individual recipient of any confidential information is required to:

1. Use the disclosed information only for purposes authorized by law and consistent with this Agreement;
2. Store the disclosed information in a place physically secure from access by unauthorized persons;
3. Undertake precautions to ensure that only authorized personnel have access to disclosed information in hardcopy form.
4. Store and process disclosed information maintained in electronic format in such a way that unauthorized persons cannot obtain the information by any means; and
5. Undertake precautions to ensure that only authorized personnel are given access to disclosed information stored in computer systems.
  - a. Precautions include not saving UC information and PII exported from the Portal into spreadsheets or other documents in shared folders with unauthorized personnel.

The agency/entity recipient of any confidential information and PII is required to:

1. Instruct all personnel having access to the disclosed information about confidentiality requirements, the requirements of this Agreement, and the sanctions specified by South Carolina law for unauthorized disclosure of confidential information.
2. Sign an acknowledgement that all personnel, including contractors and service providers, having access to the disclosed information have been instructed in accordance with this Agreement and will adhere to DEW's confidentiality requirements and procedures. (See Attachment A).
  - a. It is the understanding pursuant to this Agreement that the LWDA will be working on this project exclusively. Prior to any additional personnel, contractors, or service providers of

the LWDA joining this project, the LWDA will notify DEW so the acknowledgement can be executed prior to any disclosure to the additional personnel.

3. Dispose of information disclosed or obtained, and any copies thereof made by the recipient agency, entity, or contractor, after the purpose for which the information is disclosed is served, except for disclosed information possessed by any court. Disposal means the return of the information to DEW or destruction of the information, as instructed and approved by DEW. If destruction of the information is requested by DEW, LWDA will destroy the information within an approved timeframe. LWDA will provide a certificate of destruction.
4. Maintain a system sufficient to allow an audit of compliance with the requirements of this Agreement.

## ARTICLE VII

### REDISCLASURE OF CONFIDENTIAL UC INFORMATION

**LWDA is not authorized to redisclose any confidential information without prior authorization from DEW. Specifically, LWDA is not authorized to disclose the unemployment insurance status.**

Should the situation arise where LWDA seeks authorization to redisclose confidential information from the Portal, there are limited exceptions that DEW authorizes redisclosure of confidential UC information. The only exceptions are as follows:

1. To the individual or employer who is the subject of the information;
2. To an attorney or other duly authorized agent representing the individual or employer;
3. In any civil or criminal proceedings for or on behalf of a recipient agency or entity;
4. In response to a subpoena as provided in 20 C.F.R. § 603.7;
5. To an agent or contractor of a public official only if the person redisclosing is a public official, if the redisclosure is authorized by the State law, and if the public official retains responsibility for the uses of the confidential UC information by the agent or contractor;
6. From one public official to another if the redisclosure is authorized by the State law;
7. When so authorized by Section 303(e)(5), SSA, (redisclosure of wage information by a State or local child support enforcement agency to an agent under contract with such agency for purposes of carrying out child support enforcement) and by State law; or
8. When specifically authorized by a written release that meets the requirements of 20 C.F.R. § 603.5(d) (to a third party with informed consent).

SC Works Greenville – PY24 MOU/IFA

Information redisclosed under subsections (5) & (6) above are also subject to the safeguards outlined in Article V. Required Safeguards of this Agreement.

The requirements of this Article do not apply to disclosures of UC information to a Federal agency which DEW has determined, by notice published in the Federal Register, to have in place safeguards adequate to satisfy the confidentiality requirement of Section 303(a)(1), SSA.

## ARTICLE VIII

### METHODS AND TIMING OF REQUESTS FOR INFORMATION

This Agreement must include “the methods and timing of requests for information and responses to those requests, including the format to be used.” (20 C.F.R. § 603.10(b)(1)(iii)). DEW will provide a user name and password to the authorized employees that will access the Portal.

LWDA agrees to safeguard this information as described in federal and state law, including but not limited 20 C.F.R. §603. LWDA will instruct the designated employees, designated contractors, and designated service providers that information is provided so that the disclosure of this information is limited to the purpose of this agreement and limited to only necessary employees, contractors, and service providers. LWDA will agree to limit the access of the data to designated employees, designated contractors, and designated service providers that will sign the Confidentiality Agreement (See Attachment A).

In the event the designated employee is discharged or leaves his or her position with LWDA, LWDA insures the former employee will not have access to the information contained therein, and **LWDA will notify DEW that the former employee’s user name and password should be revoked.**

Access to confidential information will only be granted through the Portal Information used from the Portal in any document and for any purpose is considered confidential and the provisions of this Agreement extend to all electronic, oral, and/or printed information. **Individuals with access to the Portal are prohibited from transferring DEW data to removable media and are prohibited from accessing the portal from personal devices.**

The confidentiality requirements of this Agreement survive the duration of this Agreement.

## ARTICLE IX

### COSTS FOR FURNISHING INFORMATION

Pursuant to 20 C.F.R. § 603.5, LWDA will not pay for the costs to DEW for furnishing information as LWDA is performing services that are part of providing workforce services to the local area.

## ARTICLE X

### ON-SITE INSPECTIONS

DEW reserves the right to conduct on-site inspections to assure that the requirements of State law and this Agreement are being met.

**ARTICLE XI****BREACH, ENFORCEMENT, TERMINATION AND MODIFICATION**

**Breach:** If any employee or agent thereof, fails to comply with any provision of this Agreement, the Agreement must be suspended, access to the Portal denied, and further disclosure of information (including any disclosure being processed) prohibited, until DEW is satisfied that corrective action has been taken and there will be no further breach. In the absence of prompt and satisfactory corrective action, the agreement must be canceled, LWDA's access to the Portal will be revoked, and LWDA must be required to surrender to DEW all confidential UC information or PII (and copies thereof) obtained under the Agreement which has not previously been returned to DEW, and any other information relevant to the Agreement, or provide a certificate of destruction at DEW's request.

Both parties agree that each party shall be liable for its own acts and omissions, and the acts and omissions of its employees, agents and officers, and nothing within this agreement shall impute or transfer liability to the other party. This provision shall survive the expiration or termination of this Agreement, regardless of the reason for termination.

**Enforcement:** Pursuant to federal and state law, DEW must hold confidential and must not publish information that reveals an individual's or employing unit's identity and/or any identifying particulars. In the event an employee or member of DEW violates a state provision, the person must be fined not less than \$20.00 or more than \$500.00 and/or imprisoned for not longer than 90 days. SC Code Ann. § 41-29-150. DEW is permitted to disclose information under limited circumstances, including an agency or entity to which disclosures are permitted by federal statute or regulation. SC Code Ann. § 41-29-170(B)(1)(c).

DEW is permitted to disclose this information with conditions as outlined by federal regulation to LWDA, as described in this agreement. The confidentiality requirements and penalties that apply to DEW staff extend to LWDA employees covered under this Agreement.

**Termination and Modification:** This Agreement may be terminated by either party upon written notice, or immediately due to a breach or change in federal or state law. Should either party terminate this Agreement, LWDA employees shall no longer have access to confidential information from the DEW Workforce Information Portal and will be required, at DEW's discretion, to return or destroy any printed information and/or electronic files to the Office of General Counsel for DEW or provide a certificate of destruction, at DEW's request.

In the event there is a change in federal and or state law that nullifies any portion of this Agreement, the Agreement is immediately terminated and a new Agreement under the current law may be executed.

In addition, this Agreement is immediately terminable by DEW if it determines that the safeguards in the agreement are not adhered to by LWDA.

DEW reserves the right to deny access to an area or to individual employees of an area in the event of an investigation of a potential breach of this Agreement.

No amendments, modifications, changes, additions or deletions of the Agreement shall be valid unless in writing, signed by both parties and attached to this Agreement.

**SUCCESSORS AND ASSIGNS:** DEW and LWDA each binds itself, its successors, executors, administrators,

SC Works Greenville – PY24 MOU/IFA

and assigns to the other party with respect to these requirements, and also agrees that no party shall assign, sublet, or transfer its interest in the Agreement without the written consent of the other parties.

**ENTIRE AGREEMENT:** This Agreement constitutes the entire Agreement between the parties. The contract is to be interpreted under the laws of the State of South Carolina.


The signatories hereunder warrant and declare that they are duly authorized to execute this Agreement by virtue of their position and title.

South Carolina Department of  
Employment and Workforce

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

LWDA

  
\_\_\_\_\_  
County Administrator  
5.31.24  
\_\_\_\_\_  
Date

**ATTACHMENT A – TO BE SIGNED BY AUTHORIZED EMPLOYEE(S)  
CONFIDENTIALITY AGREEMENT**

**REGARDING**

**CONFIDENTIAL INFORMATION FROM DEW**

ORGANIZATION NAME \_\_\_\_\_

EXECUTIVE SIGNATURE \_\_\_\_\_  
(Signatory Official)

EMPLOYEE NAME \_\_\_\_\_

EMPLOYEE POSITION \_\_\_\_\_

EMPLOYEE PHONE NUMBER \_\_\_\_\_

EMPLOYEE EMAIL ADDRESS \_\_\_\_\_

DATE \_\_\_\_\_

I understand that LWDA (“LWDA”) has received and will continue to receive confidential information from the South Carolina Department of Employment and Workforce (“DEW”) pursuant to the attached Agreement between the LWDA and DEW that became effective upon signature of the Agreement.

I have reviewed the terms of the Agreement and agree to:

- use confidential information only as authorized by DEW;
- safeguard all confidential information in accordance with this agreement and DEW’s confidentiality rules, including DEW’s PII policy and applicable federal and state laws and regulations; and
- not disclose this information without prior written authorization of DEW.

I understand the confidentiality terms of the Agreement survive the duration of the Agreement.

I further understand that unauthorized disclosure of confidential information could subject me to the penalties provided under S.C. Code Ann. § 41-29-150, in addition to other penalties and/or fines under state and/or federal law and regulations.

By my signature below, I certify I have read this Confidentiality Agreement and the attached Agreement and will abide by their terms

User

Signature \_\_\_\_\_ Date \_\_\_\_\_

# Program Year 2024 MOU/IFA Addendum

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## Front Desk Position Funding and Cost Allocation

The SC Works system brings together a series of partner programs and entities responsible for workforce development, education, and other human resources programs to collaborate in the creation of a seamless customer-focused service delivery network that enhances access to the programs' services. In an effort to streamline the intake process by providing consistent front desk coverage in Comprehensive SC Works Centers, the Parties indicated below agree to proportionately share the cost for funding a full-time front desk position, up to \$40,000 including salary, fringe and benefits, in all SC Works Comprehensive Centers for Program Year (PY) 2024. The primary responsibility of this position would include the provision of consistent guidance and assistance to individuals visiting the SC Works Center. The individual will greet and direct customers to the appropriate resources and will report to the SC Works Center Operator. *The Parties reserve the ability to be involved in the selection and training process for this position.* Below is a recommended list of essential duties and responsibilities:

- Greet customers and guests at the main entrance;
- Respond to customer questions and direct them to the appropriate staff, program, or agency;
- Provide customers with pertinent information related to employment services, WIOA services or other partner programs within the local SC Works system;
- Provide an overview of available resource center services, employment referral opportunities, and vocational guidance and labor market information to claimants, job seekers, partners and employers;
- Assist customers with utilizing the SC Works Greeter kiosk; and
- Perform other duties as assigned.

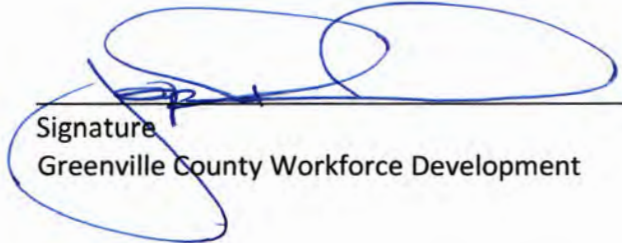
In accordance with State Instruction 16-19, Local MOU Guidelines, required partners must use a portion of their funds to pay for costs relating to the operation of the workforce system, including infrastructure costs and additional costs. Additional costs may include other costs that support the operations of the SC Works Center as a whole, such as staffing for the front desk, if agreed to by partners. Although the local operating budget contains both infrastructure and additional costs components, only failure to reach consensus among all required partners with respect to the infrastructure cost funding will trigger the implementation of the State Funding Mechanism, as outlined in the policy referenced above. Therefore, the Parties indicated below agree to proportionately share in the cost of funding a full-time front desk position in all Comprehensive Centers in addition to the infrastructure costs identified in Attachment E of the local PY 2024 MOU/IFA, Shared Operating Budget.

PY 2024 MOU/IFA Addendum  
Front Desk Position Cost Allocation  
Page 2 of 3

The local area, in coordination with the Operator, shall be responsible for reconciling and invoicing respective Parties to the addendum as it relates to the funding of the front desk position at the local area's Comprehensive Center(s). Charges should be included in the quarterly IFA invoice and shared proportionately using the methodology agreed to and outlined in the local PY 2024 MOU/IFA.

This addendum is effective July 1, 2024 through June 30, 2025. Infrastructure costs and any additional shared operating and/or services costs are contingent upon receipt of those funds by the partners. Any Parties may withdraw from this addendum in the event funding for the mandatory program is eliminated or the Parties are no longer responsible for the program. Such withdrawal shall be effective upon written notification to the partners of the lack of funding. Should any Party withdraw, modify, assign or terminate its participation in this addendum, it shall remain binding and in full force and effect with respect to other remaining Parties.

The individuals signing this addendum have the authority to commit their respective organizations to the terms of this addendum and do so by signature below.

 _____ Signature Greenville County Workforce Development	<u>5.31.24</u> _____ Date
_____ Signature The South Carolina Department of Employment and Workforce	_____ Date
_____ Signature South Carolina Vocational Rehabilitation Department	_____ Date
_____ Signature South Carolina Commission for the Blind	_____ Date
_____ Signature Lifelong Learning	_____ Date



The local area, in coordination with the Operator, shall be responsible for reconciling and invoicing respective Parties to the addendum as it relates to the funding of the front desk position at the local area's Comprehensive Center(s). Charges should be included in the quarterly IFA invoice and shared proportionately using the methodology agreed to and outlined in the local PY 2024 MOU/IFA.

This addendum is effective July 1, 2024 through June 30, 2025. Infrastructure costs and any additional shared operating and/or services costs are contingent upon receipt of those funds by the partners. Any Parties may withdraw from this addendum in the event funding for the mandatory program is eliminated or the Parties are no longer responsible for the program. Such withdrawal shall be effective upon written notification to the partners of the lack of funding. Should any Party withdraw, modify, assign or terminate its participation in this addendum, it shall remain binding and in full force and effect with respect to other remaining Parties.

The individuals signing this addendum have the authority to commit their respective organizations to the terms of this addendum and do so by signature below.

<hr/> Signature Greenville County Workforce Development  <i>William H. Floyd, III</i>	<hr/> Date
<hr/> Signature The South Carolina Department of Employment and Workforce	<hr/> Date
<hr/> Signature South Carolina Vocational Rehabilitation Department	<hr/> Date
<hr/> Signature South Carolina Commission for the Blind	<hr/> Date
<hr/> Signature Lifelong Learning	<hr/> Date

PY 2024 MOU/IFA Addendum  
Front Desk Position Cost Allocation  
Page 2 of 3

The local area, in coordination with the Operator, shall be responsible for reconciling and invoicing respective Parties to the addendum as it relates to the funding of the front desk position at the local area's Comprehensive Center(s). Charges should be included in the quarterly IFA invoice and shared proportionately using the methodology agreed to and outlined in the local PY 2024 MOU/IFA.

This addendum is effective July 1, 2024 through June 30, 2025. Infrastructure costs and any additional shared operating and/or services costs are contingent upon receipt of those funds by the partners. Any Parties may withdraw from this addendum in the event funding for the mandatory program is eliminated or the Parties are no longer responsible for the program. Such withdrawal shall be effective upon written notification to the partners of the lack of funding. Should any Party withdraw, modify, assign or terminate its participation in this addendum, it shall remain binding and in full force and effect with respect to other remaining Parties.

The individuals signing this addendum have the authority to commit their respective organizations to the terms of this addendum and do so by signature below.

\_\_\_\_\_  
Signature Date  
Greenville County Workforce Development

\_\_\_\_\_  
Signature Date  
The South Carolina Department of Employment and Workforce

*Felicia W. Johnson*  
\_\_\_\_\_  
Signature Date  
Felicia W. Johnson, Commissioner  
South Carolina Vocational Rehabilitation Department

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature Date  
South Carolina Commission for the Blind

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature Date  
Lifelong Learning

APPROVED AS TO FORM AND CONTENT"  
*Deanne T. Harvey*  
Deanne T. Harvey  
SCVRD Legal Counsel 6.11.24

PY 2024 MOU/IFA Addendum  
Front Desk Position Cost Allocation  
Page 2 of 3

The local area, in coordination with the Operator, shall be responsible for reconciling and invoicing respective Parties to the addendum as it relates to the funding of the front desk position at the local area's Comprehensive Center(s). Charges should be included in the quarterly IFA invoice and shared proportionately using the methodology agreed to and outlined in the local PY 2024 MOU/IFA.

This addendum is effective July 1, 2024 through June 30, 2025. Infrastructure costs and any additional shared operating and/or services costs are contingent upon receipt of those funds by the partners. Any Parties may withdraw from this addendum in the event funding for the mandatory program is eliminated or the Parties are no longer responsible for the program. Such withdrawal shall be effective upon written notification to the partners of the lack of funding. Should any Party withdraw, modify, assign or terminate its participation in this addendum, it shall remain binding and in full force and effect with respect to other remaining Parties.

The individuals signing this addendum have the authority to commit their respective organizations to the terms of this addendum and do so by signature below.

\_\_\_\_\_  
Signature  
Greenville County Workforce Development

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
The South Carolina Department of Employment and Workforce

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
South Carolina Vocational Rehabilitation Department

\_\_\_\_\_  
Date

Darlene Graham  
\_\_\_\_\_  
Signature  
South Carolina Commission for the Blind

5/24/24  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
Lifelong Learning

\_\_\_\_\_  
Date

PY 2024 MOU/IFA Addendum  
Front Desk Position Cost Allocation  
Page 2 of 3

The local area, in coordination with the Operator, shall be responsible for reconciling and invoicing respective Parties to the addendum as it relates to the funding of the front desk position at the local area's Comprehensive Center(s). Charges should be included in the quarterly IFA invoice and shared proportionately using the methodology agreed to and outlined in the local PY 2024 MOU/IFA.

This addendum is effective July 1, 2024 through June 30, 2025. Infrastructure costs and any additional shared operating and/or services costs are contingent upon receipt of those funds by the partners. Any Parties may withdraw from this addendum in the event funding for the mandatory program is eliminated or the Parties are no longer responsible for the program. Such withdrawal shall be effective upon written notification to the partners of the lack of funding. Should any Party withdraw, modify, assign or terminate its participation in this addendum, it shall remain binding and in full force and effect with respect to other remaining Parties.

The individuals signing this addendum have the authority to commit their respective organizations to the terms of this addendum and do so by signature below.

\_\_\_\_\_  
Signature  
Greenville County Workforce Development

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
The South Carolina Department of Employment and Workforce


\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
South Carolina Vocational Rehabilitation Department

\_\_\_\_\_  
Date

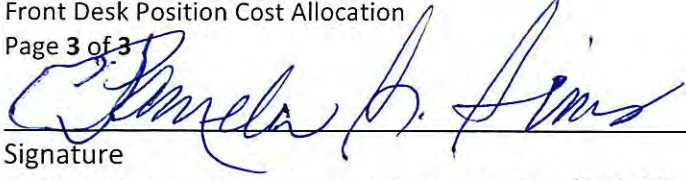
\_\_\_\_\_  
Signature  
South Carolina Commission for the Blind

\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Signature  
Lifelong Learning

5/30/24  
Date

PY 2024 MOU/IFA Addendum  
Front Desk Position Cost Allocation  
Page 3 of 3

  
\_\_\_\_\_  
Signature

Sunbelt Human Advancement Resources Inc. (SHARE)

  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Goodwill Industries of Upstate/Midlands South Carolina (GIUMSC)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

SC Department of Social Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Telamon Corporation

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

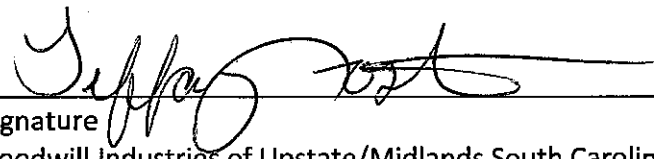
Job Corps

\_\_\_\_\_  
Date

PY 2024 MOU/IFA Addendum  
Front Desk Position Cost Allocation  
Page 3 of 3

\_\_\_\_\_  
Signature  
Sunbelt Human Advancement Resources Inc. (SHARE)

\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Signature  
Goodwill Industries of Upstate/Midlands South Carolina (GIUMSC)

  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
SC Department of Social Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
Telamon Corporation

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
Job Corps

\_\_\_\_\_  
Date

PY 2024 MOU/IFA Addendum  
Front Desk Position Cost Allocation  
Page 3 of 3

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Signature	Date
Sunbelt Human Advancement Resources Inc. (SHARE)	

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Signature	Date
Goodwill Industries of Upstate/Midlands South Carolina (GIUMSC)	

**Susan Roben** Digitally signed by Susan Roben  
Date: 2024.06.16 10:31:48 -04'00'

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Signature	Date
SC Department of Social Services	

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Signature	Date
Telamon Corporation	

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Signature	Date
Job Corps	

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Signature  
Sunbelt Human Advancement Resources Inc. (SHARE)

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Date

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Signature  
Goodwill Industries of Upstate/Midlands South Carolina (GIUMSC)

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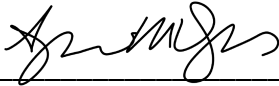
Date

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Signature  
SC Department of Social Services

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Date



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7/1/2024

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Signature  
Telamon Corporation

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Date

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Signature  
Job Corps

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Date



PY 2024 MOU/IFA Addendum  
Front Desk Position Cost Allocation  
Page 2 of 2

The local area, in coordination with the Operator, shall be responsible for reconciling and invoicing respective Parties to the addendum as it relates to the funding of the front desk position at the local area's Comprehensive Center(s). Charges should be included in the quarterly IFA invoice and shared proportionately using the methodology agreed to and outlined in the local PY 2024 MOU/IFA.

This addendum is effective July 1, 2024, through June 30, 2024. Infrastructure costs and any additional shared operating and/or services costs are contingent upon receipt of those funds by the partners. Any Parties may withdraw from this addendum in the event funding for the mandatory program is eliminated or the Parties are no longer responsible for the program. Such withdrawal shall be effective upon written notification to the partners of the lack of funding. Should any Party withdraw, modify, assign, or terminate its participation in this addendum, it shall remain binding and in full force and effect with respect to other remaining Parties.

The individuals signing this addendum have the authority to commit their respective organizations to the terms of this addendum and do so by signature below.

*Johnell Gaines*  
Johnell Gaines (Jun 5, 2024 22:52 EDT)

Signature

06/05/2024

Date

Entity: Bamberg Job Corps Center

**MEMORANDUM OF AGREEMENT (MOA)****Between Greenville County Workforce Development & Noble Aim Consulting, LLC****I. INTRODUCTION**

THIS MEMORANDUM OF AGREEMENT (MOA) (“Memorandum”), dated July 1, 2024 between GREENVILLE COUNTY WORKFORCE DEVELOPMENT (“PARTNER’), a GOVERNMENT ORGANIZATION established under the laws of THE STATE OF SOUTH CAROLINA with its office in GREENVILLE COUNTY represented by DEAN E. JONES, WORKFORCE DEVELOPMENT DIRECTOR, and NOBLE AIM CONSULTING, LLC (“PARTNER”), a SOUTH CAROLINA, USA FOR-PROFIT ORGANIZATION with its principle place of business in GREENVILLE COUNTY, SOUTH CAROLINA, USA, represented by LAURA BOGARDUS AND MIKE TEACHEY, CO-PRESIDENTS; collectively referred to as “the Partners”.

The Partners wish to work together and in compliance with the following clauses:

**II. GOAL**

COMMITTEE ON SERVICES FOR INDIVIDUALS WITH DISABILITIES (CSID): TO FACILITATE SYSTEMS CHANGE THROUGH THE ADOPTION AND APPLICATION OF A SINGLE POINT OF CONTACT STRATEGY FOR DELIVERING EMPLOYMENT-DRIVEN SOLUTIONS FOR THE COMMITTEE ON SERVING INDIVIDUALS WITH DISABILITIES (CSID) CUSTOMERS, THEREBY RESULTING IN IMPROVED ACCESSIBILIY TO THE AVAILABLE EMPLOYMENT OPPORTUNITIES THROUGH THE SC WORKS DELIVERY SYSTEM.

YOUTH COMMITTEE: TO PROVIDE INFORMATION AND ASSIST WITH PLANNING, OPERATIONAL, AND OTHER ISSUES RELATING TO THE PROVISION OF SERVICES TO YOUTH.

**III. ROLES AND RESPONSIBILITIES OF PARTNERS**

**Greenville County Workforce Development:** Greenville County Workforce Development will be responsible for making payment to Noble Aim Consulting for delivering the services outlined within this agreement.

**Noble Aim Consulting, LLC.** Noble Aim Consulting will be responsible for the following:

**CSID MEETINGS**

The CSID includes members from the organizations providing services to People with Disabilities (PwD). The members have adopted a Single Point of Contact (SPOC) strategy in order to deliver services. CSID meetings will be used to address all matters related to SPOC activities, and the overall progress to enhance employment opportunities for PwD within the community.

Noble Aim Consulting, LLC will be responsible for:

- Organizing and facilitating CSID meetings, including sending out meeting notices and capturing meeting minutes and notes. For breakfast meetings, the cost of breakfast for attendees is included in our fee.
- Leading activities between meetings, such as strategic guidance and consultation with leadership, subject-specific research, and communication with stakeholders, experts, and service providers.
- Providing status updates to staff and at GCWDB meetings upon request.

YOUTH COMMITTEE MEETINGS

The Youth Committee includes members from the organizations providing services to In School Youth (ISY) and Out of School Youth (OSY). Youth Committee meetings will be used to address all matters related to the committee's critical activities, and the overall progress to enhance employment opportunities for ISY and OSY within the community. Examples of critical activities may include: 1) Enhancing a formal working relationship with the board; 2) Building community awareness and leadership; 3) Addressing key development, education and employment issues affecting youth; 4) Facilitating coordination of youth activities in the community; 5) Influencing and leveraging other community youth funds and services; 6) Addressing specific needs of youth in the community; and 7) Engaging with the business community.

Noble Aim Consulting, LLC is responsible for:

- Organizing and facilitating Youth Committee meetings, including sending out meeting notices, collecting a lunch headcount, capturing meeting minutes and notes, and returning a signed copy of meeting sign-in sheet to GCWD. The cost of lunch is not included in our fee.
- Leading activities between meetings, such as strategic guidance and consultation with leadership, subject-specific research, and communication with stakeholders, experts, and service providers.
- Providing status updates to staff and at GCWDB meetings as requested.

**IV. PRINCIPAL CONTACTS**

The Principal Contacts for each one of the organizations is:

**GREENVILLE COUNTY WORKFORCE DEVELOPMENT:**

Name: Dean E. Jones  
 Title: Director  
 Address: 225 S. Pleasantburg, Suite C-11  
 Greenville, South Carolina 29607  
 Telephone: (864) 467-3605

**NOBLE AIM CONSULTING, LLC:**

Name: Laura Bogardus  
 Title: Co-President  
 Address: PO Box 26358  
 Greenville, South Carolina 29616  
 Telephone: (864) 270-8275

Such Principal Contacts may be changed in writing from time to time by their respective Partners.

**V. USE OF INTELLECTUAL PROPERTY**

The parties agree that any intellectual property, which is jointly developed through activities covered under this MOA, can be used by either party for marketing/outreach purposes without obtaining consent from the other and without any need to account to the other.

All other intellectual property used in the implementation of the MOA will remain the property of the party that provided it. This property can be used by either party for purposes covered by the MOA but consent will be obtained from the owner of the property before using it for purposes not covered by the MOA.

#### **VI. EFFECTIVE DATES AND AMENDMENTS**

Withstanding the date of signing, this MOA shall take effect on July 1, 2024 and shall remain in effect through June 30, 2025 unless earlier terminated. Neither party may assign or transfer all or any portion of this MOA without the prior written consent of the other party.

The MOA may be renewed at the end of this period by mutual written agreement by both Parties.

The provisions of this MOA may only be amended or waived by mutual written agreement by both Parties.

The individuals signing this MOA on behalf of their respective entities represent and warrant (without personal liability therefore) that upon the signature of each, this MOA shall have been duly executed by the entity each represents.

#### **VII. TERMINATION**

Any Party may terminate this MOA and any related agreement, work plan and budget at any time and for any reason by giving 30 days prior written notice to the other Party; provided, however, that in the event NOBLE AIM CONSULTING, LLC fails to perform any of its obligations under this MOA, GREENVILLE COUNTY WORKFORCE DEVELOPMENT shall have the right to terminate this MOA and any related agreement, work plan and budget immediately upon written notice. NOBLE AIM CONSULTING, LLC shall be due amounts owed through the date of termination, except as may be offset by amounts owed by NOBLE AIM CONSULTING, LLC within 30 days of termination.

#### **VIII. PAYMENT OF FUNDS.**

The parties acknowledge and agree that this MOA creates a financial or funding obligation on behalf of GREENVILLE COUNTY WORKFORCE DEVELOPMENT, and specifically delineates the terms and nature of such obligations and that references this MOA. NOBLE AIN CONSULTING, LLC will expend Workforce Innovation and Opportunity Act (WIOA) funds solely in accordance with the agreed upon budget and the line items contained therein.

#### **IX. NO JOINT VENTURE**

Notwithstanding the terms "Partners" and "Partnership", the Partners agree that they are not entering into a Legal Partnership, joint venture or other such business arrangement, nor is the purpose of the Partners to enter into a commercial undertaking for monetary gain. Neither Partner will refer to or treat the arrangements under this Agreement as a Legal Partnership or take any action inconsistent with such intention.

#### **X. INDEMNIFICATION: LIMITATION OF LIABILITY**

It is understood and agreed that GREENVILLE COUNTY WORKFORCE DEVELOPMENT will not be liable to NOBLE AIM CONSULTING, LLC or any agent or associate for any mistake or error in judgment or for any act or omission done in good faith and believed to be within the scope of authority conferred or implied by this MOA.

#### **XI. DISPUTE RESOLUTION**

The Partners hereby agree that, in the event of any dispute between the Partners relating to this Agreement, the Partners

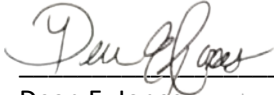
shall first seek to resolve the dispute through informal discussions. In the event any dispute cannot be resolved informally within 15 calendar and consecutive days, the Partners agree that the dispute will be negotiated between the Partners through mediation, if Partners can agree on a mediator. The costs of mediation shall be shared equally by the Partners. Neither Partner waives its legal rights to adjudicate this Agreement in a legal forum.

**XII. ENTIRETY**

This Agreement, including all Annexes, embodies the entire and complete understanding and agreement between the Partners and no amendment will be effective unless signed by both Partners. Such signature by both Partners may be made by electronically.

FOR GREENVILLE COUNTY WORKFORCE DEVELOPMENT

DATE



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Dean E. Jones  
Director

June 19, 2024

FOR NOBLE AIM CONSULTING, LLC

DATE



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Laura Bogardus  
Co-President

June 18, 2024

**NOBLE AIM CONSULTING, LLC  
CSID and YOUTH COMMITTEE BUDGET  
July 1, 2024 thru June 30, 2025**

<b>Item</b>	<b>Monthly Cost</b>	<b>Quarterly Cost</b>	<b>Quantity</b>	<b>Amount</b>
CSID MEETINGS and RELATED SERVICES		\$2,150	4	\$8,600
YOUTH COMMITTEE MEETINGS and RELATED SERVICES		\$3,225	4	\$12,900
<b>TOTAL</b>			<b>8</b>	<b>\$21,500</b>



**Memorandum of Agreement  
Between  
Greenville County Schools  
And  
Greenville County Workforce Development Board**

This Memorandum of Agreement (MOA) entails the description of a service delivery partnership between Greenville County Schools (GCS) Alternative School Program and the Greenville County Workforce Development Board's (GCWDB) Workforce Innovation and Opportunity Act (WIOA) Youth Program and formalizes the responsibilities of each party in furtherance of this collaboration. This Agreement and the collaboration detailed herein is designed to create a GCS – GCWDB partnership for the purpose of providing work-based learning, career exploration/awareness, adult mentoring, supportive services, youth incentives, and other age-appropriate activities and services to GCS students attending an Alternative School Program, including Satellite Diploma youth.

This Agreement supersedes and is binding over any other agreement, whether formal or informal, with regard to the subject matter of this Agreement.

**Greenville County Schools - Satellite Diploma Program**

Greenville County School's Satellite Diploma Program (GCS-SDP), housed at the district's four career centers, serves students who are 17 or older, struggle in a traditional high school setting, and have few credits toward graduation. Using a virtual school-based platform, the program provides students an opportunity to work at a self-paced level on academic units while receiving assistance from subject area teachers who are available to assist students. Each GCS-SDP site is managed by a facilitator that serves as administrator and mentor to program participants by promoting their success and achievement. The program allows for the flexibility of several factors that limit these students from being successful in traditional schools. Flexibility is granted within the following parameters:

**Schedule:** Students have the ability to schedule days to attend which allows flexibility in dealing with conflicts of a home or work nature. Students can choose to attend during morning sessions, afternoon sessions or a combination of both. Students can also choose 5 days per week or any combination thereof.

**Self-Pacing:** Students gain actual high school credits using a revolutionary and self-paced virtual learning system. Students work at a pace that is geared for them while also having the ability to work during off hours on assignments at home and during the weekends.

**Career Studies:** Participants of the GCS-SDP and other students in Greenville County Schools have the opportunity to participate in Career Center instructional classes such as Welding, Culinary Arts, Law Enforcement and Cosmetology that could lead to industry-wide certifications.



## Workforce Innovation and Opportunity Act of 2014 (WIOA)

The Workforce Innovation and Opportunity Act (WIOA) is designed to help jobseekers 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 is a federal program administered in South Carolina through the Department of Employment and Workforce and the 12 Local Workforce Development Areas throughout the state. The Greenville County Workforce Development Board (GCWDB) is comprised of local business owners, government officials, education/training representatives, and others and appointed by the Chief Elected Official (CEO) for Greenville County. The GCWDB, in conjunction with the CEO, provides oversight planning guidance for all WIOA-funded programs in Greenville County. WIOA programs help businesses meet their needs for skilled workers and provide individuals with access to training that helps them prepare for work. WIOA Title I consists of the Adult, Dislocated Worker and Youth funding streams.

The WIOA program provides core services consisting of information and resource tools to assist job seekers in achieving their employment goals. WIOA also provides intensive and training services provided to individuals who are in need of staff assistance and specialized assessments, case management, short-term training, and other appropriate program services.

WIOA also outlines a broader youth vision that supports an integrated service delivery system and gives a framework through which states and local areas can leverage other Federal, State, Local, and philanthropic resources to support in-school and out-of-school youth. WIOA affirms the Department's commitment to providing high quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education.

The GCWDB's WIOA Youth Program desires to establish a service delivery partnership with GCS Alternative Schools Programs and will target for recruitment into the program youth who appear to meet WIOA Youth program eligibility, are between the ages of 17 – 21, and are in need of any combination of the following WIOA Youth Program Elements:

1. Tutoring, study skills training, instruction, and dropout prevention and recovery strategies; **(mandatory)**
2. Alternative secondary school services, or dropout recovery services, as appropriate;
3. Paid and unpaid work experiences; **(mandatory)**
4. Occupational Skills Training and alignment of credentials with in-demand industry sectors;
5. Comprehensive guidance and counseling, including referrals to alcohol and drug abuse counseling;
6. Leadership development opportunities, which may include community service projects, peer-centered activities encouraging responsibility and other positive social/civic behaviors;





7. Supportive services, which may include linkages to community services, assistance with transportation; child care, etc.;
8. Adult mentoring for the period of participation and a subsequent period, for a total of 12 months;
9. Follow-up services for 12 months after the completion of participation, as appropriate; **(mandatory)**
10. Financial Literacy Education; **(mandatory)**
11. Entrepreneurial Skills Training;
12. Services that provide labor market information (LMI) and employment information about in-demand industry sectors or occupations available in the local area; **(mandatory)**
13. Activities that help youth prepare for and transition to postsecondary education, and advanced training, or employment; **(mandatory)**
14. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

The GCWDB has determined that certain WIOA Youth Elements are essential to operating a successful in-school program. While all fourteen (14) WIOA Youth Elements will be made available to all youth participants, the ones indicated above as **mandatory** will be required for the in-school youth program.

### **1.0 MUTUAL BENEFIT**

GCWDB and GCS both have joint missions to provide experiences, in cooperation with the home and community, which prepare students for lifelong learning and being a productive participant in society.

#### **GCWDB Benefit**

As a participant in this joint collaboration, GCWDB will:

- benefit in aiding in the attainment of high school credits for program participants;
- provide support to increase literacy and numeracy gains in enrolled students;
- have the ability to fulfill the mission of the Workforce Innovation and Opportunity Act of 2014 by assisting low income youth who have educational and/or employment barriers.

#### **GCS Benefit**

As a participant in this joint collaboration, Greenville County Schools will allow program recipients to receive programmatic assistance in not only the educational focus of the curriculum but assistance in developing a workforce focus as well. GCS students will:

- be provided an incentive for successful completion of and graduation from the GCS-SDP program;
- receive career guidance and counseling, local labor market information, and referrals to higher education programs and/or employment opportunities;



- be afforded shadowing, internship and training opportunities;
- gain career readiness skills;
- increase their knowledge of workplace settings and advanced information on services designed for locally-identified critical workforce areas and manufacturing specific needs;
- establish a work history and connection with employers that can aid in future job searches;
- receive the benefits of multiple youth committees with varying youth concentrations: transitional employment, college readiness, workplace readiness, and Science, Technology, Engineering, and Mathematics (STEM) principles.

## **2.0 INTENT OF PARTICIPANTS**

It is the intent of the participants to collaborate to make educational attainment assistance services available such as the completion of the credits necessary to receive a high school diploma. It is also the intent of the participants to collaborate to make employment assistance available to students. Such offerings available will include job placement assistance, career counseling, skills/aptitude/ability assessments, résumé creation and interview preparation.

Participating students will be assigned a designated WIOA Case Manager. Participant students will be entered into the South Carolina Workforce Online System (SCWOS). SCWOS is a real-time, on-line system for WIOA intake, case management, tracking of services, follow-up activities, job postings, and employers' information and reporting.

Opportunities for paid and unpaid work experiences, leadership and occupational skills training, guidance, counseling and support services will be afforded to each enrollee. Each participant will also receive instruction in employability, networking and work maturity, skills evaluation, computer and typing competency, effective résumé creation and interview preparation.

Students will also be eligible to receive advanced training in work readiness classes as well as opportunities to earn nationally-recognized certifications.

## **3.0 MANAGEMENT OF THE PROGRAM**

Parties will collaborate to establish effective procedures regarding student referral and participation in this initiative.

Designees from the GCWDB's WIOA Youth Service Provider will assist referred students with registering in the WIOA program.

Registration of WIOA-eligible students will be required and is the process of collecting certain information (i.e. documents verifying eligibility to work in the U.S.). The GCWDB's WIOA Youth Service Provider will be responsible for maintaining any necessary documents for registering students into the WIOA program.



The GCWDB's WIOA Youth Service Provider will track a student's progress in the program and provide a report to the U. S. Department of Labor and Greenville County Schools.

Greenville County Schools will track the students' progress in the program; detailing TABE testing, WIN testing, and the attainment of a high school diploma and provide relevant reporting to the GCWDB. Greenville County Schools will not be responsible for the supervision of a WIOA activity or will not be held liable for any accidents/incidents arising from a student's participation and/or employment in the WIOA program.

Both Greenville County Schools and the GCWDB will track all students to determine if the assistance afforded to them is enabling them to achieve employment or adequately preparing them for employment.

The Parties shall protect student confidentiality and adhere to all applicable laws, including the Family Educational Rights and Privacy Act (FERPA). If deemed necessary for compliance for FERPA, the GCWDB agrees to execute a separate agreement with Greenville County Schools pertaining to the sharing and retention of personally identifiable student information.

The Parties agree and recognize that they act as an independent contractor to each other, and that this Agreement shall not establish a relationship of an employer/employee, joint venture, partnership, agent/principal, or otherwise.

The parties shall maintain, at its own cost, general liability insurance and professional liability insurance during the term of this Agreement in an amount of \$1,000,000.00 per occurrence/\$3,000,000.00 aggregate per year.

#### **4.0 POINT OF CONTACT**

Each participant agrees to provide a point of contact who will serve as the responsible person to ensure the activities outlined in the MOA are accomplished as agreed. For Greenville County Schools, the contact person is Director of Alternative Programs (Dr. Kathie Greer). For GCWDB, the contact person is the Greenville County Workforce Development Board Director (Dean E. Jones).

#### **5.0 GOOD FAITH AND COOPERATION**

The participants agree to continue in good faith and use their best reasonable efforts to negotiate, execute and deliver services contained in this Agreement. The Parties, however, each reserve the right to terminate in its discretion the continued participation in this Agreement by notifying the other party in writing at least 30 days before the termination of this MOA.



**6.0 CONFIDENTIALITY**

The participants agree that no press release or other general public announcement including any trade journal or other publications of services to students shall be made without the prior written consent of each of the parties hereto, except to the extent that disclosure may be required by law, in which case the party required to make such disclosure will give the other party prior written notice.

**7.0 BINDING NATURE OF THIS AGREEMENT**

This Agreement is intended to be a binding agreement. This Agreement shall be governed by the laws of the State of South Carolina.

***\*SIGNATURES ON FOLLOWING PAGE\****



**IN WITNESS WHEREOF** the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date set forth below.

**Authorized Signatures**

**Printed Name Greenville County Schools (GCS) Representative:**

Dr. Mason Gary, Assistant Superintendent

\_\_\_\_\_  
Signature of GCS Representative

\_\_\_\_\_  
Date

**Printed Name Greenville County Workforce Development Board (GCWDB) Representative:**

Dean E. Jones, Workforce Development Board Executive Director

\_\_\_\_\_  
Signature of GCWDB Representative

\_\_\_\_\_  
Date

**WORKFORCE INNOVATION AND OPPORTUNITY ACT  
(Authorized under Public Law 113-128)**

**GRANT SIGNATURE SHEET**

**Funded Under Title: WIOA**

**Grant #: 24M903Q1-ULWAP  
Modification #: ORIGINAL**

**FISCAL ENTITY FOR:**

**Upstate Workforce Board  
Spartanburg County  
PO Box 5666  
Spartanburg, SC 29304**

**Grantee Name and Address:**

**Arbor E&T, LLC d/b/a  
Equus Workforce Solutions  
9510 Ormsby Station Rd., Suite 104  
Louisville, KY 40223**

**Telephone #: 864.596.2528**

**Telephone #: 502.394.2100**

Spartanburg County, hereinafter called the Administrative Entity, having entered into an Agreement with Arbor E&T, LLC d.b.a. Equus Workforce Solutions on behalf of the Upstate Workforce Board to administer funds received pursuant to Title I of the Workforce Innovation and Opportunity Act, will implement this part of the program for the comprehensive One Stop System. The Grant consists of the Signature Sheet, Program Work Statement, Contract Budget, and Terms and Conditions.

**FISCAL ENTITY FOR:**

**Greenville County Workforce Development Board  
Greenville County  
225 S. Pleasantburg Dr., Suite C-11  
Greenville, SC 29607**

**Grantee Name and Address:**

**Arbor E&T, LLC d/b/a  
Equus Workforce Solutions  
9510 Ormsby Station Rd., Suite 104  
Louisville, KY 40223**

**Telephone #: 864.467.3620**

**Telephone #: 502.394.2100**

Greenville County, hereinafter called the Administrative Entity, having entered into an Agreement with Arbor E&T, LLC d.b.a. Equus Workforce Solutions on behalf of the Greenville County Workforce Development Board to administer funds received pursuant to Title I of the Workforce Innovation and Opportunity Act, will implement this part of the program for the comprehensive One Stop System. The Grant consists of the Signature Sheet, Program Work Statement, Contract Budget, and Terms and Conditions.

- A. **Type of Grant:** Cost Reimbursement
- B. **Grant Period:** July 1, 2024 to June 30, 2025
- C. **Effective Date:** July 1, 2024
- D. **Reason for Mod:** Original
- E. **Grant Amount by Category –** This contract is supported by the U.S. Department of Labor with 0% financed from state, local, and/or non-governmental sources.

LOCATION	ADULT PROGRAM	DISLOCATED WORKER PROGRAM	TOTALS
Upstate	\$510,050.00	\$580,266.00	\$1,090,316.00
Greenville	\$547,732.00	\$500,326.00	\$1,048,058.00
<b>WIOA GRAND TOTAL</b>	<b>\$1,057,782.00</b>	<b>\$1,080,592.00</b>	<b>\$2,138,374.00</b>


**Administrative Entity Approval (Upstate):**

Name: B. Cole Alverson  
Title: County Administrator

  
Signature Date 7.31.24

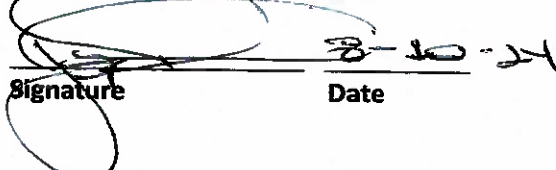
**Executive Director Approval (Upstate):**

Name: Ann Angermeier  
Title: Executive Director

  
Signature Date 7/30/24

**Administrative Entity Approval (Greenville):**

Name: Joseph Kernell  
Title: County Administrator

  
Signature Date 8-10-24

**Executive Director Approval (Greenville):**

Name: Dean E. Jones  
Title: Executive Director

  
Signature Date 8-15-24

**Grantee Approval (Equus):**

Name: Jack Sawyer  
Title: Interim CEO

\_\_\_\_\_  
Signature Date

**Administrative Entity Approval (Upstate):**

Name: B. Cole Alverson  
Title: County Administrator

*B. Cole Alverson*      11.12.24  
Signature                      Date

**Executive Director Approval (Upstate):**

Name: Ann Angermeier  
Title: Executive Director

*Ann Angermeier*      11/5/24  
Signature                      Date

**Administrative Entity Approval (Greenville):**

Name: Joseph Kernell  
Title: County Administrator

\_\_\_\_\_  
Signature                      Date

**Executive Director Approval (Greenville):**

Name: Dean E. Jones  
Title: Executive Director

\_\_\_\_\_  
Signature                      Date

**Grantee Approval (Equus):**

Name: ~~Jack Sawyer~~ Cameron Tovey  
Title: ~~Interim CEO~~ CFO

*Cameron Tovey*      11/06/2024  
Signature                      Date



**ONE-STOP OPERATOR GRANT  
WORK STATEMENT  
GRANT NUMBER 24M903Q1- ULWAP  
ORIGINAL**

**For the purpose of this Grant Agreement, entered into with Arbor E&T, LLC d/b/a Equus Workforce Solutions by Spartanburg/Greenville County, hereinafter referred to as the Grantee and Administrative Entities, and the Upcountry Local Workforce Area Partnership (ULWAP). The following Workforce Innovation and Opportunity Act (WIOA) activities shall be conducted as outlined herein within the SC Works Greater Upstate Area. The SC Works Greater Upstate Comprehensive Sites and satellite/affiliate sites shall provide WIOA services as outlined in this grant pursuant to provisions and regulations of the Workforce Innovation and Opportunity Act (WIOA) of 2014 (Public Law 113-128, July 22, 2014).**

<b>PART I – GENERAL</b>
-------------------------

**1.0 HISTORY AND PREFACE**

**1.0.1** The Workforce Innovation and Opportunity Act (WIOA), effective July 1, 2014, is the official federal employment and training program across the United States and more specifically, the Greater Upstate Local Workforce Areas. It is the responsibility of the Greater Upstate Grantee to become familiar with the requirements of the Act and Regulations for purposes of providing the activities and services described, in part, in this Grant.

**1.0.2** WIOA offers a comprehensive mix of workforce development activities benefiting employers, incumbent workers, job seekers, laid-off workers, youth, emerging workforce entrants, veterans, and persons with disabilities. WIOA's objective is to promote and improve participant employment, job retention, occupational skills, and earnings.

**1.0.3** WIOA has three funding streams serving the following three distinct participant populations: Adults, Dislocated Workers, and Youth.

**1.0.4** While there are some similarities among funding streams, it is important to understand the differences. The WIOA law and regulations clearly define and set specific parameters for the three participant populations, which have different employment services and corresponding eligibility criteria.

**2.0 OVERVIEW OF LOCAL WORKFORCE SYSTEM**

**2.0.1** WIOA programs will be a part of a comprehensive system to provide seamless workforce development services for employers and potential job seekers. The system is a collaborative network of many organizations. Workforce development services are provided at SC Works Greater Upstate Centers. For the purposes of this agreement, SC Works Greater Upstate refers to the SC Works Greenville and SC Works Upstate one-stop centers.

- 2.0.2** The Greenville County Workforce Development Board (GCWDB) and the Upstate Workforce Board (UWB) have entered into a cooperative service agreement to form a regional service delivery partnership, hereinafter called the Upcountry Local Workforce Area Partnership (ULWAP). The Workforce Innovation and Opportunity Act (WIOA) of 2014 encourages local areas to pursue opportunities for regional collaboration and regional service delivery strategies. The GCWDB and UWB intend to collaborate regionally and to secure a vendor to provide WIOA Adult, Dislocated Worker, and One-Stop Operator services for both local boards in order to share costs and to better serve the employers and job seekers in both workforce development areas. This ULWAP partnership covers Cherokee, Spartanburg, and Union counties (under the UWB) and Greenville County (under the GCWDB).
- 2.0.3** The ULWAP has four (4) established SC Works Centers. Currently, the Upstate local workforce area has one (1) full-service, comprehensive center located within the Business Technology Center, and two (2) satellite sites, SC Works Cherokee and SC Works Union. The Greenville County local workforce area has one (1) full-service comprehensive center located in McAlister Square. Additionally, the UWB and GCWDB have partnered together to share in the cost of an office in Greer. It is located at Greer Relief and currently houses one office to offer WIOA services when a staff member is present.
- 2.0.4** To be a part of the system, partner agencies are expected to share in the cost equal to the benefit they receive per the law and the Technical Assistance Guide (TAG). SC Works Greater Upstate is responsible for assisting board staff with executing the MOU/IFAs for SC Works Greenville and SC Works Upstate. SC Works Greater Upstate Project Director is responsible for building and maintaining relationships with partners and ensuring partners are offering services within the comprehensive centers.

**3.0** **GENERAL OPERATING RESPONSIBILITIES**

It is the responsibility of each local board to designate and certify one-stop operators in their local workforce area. It is also the responsibility of the local boards to oversee and evaluate said operators.

As the One-Stop Operator, the Grantee will be functionally responsible for operating the workforce system in Cherokee, Greenville, Spartanburg, and Union Counties. The Operator will convene partners and strategically align partners within the SC Works Greater Upstate Centers for improved and enhanced customer service through service integration.

The One-Stop Operator is responsible for coordinating the service delivery model among partner agencies within the One-Stop centers. These duties include:

**Continuously:**

- **Coordination and overall management of the career centers, partners, and service delivery**
- **Development of common policies and procedures and implementing the Workforce Board policies in support of the WB's missions and visions**
- **Creation of consistency in the customer experience across the entire system**
- **Partner recruitment and convening of partners to ensure regular and open communications**
- **Conduct regular outreach activities and develop recruitment strategies to inform the community of services available and ensure a steady pipeline of customers coming through the center. The One-Stop Operator is expected to network and outreach with local community and faith-based organizations, libraries, other agencies, schools and other WIOA mandated partners.**
- **Managing partner responsibilities as defined in the Memorandum of Understanding (MOU)**
- **Reporting to the Workforce Boards on operations, performance and continuous improvement recommendations and efforts**
- **Data sharing, performance and quality management**
- **Coordination of system-wide calendar for One-Stop center activities and events**
- **Coordination of One-Stop centers staff resources across all partners to ensure sufficient coverage for customer support**
- **Lead efforts to increase One-Stop centers usage by job seekers and businesses**
- **Adherence to ADA standards for facilities and equipment**
- **Adherence to all federal, state and local regulations, instruction letters and policies**

**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 selection of the One-Stop Operators, as well as the selection or termination of the One-Stop Operators, Career Services or Youth Providers**
- **Negotiating local performance accountability measures**
- **Developing or submitting the budgets for activities of the local Workforce Boards**

**As the Contractor serves as One-Stop System Operator and Service Provider, the following firewalls are in place to address this:**

- **Instruction letters and policies are in effect which state that the WBs have sole authority for the oversight, monitoring, and evaluation of performance of the duties performed by the One-Stop Operator and Service Provider**
- **WBs will support 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.**

**3.0.1 The SC Works Greater Upstate Project Director (PD) shall have overall oversight responsibility of SC Works Greater Upstate centers as follows:**

- 1. Performance Achievement:** Ensure that the System meets performance measures established by the USDOL, the state administrative unit, and the ULWAP. SC Works Greater Upstate performance will be evaluated by the PD and local board staff at the end of each quarter.
- 2. Following established policies and issued instructions:** Ensure that federal, state, and local policies and service priorities are disseminated, followed, and achieved. The PD is responsible for maintaining an SC Works Greater Upstate Operations/Procedures Manual. This manual may be electronic and should be current and available for staff and partner use.
- 3. Aligning all SC Works Greater Upstate activities with the local boards Missions, Visions, and goals.**
- 4. Establishing Operating Hours:** Establishing and posting operating hours that adequately meet customer needs based on observed patterns and/or requests from customers. The hours of operation for the comprehensive centers are Monday through Friday, 8:30 a.m. to 5:00 p.m. The hours of operation are subject to change based on customer needs and approval by the workforce boards. If a need arises to close any SC Works center during established business hours the PD must notify the local boards Associate Directors in writing (electronic notification is acceptable) at least one week prior to the closing date, unless the closing is due to an emergency. Signage indicating the center closure must be posted at least one week prior to the closing date, unless the closing is due to an emergency.
- 5. Adequate staffing:** The authorized permanent personnel funded by this agreement are reflected in the budget. Job descriptions will be maintained for each position. Only staff listed in the budget may be paid utilizing funds from this grant. Staff funded with WIOA funds may only perform WIOA duties when they are charging to WIOA on their time sheets. Timesheets shall be made available to local board staff during monitoring, if requested.
- 6. Ensure that all one stop partner staff has adequate space, office equipment, materials, etc., and are:**
  - a. cross-trained and developed into a cohesive and highly efficient team;**
  - b. adequately scheduled during operating hours; and**
  - c. motivated to deliver exemplary workforce development assistance to employers, job seekers, and those seeking other services in a seamless, customer-focused environment.**

7. **New staff should be introduced to the local board staff within two weeks of their hire date. Local board orientation for new staff should be scheduled within two weeks of their hire date.**
8. **The Grantee shall collaborate with local board staff to accomplish One-Stop Certification by the deadline outlined in the local/state guidance.**
9. **Technical Assistance is available throughout the year. The Grantee shall request Technical Assistance as needed through the local board staff. The staff reserves the right to schedule training with Grantee staff as deemed necessary. All training provided by the local board staff will be coordinated through Equus Management Staff.**
10. **The local boards expect Equus management to provide staff training on WIOA. The local board staff will share relevant information with Equus management on WIOA, but it is the responsible of Equus management to take the lead in learning and implementing the new law and regulations.**
11. **The Grantee shall disseminate all Instruction Letters and provide guidance to Grantee staff and all partners on implementation.**
12. **The local board Associate Directors (AD) should be notified immediately of any staff resignations or terminations to ensure the timely deactivation of departing staff SCWOS accounts.**
13. **The Grantee shall provide ongoing training to WIOA funded staff, partner staff, and volunteers on aspects of the Americans with Disabilities Act (ADA) and training on meeting their accommodation needs and effectively communicating with individuals with disabilities.**
14. **Local board staff may conduct exit interviews with departing staff.**
15. **In the absence of the SC Works Greater Upstate PD, a designated individual must be chosen to oversee operations. The SC Works Greater Upstate PD should never vacate the premises during operating hours without designating someone to be in charge of the project in their absence. The local board ADs should be notified when the PD is out of the office for one (1) full day or more as well as who is chosen as the designated contact.**

#### **4.0 ADMINISTRATION AND FINANCIAL POLICIES AND PROCEDURES**

- 4.0.1 **The parties to this agreement shall cooperate and adhere to all personnel administration and financial policies and procedures as issued by the local boards. The local board staff will issue Instruction Letters to communicate information from SCDEW and DOL that are to be followed after careful review by board staff.**

- 4.0.2** Program Administration will be monitored by each local board on an on-going basis for compliance with the Act, Regulations, Statement of Work, financial reporting, data system reporting and other administrative instructions.
- 4.0.3** If deviations in any area are deemed serious, the local boards will be so advised and may elect to begin sanction procedures.
- 4.0.4** The Grantee will keep a log of all complaints received and the disposition of such complaints. The Grantee will advise the local board Associate Directors immediately if a complaint is filed.
- 4.0.5** The Grantee promises and attests that the Grantee and any members of its staff and governing body shall avoid any actual or potential conflicts of interest.
- 4.0.6** The Grantee agrees to comply and to require its officers, employees and agents to comply with all applicable local, regional, Department of Employment and Workforce-WIOA Division or United States DOL statutes or regulations regarding confidentiality in the operation of WIOA funded programs.
- 4.0.7** The Grantee shall not enter into sub-grants for any work contemplated under this Grant and shall not assign this Grant or monies without the prior written consent of the local boards Executive Director or designee.
- 4.0.8** **Data reporting for Participants/Registrants:**  
The South Carolina Works On-Line System (SCWOS) shall be used for WIOA reporting by the grantee.
- 4.0.9** **Outreach/Community Awareness:**  
Outreach items are not allowed to be purchased, without prior approval. Any printed materials promoting SC Works in the Greater Upstate must be approved by the local boards Associate Directors, or designee, prior to ordering or publication to ensure that the required documentation is present and correct messaging.

## **5.0** **GRANTEE CENTRAL FILES**

- 5.0.1** At a minimum, the following documents will be maintained in the Grantee's central files, some of which may be electronic (Items with an \*\*\* should be maintained at all SC Works Greater Upstate centers), and will be available for on-site monitoring purposes:
- Current Grant\*\*\*;
  - Copy of Act and Applicable Federal Regulations\*\*\*;
  - Staff Job Descriptions (those specific to a satellite site should also be maintained at that site);
  - Staff Time and Attendance to include annual leave hours, sick leave hours, and holiday hours;
  - Financial Procedures;
  - Property Procurement Procedures;

- Upstate Workforce Area Instruction Letters, Greenville County Workforce Area Instruction Letters, and Regional Instruction Letters\*\*\*;
- Financial Reports and Back-up Documentation;
- Copy of approved “out of area” travel requests; “out of area” is defined as anything outside of the four-county area for more than one business day;
- Monitoring Report and Replies;
- Log of Complaints; and
- Log of customers/participants who received LEP services.

## **6.0 FINANCIAL REPORTING**

**6.0.1** Financial reports will be prepared and submitted according to instructions by the local boards finance office. Monthly financial billing documents, including all required back-up documentation.

For Upstate, please submit to:

Mr. Brent Bishop, Finance Manager  
Upstate Workforce Board  
P. O. Box 5666  
Spartanburg, SC 29304

Copies may be emailed to: [brent@upstatewb.org](mailto:brent@upstatewb.org)

For Greenville, please submit to:

Angela Smith, Finance Manager  
Greenville County Workforce Development Board  
225 S. Pleasantburg Drive, Suite C-11  
Greenville SC 29607

Copies may be emailed to: [asmith@greenvillecounty.org](mailto:asmith@greenvillecounty.org)

Invoices are due on the 10<sup>th</sup> of the month. If the 10<sup>th</sup> day of the month falls on a weekend day, then the billing documents must be submitted no later than Noon on the following Monday.

The Statement of Work represents the partnership between the Greenville County Workforce Development Board, Upstate Workforce Board and Equus Workforce Solutions. The method of billing for services under this agreement is individually to each workforce board. See below for further details. Clarity on this topic is being provided for monitoring and audit purposes.

Expenditures must not exceed the approved contract budget included in this agreement. Should funds in excess of the approved contract budget be requested, a detailed explanation must accompany the request.

- 6.0.2** All SC Works Greater Upstate staff must follow the Purchasing Policy and Procedures established by the local boards, which will include requirements by Federal and State governments.
- 6.0.3** The grantee must expend or accrue at least ninety percent (90%), unless otherwise agreed upon in writing, of all allocated training and supportive services funds by June 30, 2025.
- 6.0.4** **Disallowed Costs:**  
The SC Works Greater Upstate Project Director shall secure non-WIOA funds to reimburse any and all costs determined to be disallowed through financial monitoring or any costs incurred due to imposed sanctions, per Local Instruction R17-05. It is imperative that staff understand the Act, Regulations, and Circulars to ensure compliance and to reduce the likelihood of disallowed costs.
- 6.0.5** **Grant Closeout:**  
Grants will be closed-out within 30 days from the end of the grant period. This deadline supersedes the deadline as stated in the Terms and Conditions. All invoices for payment of expenditures must be submitted prior to or enclosed with the closeout package. Invoices submitted after the grant closeout will not be paid.

## **7.0 PROCUREMENT/UTILIZATION OF PROPERTY**

### **7.0.1 Upstate**

Arbor E&T, LLC d/b/a Equus Workforce Solutions is accountable for any WIOA property/equipment shown on the SC Works Greater Upstate property inventory and must adhere to the most current version of the local Instruction Letter (posted on the website) that complies with policies set by Federal and State governments.

Acquirement of computers/electronics requires notification to the Upstate Workforce Board office; refer to current version of Local Instruction Letter.

WIOA property/equipment no longer needed for the purposes of this agreement will be moved to the Upstate Workforce Board office or the board staff will determine where the property will be stored.

Property/equipment must be inventoried by the grantee at least once per program year. A copy of the inventory report must be delivered to the Upstate Workforce Board CFO no later than Noon on December 15<sup>th</sup>. If December 15<sup>th</sup> falls on a weekend day, the inventory results will be due by Noon on the following Monday. Upstate Board staff will monitor



inventory for compliance during their annual monitoring reviews at each SC Works Greater Upstate location.

### **7.0.2 Greenville**

Arbor E&T, LLC d/b/a Equus Workforce Solutions is responsible for all property documented on the SC Works Greater Upstate property inventory. Please see Local Instruction Notice on the website for detailed information on purchase and disposal of property.

All new property purchases must receive prior approval from GCWDB staff. All property purchased with WIOA funds must be labeled and documented on the WIOA List of Inventoried Property. Items that are no longer needed must either be disposed of or donated according to the guidelines provided.

A list of all WIOA property will be maintained and reviewed at least annually. The property list shall be updated by Contractor staff as needed to reflect each time that new property items are added or shall be updated to reflect each time that property items are removed. Contractor staff must resubmit list to GCWDB staff by December 15th each year.

## **8.0 MONITORING**

**8.0.1** On-site programmatic, financial, inventory and EO monitoring will be conducted by each board's staff at least once during the program year. Desktop or additional on-site monitoring may be conducted at any time, and at the discretion of the local board Associate Directors.

If deviations in any area are deemed serious, the local board will be advised and may elect to begin sanction procedures.

The local board staff is available to the SC Works Greater Upstate staff for technical assistance and training. These requests should be submitted per the current instruction letter. A response offering assistance/training will be issued within ten (10) business days of the request.

## **9.0 PARTICIPANT FILES/FINANCIAL RECORD KEEPING REQUIREMENTS**

All SC Works Greater Upstate participant files and financial records must be maintained per Section 185 of the Workforce Innovation and Opportunity Act; however, it is required by local board staff that records be maintained for a period of five (5) years. If storage space is needed, please notify the appropriate Associate Director.

## **10.0 TERMS AND CONDITIONS**

WIOA Terms and Conditions are an attachment to this grant. Please review carefully as many things have changed from the old WIA Terms and Conditions. The Office of

Management and Budget's (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (commonly called "Uniform Guidance") should be followed and replaces references to other OMB circulars. The grantee must adhere to all stipulations included in the Terms and Conditions.

## **11.0 GRANT MODIFICATION**

Changes to this Grant, or any documents included in this Grant, can only be requested by following the appropriate Grant Modification Procedures (regional instruction letter R17-03).

The total Grant allocation may be increased in the event that funds are available, however; both parties must agree to the additional allocation of funds. The local boards must deem the increase to be in best interest of the workforce area and will have the final approval.

## **12.0 EFFECTIVE DATE OF GRANT**

**12.0.1** The effective dates of this Grant are July 1, 2024 through June 30, 2025.

**12.0.2** Based upon funding availability, the Administrative Entity may extend a contract period of performance if it appears to be in the best interest of the Administrative Entity and is agreeable with the Contractor. Services must be procured every four (4) years at a minimum. The local boards can procure prior to 4 years if the contractor is not meeting performance or contract expectations. Procurement will occur for PY25 based on the 4-year requirement.

## **13.0. CERTIFICATION STANDARDS/ MOU/IFA**

**13.0.1** Arbor E&T, LLC d/b/a Equus Workforce Solutions will be responsible for achieving One-Stop Certification in the three designated areas: Employer Services, Job Seeker Services and Management Standards as it relates to State Instruction Letter 16-09 and related changes or any new guidance issued.

**13.0.2** Arbor E&T, LLC d/b/a Equus Workforce Solutions is responsible for the functional supervision of SC Department of Employment and Workforce (SCDEW) staff and on-site partners located within each center.

**13.0.3** Arbor E&T, LLC d/b/a Equus Workforce Solutions is responsible for developing cost sharing and management agreements to ensure cost sharing and functional supervision is implemented appropriately.

**13.0.4** Arbor E&T, LLC d/b/a Equus Workforce Solutions is responsible for reconciling cost and infrastructure funding agreement invoices quarterly for the Upstate Workforce Board. Arbor E&T, LLC d/b/a Equus Workforce Solutions is responsible for providing any center infrastructure related invoices to the Greenville County Workforce Development Board so the GCWDB may invoice partners quarterly.

**13.0.5** Arbor E&T, LLC d/b/a Equus Workforce Solutions is responsible for the performance of the One-Stop System as a whole.

**14.0 COMPLIANCE WITH SECTIONS 188 OF THE ACT AND 29 CFR PART 38**

**14.0.1** As a condition to this award of financial assistance from the US Department of Labor under Title I of WIOA, the grant recipient assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- a. Section 188 of the Workforce Innovation and Opportunity Act of 2014;
- b. Title VI of the Civil Rights Act of 1964, as amended;
- c. Section 504 of the Rehabilitation Act of 1973, as amended;
- d. The Age Discrimination Act of 1975, as amended;
- e. Title IX of the Education Amendments of 1972, as amended;
- f. 29 CFR Part 38 and all other regulations and instruction letters implementing the above.

**14.0.2** This program is subject to the provisions of the "Jobs for Veterans Act," Public Law 107-288 and 20 CFR Part 1010 (Final Rule) which provides priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services in any job training program directly funded, in whole or in part, by the US Department of Labor. Please note that, to obtain priority service, a veteran must meet the program's eligibility requirements.

**14.0.3** The grant recipient understands that the United States has the right to seek judicial enforcement of this assurance.

**15.0. CONTRACT CLAUSES**

**15.0.1** Entire Agreement. This Agreement constitutes the entire agreement between the parties hereto with respect to the subject matter hereof and supersedes all prior agreements and understandings, oral or written, between the parties hereto.

**15.0.2** Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same document.

**15.0.3** Force Majeure. The performance of this Agreement may be delayed and/or suspended by any act of God, war, civil disorder, terrorist acts, employment strike, hazardous or harmful condition, any alleged criminal or reckless acts, or other cause beyond the control of either party (Force Majeure Event). Neither Party shall be held liable for any default, damages and/or breach of agreement should the performance of this Agreement be delayed and/or suspended due to any Force Majeure Event. In the event performance of this Agreement is delayed and/or suspended due to a Force Majeure

Event, performance may only resume upon the mutual assent of the parties that the Force Majeure Event has subsided, and all parties are safe to resume performance of their respective duties under the Agreement. Should the performance of the Agreement be suspended or delayed as the result of a Force Majeure Event, the parties hereby agree that this Agreement shall be extended by the amount of time the performance is suspended or delayed.

**15.0.4 Severability.** All parties hereto agree that should any provision of this Agreement be determined to be invalid or unenforceable, under present or future laws effective during the term of this Agreement, such determination shall not affect the legality, validity, and enforceability of the remaining terms and provisions of this Agreement which shall continue in full force and effect.

**15.0.5 Notices.** Any and all notices requested, required or permitted under this Agreement by either Party to the other shall be affected either by personal delivery in writing or by US Mail, postage prepaid, overnight delivery, or other reasonable means, and delivered to the address listed below:

**To Greenville BOARD**      Dean E. Jones  
 225 S. Pleasantburg Drive, Suite C-11  
 Greenville SC 29607

**To Upstate BOARD**      Ann Angermeier  
 PO Box 5666  
 Spartanburg, SC 29304

**To Equus:**                      Project Director  
 145 N. Church Street, Suite B-110  
 Spartanburg, SC 29304

**With Notice Copy:**      Chief Legal Officer  
 9510 Ormsby Station Road  
 Suite 104  
 Louisville, KY 40223

**16.0 CALENDAR**

**16.0.1** The following PY24 Holiday Calendar includes all holidays for the Equus Workforce Solutions staff:

<b>Independence Day</b>	<b>July 4, 2024</b>
<b>Labor Day</b>	<b>September 2, 2024</b>
<b>Veteran’s Day</b>	<b>November 11, 2024</b>

Thanksgiving	November 28 & 29, 2024
Christmas	December 25 & 26, 2024
New Year's Day	January 1, 2025
Dr. Martin Luther King Jr.	January 20, 2025
Memorial Day	May 26, 2025
Juneteenth	June 19, 2025

## **PART II – CAREER SERVICES/TRAINING SERVICES**

### **1.0 GENERAL**

- 1.0.1** The mission of the SC Works Greater Upstate system is to establish and continuously improve an accessible, seamless, and customer-focused one-stop delivery system in Cherokee, Spartanburg, Union, and Greenville counties by assisting employers, job seekers, and those seeking other workforce or community related services.
- 1.0.2** SC Works Greater Upstate centers will help all area employers and job seekers. The SC Works Greater Upstate centers will use technology to provide information and basic job seeking/career planning assistance to the public in a cost-effective manner. Participants will be encouraged to help themselves, but staff will be available to answer questions. It is expected that all staff and volunteers be familiar with program and partner services to ensure customers/participants are provided quality service.
- 1.0.3** Adults (those 18 and older) and Dislocated Workers who are unable to find a suitable job, paying sustainable wages, may be certified and determined eligible to receive WIOA services. If eligible and suitable, participants can receive group and one-on-one assistance to identify barriers which hinder their ability to find and retain self-sufficient employment. Every enrolled participant will undergo a comprehensive assessment, career planning and guidance, and develop an Individual Employment Plan (IEP) which may indicate the need for other career services, which may include but is not limited to: job readiness workshops, job clubs, short-term skills upgrading, work experience assignments, and ongoing coaching and case management.
- 1.0.4** Those participants who are unable to obtain or retain sustainable employment through career services alone may be considered for possible training services. The ULWAP has defined self-sufficiency and set priorities for training funds. Self-sufficiency has been defined as: Adults – 250% of the Lower Living Standard Income Level (LLSIL), and Dislocated Workers – employment at 90% of pre-layoff wages.

**The most current instruction letters should be used by SC Works Greater Upstate to determine eligibility and suitability for training services.**

**SC Works Greater Upstate is required to serve a minimum of 75% low income or basic skills deficient Adults. See regional instruction letter R17-04 for further details.**

**The SC Works Greater Upstate staff must ensure that they have followed all policies detailing how an individual progressed from career services into training services, and that all required paperwork and assessments have been accurately completed.**

**WIOA funded Talent Development Specialist must verify the eligibility and suitability of an individual prior to establishing an Individual Training Account (ITA). In order for a participant to be approved for a training voucher, the following criteria must be met:**

- A. Efforts by WIOA funded staff and SC Works Greater Upstate Partner staff to ensure that career services one and career services two were utilized in the attempt to secure and retain unsubsidized employment at the self-sufficiency wage.**
- B. A WIOA funded Talent Development Specialist determines that the individual is eligible and requires training in order to obtain/retain employment at a level of self-sufficiency.**
- C. The individual has demonstrated the desire, skills, and qualifications to successfully participate in the selected training program. The individual must meet the required level, for the job in which he/she seeks training, on an appropriate state-approved work readiness assessment. This criterion will not apply to OJT participants, unless they are already enrolled in the WIOA program. If the individual does not meet the required level on any assessment, he/she must remediate utilizing the provided software, Adult Education, the Adult Learning Center or another provider. The individual must retest until the time that he/she meets the required assessment level. The local board staff recommends that the individual retest no more than three (3) times before guiding the customer to explore other training options. SC Works Greater Upstate may only pay for testing one time per customer.**
- D. The participant, with assistance from their Talent Development Specialist, should review labor market, career, and training provider information, to include provider placement information, in detail to help make an informed decision regarding the best training path. Labor market information will be verified by the Talent Development Specialist to ensure that the desired occupation is in high demand locally or that the individual is willing to relocate to an area where the training occupation is in high demand.**
- E. Talent Development Specialist must acquire financial information from eligible training providers; assist participants with the admissions process, any scheduling and attendance issues, and any other requirements prior to issuing vouchers to participants. All documentation must be maintained in the participant's file.**
- F. The Talent Development Specialist must coordinate all WIOA training resources with Pell Grants, Lottery Assistance Funds and other financial aid awards. Follow-up is**

required to ensure that WIOA funds are not charged, or that they are reimbursed, for any expense related to an individual's account for which financial aid has been awarded. Verification of these efforts must be documented in the participant's file and in a SC Works Online Services (SCWOS) case note. It is the responsibility of the SC Works Greater Upstate operator to ensure that WIOA funds are reimbursed should the customer drop out of training during the allowable reimbursement period.

Voucher payments must only be issued for one training session (semester, quarter, etc.) at a time to verify successful completion by the participant. The voucher payment may cover the costs of tuition, books, supplies, and any other applicable fees, as determined necessary to complete the session. Voucher payments will be the responsibility of the SC Works Greater Upstate finance department. The Talent Development Specialist and SC Works Greater Upstate finance staff should work together to ensure that a refund, per the training provider's policy, is issued for WIOA participants who drop out of a training program. It is imperative that the Talent Development Specialist advise the SC Works Greater Upstate finance staff immediately when a participant drops out of training to ensure a timely reimbursement request from the training provider.

Training length and funding caps are determined by the local boards and are issued via written instruction and may be modified periodically due to funding availability and/or other factors.

Eligible dislocated workers will be referred to training on a first come, first served basis as training funds are available. Dislocated workers cannot receive training in the field in which they were employed before displacement.

At the conclusion of training services, the WIOA Talent Development Specialist and the training service provider should coordinate job placement.

- 1.0.5** The focal point of Career Services will be the local SC Works Greater Upstate comprehensive and satellite locations in Cherokee, Greenville, Spartanburg, and Union counties. The Workforce System, defined as a network of mandatory and optional partners, programs, centers, and service providers that collectively address the community's workforce development needs, will have a presence in each county through SC Works Greater Upstate centers. The local boards have appointed Arbor E&T, LLC d.b.a. Equus Workforce Solutions as the One-Stop System Operator for the Greenville and Upstate Local Workforce Boards.
- 1.0.6** The purpose of the adult programs is to prepare people for the workplace.
- 1.0.7** SC Works Greater Upstate Talent Development Specialist must maintain contact with Career Services 1 participants no less than bi-weekly if enrolled.

- 1.0.8** SC Works Greater Upstate Talent Development Specialist must maintain contact with Career Services 2 participants no less than monthly.
- 1.0.9** Customer Satisfaction Surveys should be collected on a consistent basis and submitted to the local Associate Directors for review. The local board staff may survey customers as needed *without* notification to the Project Director. Recurrence of the same customer service complaints will result in initiation of sanctions as outlined in Regional Instruction Letter R17-05 (or the most current version).
- 1.0.10** Use virtual services as appropriate (including but not limited to enrollments, orientations, workshops, and/or job fairs) to maximize services for job seekers and employers where in-person services are not in the best interest of customers or staff.

### **PART III – BUSINESS SERVICES**

Another key element of the Greater Upstate workforce area’s operational plan is a strategy for serving employers. Employers want to save time and money. One-Stop partners will utilize job listings and will encourage their customers to register for work in SCWOS. Efforts to contact and market workforce development programs to employers will be coordinated with the SC Works Greater Upstate Director of Business Solutions (DBS) identified by the ULWAP.

#### **1.0 GENERAL**

- 1.0.1** Business Service Team (BST) members will operate under the direction of the SC Works Regional Business Solutions Manager (BSM). The SC Works Regional Business Solutions Manager has been designated by the local boards as the BST Lead under One Stop Certification Standards.
- 1.0.2** Businesses are the number one priority for the local workforce areas. The SC Works Greater Upstate BSM will coordinate all business services for the four-county region.
- 1.0.3** The BST will promote workforce services to the business community, to include public speaking events. Partner business services should be included in outreach and informational materials.
- 1.0.4** The BST will arrange business workshops in all SC Works sites, as needed.
- 1.0.5** All communication with economic development, ReadySC, chambers of commerce and media should be coordinated and approved by the Regional Business Solutions Manager. In Cherokee, Spartanburg and Union counties, only designated staff may speak on behalf of SC Works for the Upstate WB. See local instruction letter for further details.
- 1.0.6** Business services strategies will be continuously updated and improved. A list of available business services should be readily available in all SC Works Greater Upstate centers and taken when attending public speaking events.



**1.0.7 Recruitment and pre-screening for employers is a primary business service of the SC Works Greater Upstate system. The BST is responsible for fully and accurately informing all SC Works management and staff of job requirements for all job openings to ensure only quality referrals are delivered. The BST is required to develop recruitment and pre-screening strategies for large recruitment events (approved by the Regional Business Solutions Manager) and coordinate such activities with the rest of the SC Works staff to ensure employers receive quality referrals in a timely manner.**

## **2.0 ON-THE-JOB TRAINING (OJT)**

- 2.0.1 On-the-Job Training (OJT) is a training opportunity for participants who are expected to be hired by an employer in the public or private sector and is engaged in productive work, to provide the knowledge and skills essential to the full and adequate performance of the job. OJT is a training option to be conducted in the highest skilled occupation appropriate for the eligible participant. It is not intended as subsidized employment for low skilled occupations which require very little training time. Care should be taken to ensure that the training results in the acquisition of transferable skills in the event that the participant later separates employment with an employer for any reason. Payments to employers are deemed to be in compensation for the costs associated with the lower productivity of such participants.**
- 2.0.2 Delegated Equus Workforce Solutions BST staff will serve as the WIOA OJT contract writers.**
- 2.0.3 All OJT activities will be coordinated by the BST with direction from the SC Works Regional Business Solutions Manager.**
- 2.0.4 The On-the-Job Training employer may be paid for the extraordinary costs of training an individual in an amount not to exceed 50% (unless the special DOL waiver is in effect allowing more) of the participant's wages for the number of hours negotiated. The number of hours shall be based upon the training plan established for the individual, taking into consideration the current skill level and the skills required for the job, but not longer than what is specified in the Specific Vocational Preparation (SVP) Code of the training occupation. OJT contracts should be written for a minimum of 160 hours and a maximum of 1040 hours. A request can be submitted to the ULWAP for approval of an OJT contract written for more than 1040 hours, if associated with a South Carolina State registered apprenticeship program.**
- 2.0.5 The training outline/length indicated in the OJT contract is based on the employer's "normal" work week. Overtime hours worked by an OJT participant will not count toward the negotiated length of training. Overtime will not be included in the contracted training hours. Overtime is defined as "hours over the contracted work week hours."**
- 2.0.6 OJT participants will be compensated at the same wage rate, including benefits and periodic increases, as similarly situated employees. While it is conceivable that the**

individual might receive a lower training wage, the wage cannot be less than \$14 per hour. OJT participants will work the same standard hours as those of the employer's regular workforce and will be provided the same benefits and working conditions as other employees working a similar length of time and doing the same type of work.

- 2.0.7** Prior to a commitment to hire, an employer is permitted to refer a job applicant who may not meet all of the experience and skill requirements of a position to the SC Works Greater Upstate staff for possible consideration for an OJT placement. If an *initial objective assessment* indicates that the applicant may be OJT appropriate, WIOA staff can proceed with certification and enrollment. If the Talent Development Specialist determines that the OJT represents the appropriate activity and vocational goal for the participant, the participant may be placed in the OJT activity. Business Solutions staff must ensure that employers understand the requirements of the OJT program.
- 2.0.8** When selecting jobs for which OJT training will be offered, staff must consider opportunities that provide experience otherwise not available to the participant, lead to economic self-sufficiency, and provide upward mobility.
- 2.0.9** For the purpose of this WIOA Grant, OJT contracts will not be extended to an employer who has relocated to the area until at least 120 days after the relocation if the relocation of the business, or part thereof, results in the loss of employment for any employee at the original location. The employer will be required to provide proof of at least 120 days of operation at the current location. BST staff must provide this documentation for the Participant Case File.
- 2.1.0** When possible, OJT contracts will be developed for specific, enrolled participants, based on their objective assessment, as documented in the Individual Service Strategy (ISS).
- 2.1.1** OJT opportunities should be offered to individuals who are unable to obtain similar employment and lack the related education, training, or work experience for the specified job. The employer will make the final selection, from the referral pool, based on suitability for the training opportunity.
- 2.1.2** An OJT participant should not be placed in a position in which he/she has previously received training or work experience, unless the job requires new skills or involves upgraded technology for which the participant was not previously trained. In that case, the training plan and length of training shall include only those new/different areas.
- 2.1.3** OJT positions cannot be filled by participants who have previously performed the same job with the employer. A participant should not be extended an OJT opportunity with an employer if he/she has previously worked for that employer in any capacity. Written approval from the local workforce board Director must be obtained prior to placing an individual with a previous employer.
- 2.1.4** Staff must obtain written approval from the local workforce board Director (or designee) prior to developing OJT contracts for seasonal and/or high turnover jobs

(more than 40% turnover in the last twelve months). In addition, staff must obtain written approval from the appropriate workforce board Director prior to developing OJT contracts for more than five (5) positions or 25% of the employer's workforce.

- 2.1.5** OJT contracts can only be developed for full-time employment (30 hours per week or more), unless approved by workforce board Director for a part-time opportunity in connection with an apprenticeship, co-op, or tech scholars program. Participants must also receive the employer's full benefit package.
- 2.1.6** A signed OJT Contract must be in place with the employer prior to the employer hiring any participants for OJT positions. Both the employer and TDS staff must retain a copy of the OJT Contract. BST staff must obtain a signed statement detailing that the OJT contract has been thoroughly reviewed and the employer understands all requirements. OJT agreement and back up documentation will be maintained in the participant case file.
- 2.1.7** The OJT Contract must contain, at a minimum, the following elements:
- A. A detailed description of the training services to be provided that will allow for a fair analysis of the proposed costs, training outline that includes the total training length, training hours by skill or task, and any other information relative to the occupation;
  - B. A start and end date
  - C. The method and maximum amount of reimbursement for the OJT training;
  - D. The maximum number of participants to be trained;
  - E. A job description and participant wage rates;
  - F. Reporting requirements;
  - G. Record maintenance requirements including: participant(s) attendance, training record, description of payroll records, time and attendance reports, and job duty descriptions. The employer will be required to maintain these records for a period of no less than five (5) years. The contract will also include a stipulation that such records are subject to review at any time;
  - H. A termination clause for non-performance;
  - I. A signed statement confirming that the employer will comply with the Workforce Innovation and Opportunity Act and Regulations, and
  - J. A statement from the employer confirming that the participant would not have been hired without the OJT opportunity.

- 2.1.8** Training outlines should specify all skills that the participant will acquire during the OJT to ensure that the OJT focuses on training and not primarily filling a vacant position. A copy of the training outline should be provided to each OJT participant and a copy maintained in both the staff and employer's file.
- 2.1.9** The length of OJT training may exceed the period of time generally required for acquisition of the skills needed for the agreed upon occupation; however, written justification must be submitted to BST staff and documentation must be maintained in both the participant and employer's file.
- 2.2.0** Justification for extending training time must be based on factors such as: sophistication of training requirements in relation to the participant's basic skills level, low productivity, childcare and transportation issues, and other barriers which have affected the training schedule. The Specific Vocational Preparation Code (SVP) will be used to indicate the level of sophistication and maximum length of training time required for an occupation. BST staff will not develop an OJT for any job below a Skill Level Code 2 without written approval from the local board's Executive Director or designee. In the event that the maximum length of training time for an occupation is determined to be insufficient after the initial training is completed, written justification must be documented in the participant's ISS and the initial OJT contract modified to reflect the change.
- 2.2.1** Both the participant and BST staff must initial the training length change to ensure that the participant is aware of his/her progress.
- 2.2.2** Subsequent OJT contracts will not be developed for employers who exhibit a pattern of failing to provide OJT participants continued long-term employment (minimum of six months beyond the training period) as regular, full-time, employees with wages and working conditions at the same level, and to the same extent as like employees.
- 2.2.3** BST staff will explain, review, and provide the employer with a copy of the OJT Employer Terms and Conditions, which are a part of the OJT Employer Contract. Signed documentation confirming the above will be maintained in the participant case file.
- 2.2.4** BST staff will explain, review, and provide the employer with a copy of the OJT Negotiation Worksheet, which is part of the OJT Employer Contract. Signed documentation confirming the above will be maintained in the participant case file.
- 2.2.5** BST staff will orient all employers entering into OJT contract agreements about the employer's responsibilities. At the time of the OJT contract finalization, a monthly reimbursement schedule will be negotiated with the employer. Monthly time sheets and progress reports/invoices must be completed. A copy must be submitted to the BST staff and maintained in both the participant and employer's file.
- 2.2.6** BST staff will ensure that all OJT contract agreements are written on a hire first, train later basis. Before training begins, an employer must hire eligible individuals with the

expectation of continuing employment after training is complete. Future OJT contracts will not be developed for any employer not in compliance with the aforementioned stipulation. Staff will review an employer's retention rate prior to negotiating additional OJT contracts.

- 2.2.7** A signed Nepotism Statement must be retained in the participant and employer file.
- 2.2.8** A modification of the OJT contract will be necessary:
- A. To extend the hire/completion dates when the 90-day hiring period has expired and employer plans to fill vacancies.
  - B. To extend the contract completion date when a participant does not complete the OJT training period as scheduled.
  - C. To change training hours for a particular occupation based on the length of training needed for an individual, as documented in the ISS.
  - D. To add/delete OJT slots and to obligate/de-obligate funds; and
  - E. To make any necessary changes to the scope of the original contract.
- 2.3.0** BST staff will schedule participants for interviews with the employer. The employer will make the final selections.
- 2.3.1** Reimbursement from the SC Works finance department will be processed monthly upon approval of signed invoices, time sheets, and attendance records. Time sheets and attendance records must be signed by both the participant and the employer. Should the OJT participant be unavailable to sign, payroll records may be submitted to verify hours worked. Reimbursement will be based only on the total number of hours worked by a participant for whom wages were paid during the invoice period. Documentation must be maintained in the participant file.  
The first monthly reimbursement should not be processed until the evaluation has been submitted by the employer. The evaluation will be maintained in the participant case file, along with monthly timesheets.
- 2.3.2** Reimbursement will not occur for hours paid for holidays, sick days, vacation days, etc. Participants do not receive training during these times and therefore are not reimbursable.
- 2.3.3** The BST staff is responsible for verifying the accuracy of monthly invoices, time sheets and attendance reports through periodic monitoring visits. BST staff will be responsible for verifying the invoices. Documentation of monitoring visits will be maintained in the BST staff and employer file.
- 2.3.4** The Business Services Team will conduct OJT on-site monitoring as follows:

- A. The staff must monitor each OJT employer at least once during the active period of any OJT contract lasting up to three months and at least twice for OJT contracts lasting up to six months. Employers should be monitored on-site or virtually periodically to verify the validity of requested reimbursement amounts. Accuracy of payroll and attendance records, and compliance with the agreed upon training plan should be verified. BST staff must conduct on-site or virtual monitoring prior to the first reimbursement. Every effort should be made to review employer records before the final invoice is paid. If this is not possible, the employer records should be reviewed before the end of the current program year.
  - B. Additional monitoring of employers must be conducted if a previous monitoring visit indicates poor performance or non-compliance with the terms and conditions of the contract.
  - C. Local board staff will monitor all OJT contracts at least once during the current program year or at their discretion.
- 2.3.5** Documentation of all monitoring activities will be maintained in the BST staff employer file. Evaluations will remain in the participant case file.
- 2.3.6** Upon completion of each OJT contract, the following information will be added to the business solutions SharePoint tracking: the number of individual OJTs developed, the number of completed trainings, and the training completion rate.
- 2.3.7** SC Works Greater Upstate staff will provide case management/counseling to each OJT participant to include, but not limited to: personal, vocational, family, financial, etc., as needed before, during, and after OJT training. Staff will refer the participant to appropriate partner agencies and/or any other social organizations as needed. SC Works staff will be responsible for participant and employer follow-up for twelve (12) months following the completion of the OJT contract.

### **3.0 INCUMBENT WORKER TRAINING**

- 3.0.1** The BST will develop, manage, and monitor all IWT contracts according to the established IWT policies and procedures. The deadline for obligation of all IWT funds will be provided by the local board staff.
- 3.0.2** Per the IWT policy, businesses are required to submit Cumulative Expenditures Reports and Trainee Progress Reports no less than once per quarter.
- 3.0.3** The BST is required to provide IWT agreements, IWT agreement modifications, and IWT final program reports to SCDEW via DropBox within 15 days of the effective date. Reference State Instruction 20-08 (or most recent State Instruction Notice).

**3.0.4** Each LWDA will maintain trainee information, expenditure, and backup documentation forms locally.

**3.0.5** The local board staff will establish a fund expenditure deadline date. Funds not spent by the deadline date will be recaptured and reallocated to the next business approved for funding by the Upstate Workforce Board or Greenville County Workforce Development Board.

#### **4.0 TRANSITIONAL JOBS**

**4.0.1** Transitional Jobs provide paid work experience to individuals with chronic unemployment or an inconsistent work history and must be combined with other career services to include supportive services. The BST will develop, manage, and monitor all Transitional Jobs contracts according to Regional Instruction Letter R17-08.

**4.0.2** The BST and TDS will ensure that both the individual and the employer meet all eligibility criteria listed in R17-08.

**4.0.3** The BST will execute an agreement with the employer detailing the position, as well as all terms for the TJ.

**4.0.4** The Upstate Workforce Board and the Greenville County Workforce Development Board will provide oversight through regular reviews of the transitional job requests to make sure they are reasonable, based on factors such as trainee experience, appropriate hourly wages, trainee needs, work history and any other relevant factors.

**4.0.5** Per WIOA Section 134(d)(5), not more than ten percent (10%) of Adult and Dislocated Worker funds may be used to provide Transitional Jobs to individuals. For PY24, funds spent on TJ in Greenville must not exceed \$110,000, and funds spent on TJ in the Upstate must not exceed \$102,000.

#### **5.0 WORK EXPERIENCE**

**5.0.1** Standalone training in demand occupations; may be coupled with classroom training and/or OJT.

**5.0.2** The primary purpose of the WIOA Work Experience program is to provide training in a work environment that will enable participants to enhance their employability skills and to increase their potential for obtaining unsubsidized employment.

**5.0.3** Work experience is designed for those individuals who have not worked for an extended period of time or those who are entering a new career. A temporary short-term work assignment is provided through the Work Experience program to develop good work habits and basic work skills.

**5.0.4** The Work Experience Training Worksite Agreement will outline the responsibilities of the work experience worksites for delivering hands-on training to eligible WIOA participants.

**5.0.5** Work Experience may take place for up to 12 weeks with a maximum cost of \$7800.

## **PART IV – REQUIREMENTS**

### **Training and Supportive Services (Adult and Dislocated Worker) Fund Expenditure Rate Requirement:**

Training is defined as:

- Pre-Vocation (215)
- Work Experience/Transitional Jobs (219)
- On the Job Training (301)
- Occupational (300 & 328)

**Entered Training:** The GCWDB and UWB have determined the following industries are priority industries in our region. While no required percentages are set, Equus should report on training numbers and percentages for the following priority industries in order to keep the Boards updated on current training trends:

- Advanced Manufacturing
- Construction Trades
- Logistics/Distribution
- Other

**GREENVILLE:** Ninety Percent (90%) of all allocated Training and Supportive Services funds must be expended by the grant end date (unless otherwise approved by the Executive Director), with the following benchmark requirements:

- \$165,000.00 of the total spent by December 31, 2024 (Greenville)

For the Greenville area, first quarter obligations and expenditures (July 1, 2024 – September 30, 2024) must not exceed \$180,000 in the Adult fund stream and \$180,000 in the DW fund stream for a total of \$360,000.00 (including Salaries/Fringes, Operational Expenses, Training/Supportive Services, Indirect/Management Fees, etc.).

**Participant Cost Rate:** The grantee must have a 42% participant cost rate for program year 2024 for Greenville. The calculation now includes staff working directly with participants. Please do not include indirect cost only and salary and fringe may be used in the calculation. Business Solutions staff are excluded



**UPSTATE: Ninety Percent (90%) of all allocated Training and Supportive Services funds must be expended by the grant end date (unless otherwise approved by the Executive Director), with the following benchmark requirements:**

- \$150,000.00 of the total spent by December 31, 2024 (Upstate)
- \$236,000.00 of the total spent by March 31, 2025 (Upstate)

For the Upstate area, first quarter obligations and expenditures (July 1, 2024 – September 30, 2024) must not exceed a total of \$300,000.00 (including Salaries/Fringes, Operational Expenses, Training/Supportive Services, Indirect/Management Fees, etc.).

**Participant Cost Rate Upstate:** The grantee must have a minimum of 40% PCR. The calculation now includes staff working directly with participants. Please do not include indirect cost only and salary and fringe may be used in the calculation. Business Solutions staff are excluded.

#### **PY24 Enrollment Goals:**

The local workforce boards expect SC Works Greater Upstate to meet the following benchmarks during PY23 (at a minimum)

- **Greenville:**
  - 145 **NEW** enrollments (Adults and Dislocated Workers)
- **Upstate:**
  - 155 **NEW** enrollments (Adults and Dislocated Workers)

**SC Works Greater Upstate is required to serve a minimum of 75% low income or basic skills deficient Adults. See regional instruction letter R17-04 for further details. It is expected by both boards to maintain around 75%.**

- The local boards will monitor enrollments monthly along with the Project Director.
- Dislocated Worker recruitment should be targeted. The local boards expect SC Works Greater Upstate to creatively find and engage Dislocated Workers during PY24.

#### **OJT Contract Development Expectations:**

- The local boards expect SC Works Greater Upstate to use OJT activities as appropriate. It is expected that there be no less than 20 per workforce area.

#### **Work Experience:**

- The local boards expect SC Works Greater Upstate to use Work Experience activities as appropriate.

**Transitional Jobs:**

- The local boards expect SC Works Greater Upstate to use Transitional Jobs activities as appropriate.

**Community Outreach Expectations: (should be reported on the JIT report that is submitted monthly)**

**Cherokee County:**

- Attend no less than forty-eight (48) community events annually to promote SC Works services

**Greenville:**

- Attend no less than ninety-six (96) community events annually to promote SC Works services

**Spartanburg County:**

- Attend no less than seventy-two (72) community events annually to promote SC Works services

**Union County:**

- Attend no less than forty-eight (48) community events annually to promote SC Works services

**Recruitment Events:**

It is expected that the Director of Business Solutions will work with SCDEW staff and other BST partners to ensure that a minimum of forty-eight (48) recruitment events are hosted by SC Works Upstate annually. It is also expected that the BST partners will ensure a minimum of twenty-four (24) recruitment events on-site at the SC Works Greenville location annually. These events should be approved by the Regional Business Solutions Manager.

It is also expected that there be at a minimum one (1) regional job fair annually.

**Success Stories/Dashboard/Just in Time Report:**

The SC Works Greater Upstate Project Director must submit a minimum of one success story from each SC Works Greater Upstate Talent Development Specialist no later than ten (10) days after the end of each quarter. The SC Works Director of Business Solutions should also prepare and submit a minimum of one success story per workforce area. Stories should be submitted to the local board Associate Directors quarterly.

Each story should be accompanied by the following: a release signed by the participant, an overview of the services received, assigned staff contact information, participant photo and contact information. When possible, they should focus on different sectors (not all CDL).

The dashboard and JIT report should be submitted to the local workforce board Associate Directors no later than the 10<sup>th</sup> of the following month. If the 10<sup>th</sup> falls on a weekend day, the report and dashboard should be submitted on Monday.

Upstate: (6) Participant of the Year nominations (3 Adult/3 Dislocated Worker) are due no later than April 1, 2025. Nominations should include a write-up (using the correct format) and a short video from the participant.

#### **Social Media:**

SC Works Greater Upstate is expected to use social media to connect with the community. It is a free resource to outreach and promote services. There are also free programs that allow you to schedule content for posting (e.g., Hootsuite). Number of posts for the month and new follower/likes should also be reported on the JIT report monthly.

#### **Posts:**

- One (1) post per workday on one of SC Works Greater Upstate's social media accounts (e.g., Facebook, Twitter, etc.)

#### **Increase Followers:**

- Facebook- 200 new followers during PY24 (baseline 7,000).

#### **Performance Measures:**

Local areas have not received the negotiated levels of performance for PY24. These will be sent out once received. A modification will be completed during the first quarter to add the final goals. For now, we ask that you plan on each measure increasing from what is listed below.

<b>Performance Measure</b>	<b>PY24 Greenville Goals</b>	<b>PY24 Upstate Goals</b>
<b>Adult Employment Rate 2nd Quarter After Exit</b>	78.0%	79.0%
<b>Adult Employment Rate 4th Quarter After Exit</b>	82.5%	78.0%
<b>Adult Median Earnings 2nd Quarter After Exit</b>	\$8,078	\$7,000
<b>Adult Credential Attainment Within 4 Quarters After Exit</b>	66.0%	68.5%

Measurable Skill Gains	72.7%	66.3%
DW Employment Rate 2nd Quarter After Exit	85.2%	82.0%
DW Employment Rate 4th Quarter After Exit	84.5%	81.0%
DW Median Earnings 2nd Quarter After Exit	\$9,000	\$8,300
DW Credential Attainment within 4 Quarters After Exit	66.7%	67.6%
Measurable Skill Gains	69.1%	71.5%

In addition to Adult, Dislocated Worker and Youth WIOA programs, these WIOA measures apply to:

- Adult Ed & Literacy under Title II
- Wagner-Peyser (Adult Measures Only and New Employer Measure)
- Selected programs under Title I of Rehabilitation Act of 1973
- Job Corps – (Youth Measures and possibly New Employer Measure)

#### **High Performing Boards**

To recognize and incentivize Local Workforce Development Boards (LWDB) for their leadership and support of the state's workforce system through innovative practices, the SWDB has approved the development of a High-Performance Board Incentive Award.

A high-performing LWDB provides leadership to the local workforce development system, oversees opportunities to strengthen and build the local area's workforce and economic capacity, and leads the alignment with the state's education and workforce systems to meet the needs of employers and job seekers.

#### **INCENTIVE AWARD ELIGIBILITY**

To be eligible, the LWDB must complete the following:

- Meet Federal Requirements, WIOA Primary Indicators of Performance, and State-Specific Performance Measures.
- Promote regionalism through the use of multi-area strategies.
- Employ innovative practices aligning with one or more of the State Plan Goals/Objectives:

- Develop and create an effective customer-driven workforce system through alignment of programs and policies, the use of leading-edge technology, and high-quality staff.

- Prepare job seekers for high-wage, high-growth, high-demand, and high-mobility/retention (4H) occupations through relevant training and skills acquisition, and match job seekers to open employer positions.
- Improve the education and workforce infrastructure network by decreasing obstacles to work in order to improve recruitment and retention of workers, which is necessary to maintain economic development competitiveness.

Innovative practices or initiatives may be identified by the following criteria:

- Initiative is, or will be, implemented in partnership with other education, workforce, economic development, social service, or non-profit entities.
- The lead entity is a LWDB or a LWDB's service provider.
- Initiative focuses on creating talent pipelines in high-growth, high-demand industries.
- Initiative targets priority populations and/or underserved communities.
- The LWDB is willing to assist other LWDBs or entities with implementing the promising practice.
- Initiative met or exceeded **target outcomes (data integrity measures)** or is on track to do so.

It is expected that Equus will maintain its focus on the criteria for this award. Paying particular attention to data integrity measures.

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Funding for the attached budget comes from the following funding streams. At no time should Arbor E&T, LLC d/b/a Equus Workforce Solutions exceed the below in each category.

	Current
Upstate WIOA Formula Adult Program	\$ 510,050.00
Upstate WIOA Formula Dislocated Worker Program	\$ 580,266.00
Upstate WIOA Formula Total	\$ 1,090,316.00
Greenville WIOA Formula Adult Program	\$ 547,732.00
Greenville WIOA Formula Dislocated Worker Program	\$ 500,326.00
Greenville WIOA Formula Total	\$ 1,048,058.00
<b>GRAND TOTAL</b>	<u>\$ 2,138,374.00</u>
<b>GREATER UPSTATE WIOA TOTAL</b>	<u>\$ 2,138,374.00</u>

\*Based upon current estimates and minor variances are anticipated; variances beyond 10% of total will require modification

**GREATER UPSTATE WORKFORCE AREA**

**Service Provider**  
Arbor E&T, LLC d/b/a Equus Workforce Solutions  
**Project/Activity**  
ONESTOP OPERATOR

**Contract #:** 24M903Q1-JLWAP  
**Modification #:** Original  
**Funding Source:** WIOA  
**Contract Value** 2,138,374.00

	Greater Upstate Budget		Greenville Budget		Upstate Budget		
	Greater Upstate Budget	Greenville Total Budget	Greenville Adult	Dislocated Worker	Upstate Total Budget	Upstate Adult	Dislocated Worker
				47.74%		46.78%	53.22%
Salaries	\$ 762,503.52	\$ 370,721.02	\$ 193,744.78	\$ 176,976.24	\$ 381,782.50	\$ 183,275.92	\$ 208,506.58
Fringes	\$ 225,890.44	\$ 96,534.44	\$ 50,450.45	\$ 46,083.99	\$ 129,356.00	\$ 80,512.76	\$ 68,843.24
Temp Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dues, Prof fees, Subscriptions	\$ 1,250.00	\$ 200.00	\$ 104.52	\$ 95.48	\$ 1,050.00	\$ 491.19	\$ 558.81
Mileage	\$ 10,000.00	\$ 5,000.00	\$ 2,613.08	\$ 2,386.92	\$ 5,000.00	\$ 2,339.00	\$ 2,661.00
Professional Development	\$ 4,500.00	\$ 2,250.00	\$ 1,175.89	\$ 1,074.11	\$ 2,250.00	\$ 1,062.55	\$ 1,197.45
Travel - Out of Town	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Training	\$ 867,673.64	\$ 372,269.46	\$ 194,554.02	\$ 177,715.44	\$ 285,404.18	\$ 138,190.12	\$ 157,214.06
Office Supplies	\$ 10,000.00	\$ 5,000.00	\$ 2,613.08	\$ 2,386.92	\$ 5,000.00	\$ 2,339.00	\$ 2,661.00
Outreach	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Printing Supplies	\$ 1,500.00	\$ 750.00	\$ 391.96	\$ 358.04	\$ 750.00	\$ 350.85	\$ 399.15
Postage	\$ 1,300.00	\$ 500.00	\$ 261.31	\$ 238.69	\$ 800.00	\$ 374.24	\$ 425.76
Rent	\$ 45,965.00	\$ 3,600.00	\$ 1,881.42	\$ 1,718.58	\$ 42,365.00	\$ 19,818.35	\$ 22,546.65
Equipment Rental	\$ 2,679.00	\$ 1,742.00	\$ 910.40	\$ 831.60	\$ 937.00	\$ 438.33	\$ 498.67
Contract/ Consulting Services	\$ 7,262.00	\$ 2,050.00	\$ 1,071.36	\$ 978.64	\$ 5,212.00	\$ 2,438.17	\$ 2,773.83
Telephone	\$ 17,980.00	\$ 12,080.00	\$ 6,313.20	\$ 5,766.80	\$ 5,900.00	\$ 2,760.02	\$ 3,139.98
Utilities	\$ 2,500.00	\$ -	\$ -	\$ -	\$ 2,500.00	\$ 1,189.50	\$ 1,330.50
Misc & Facilities Costs	\$ 16,200.00	\$ 3,600.00	\$ 1,881.42	\$ 1,718.58	\$ 12,600.00	\$ 5,894.28	\$ 6,705.72
Supportive Services	\$ 110,000.00	\$ 55,000.00	\$ 28,743.89	\$ 26,256.11	\$ 55,000.00	\$ 25,728.01	\$ 29,270.99
Computers & Software	\$ 15,175.00	\$ 5,500.00	\$ 2,874.39	\$ 2,625.61	\$ 9,675.00	\$ 4,525.97	\$ 5,149.03
Relocation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Indirect 10.56%	\$ 118,768.84	\$ 53,806.10	\$ 28,119.93	\$ 25,686.17	\$ 64,962.74	\$ 30,389.58	\$ 34,573.16
Management Fee	\$ 117,226.56	\$ 57,454.98	\$ 30,026.90	\$ 27,428.08	\$ 59,771.59	\$ 27,981.16	\$ 31,810.42
<b>TOTAL GRANT COST</b>	\$ 2,138,374.00	\$ 1,048,088.00	\$ 647,732.00	\$ 600,326.00	\$ 1,090,316.00	\$ 610,050.00	\$ 680,266.00

\*Arbor may use Salaries, Fringe and Temporary Help categories interchangeably provided the total expenses do not exceed approved amount and is in compliance with the approved staffing plan.

**INDIRECT COST SUMMARY**

<u>Line Item</u>	<u>Total Greater Upstate</u>	<u>Greenville</u>	<u>Upstate</u>
Salaries	\$ 762,503.52	\$ 370,721.02	\$ 391,782.50
Fringes	\$ 225,890.44	\$ 96,534.44	\$ 129,356.00
Temporary Help	\$ -	\$ -	\$ -
Dues - Professional	\$ 1,250.00	\$ 200.00	\$ 1,050.00
Mileage	\$ 10,000.00	\$ 5,000.00	\$ 5,000.00
Professional Development	\$ 4,500.00	\$ 2,250.00	\$ 2,250.00
Travel - Out of Town	\$ -	\$ -	\$ -
Office Supplies	\$ 10,000.00	\$ 5,000.00	\$ 5,000.00
Outreach	\$ -	\$ -	\$ -
Printing	\$ 1,500.00	\$ 750.00	\$ 750.00
Postage	\$ 1,300.00	\$ 500.00	\$ 800.00
Rent	\$ 45,965.00	\$ 3,600.00	\$ 42,365.00
Equipment Rental	\$ 2,679.00	\$ 1,742.00	\$ 937.00
Consulting Services	\$ 7,262.00	\$ 2,050.00	\$ 5,212.00
Telephone	\$ 17,980.00	\$ 12,080.00	\$ 5,900.00
Electric/Utilities	\$ 2,500.00	\$ -	\$ 2,500.00
Bldg/Equipment M&R-Insurance-Janitorial	\$ 16,200.00	\$ 3,600.00	\$ 12,600.00
Computers & Software	\$ 15,175.00	\$ 5,500.00	\$ 9,675.00
Relocation	\$ -	\$ -	\$ -
	\$ 1,124,704.96	\$ 509,527.46	\$ 615,177.51
Indirect rate	10.56%	10.56%	10.56%
<b>TOTAL INDIRECT COST</b>	<b>\$ 118,768.84</b>	<b>\$ 53,806.10</b>	<b>\$ 64,962.74</b>

**INDIRECT COST:** represents common cost associated with efforts of Arbor E&T ,LLC Business Operations. Expenses include items such as salaries & wages, facilities, supplies & equipment, data processing, and other miscellaneous items and allocable expenses.



**Bidder: Arbor E & T LLC dba Equus Workforce Solutions**

**Management Fee Summary**

**PY2024**

<u>Line Item</u>	<u>Total Amount</u>	<u>Net Greenville</u>	<u>Net Upstate</u>
Salaries	\$ 762,503.52	\$ 370,721.02	\$ 391,782.50
Fringes	\$ 225,890.44	\$ 96,534.44	\$ 129,356.00
Temporary Help	\$ -	\$ -	\$ -
Dues - Professional	\$ 1,250.00	\$ 200.00	\$ 1,050.00
Mileage	\$ 10,000.00	\$ 5,000.00	\$ 5,000.00
Professional Development	\$ 4,500.00	\$ 2,250.00	\$ 2,250.00
Travel - Out of Town	\$ -	\$ -	\$ -
Office Supplies	\$ 10,000.00	\$ 5,000.00	\$ 5,000.00
Outreach	\$ -	\$ -	\$ -
Printing	\$ 1,500.00	\$ 750.00	\$ 750.00
Postage	\$ 1,300.00	\$ 500.00	\$ 800.00
Rent	\$ 45,965.00	\$ 3,600.00	\$ 42,365.00
Equipment Rental	\$ 2,679.00	\$ 1,742.00	\$ 937.00
Consulting Services	\$ 7,262.00	\$ 2,050.00	\$ 5,212.00
Telephone	\$ 17,980.00	\$ 12,080.00	\$ 5,900.00
Electric/Utilities	\$ 2,500.00	\$ -	\$ 2,500.00
Bldg/Equipment M&R-Insurance-Janitorial	\$ 16,200.00	\$ 3,600.00	\$ 12,600.00
Computers & Software	\$ 15,175.00	\$ 5,500.00	\$ 9,675.00
Relocation	\$ -	\$ -	\$ -
<b>Indirect 10.56%</b>	<b>\$ 118,768.84</b>	<b>\$ 53,806.10</b>	<b>\$ 64,962.74</b>
<b>Customer Training</b>	<b>\$ 667,673.64</b>	<b>\$ 372,269.46</b>	<b>\$ 295,404.18</b>
<b>Support Services</b>	<b>\$ 110,000.00</b>	<b>\$ 55,000.00</b>	<b>\$ 55,000.00</b>
<b>Net Contract Before Management Fee</b>	<b>\$ 2,021,147.44</b>	<b>\$ 990,603.02</b>	<b>\$ 1,030,544.42</b>
<b>Negotiated Management Fee</b>	<b>\$ 117,226.56</b>	<b>\$ 57,454.98</b>	<b>\$ 59,771.58</b>
<b>TOTAL CONTRACT</b>	<b>\$ 2,138,374.00</b>	<b>\$ 1,048,058.00</b>	<b>\$ 1,090,316.00</b>

**Definition of how management fee is figured:**

The fixed management fee of \$117,226.56 represents 5.80% of the net value of the contract before the management fee and was negotiated based upon the complexity of the operations, established performance expectations and risk factors associated with managing WIOA funds in the Greater Upstate Region. It shall be earned and invoiced on a fixed basis of 1/12th per month or \$9,768.88 through June 2025

Greenville portion of Management fee is 1/12 of \$57,454.98 and is payable per month as \$4,787.92 through May 2025 and \$4,787.86 for June 2025	Upstate portion of Management Fee is 1/12 of \$59,771.58 and is payable per month as \$4,980.96 through May 2025 and \$4,981.62 for June 2024
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**TOTAL MANAGEMENT FEE COST**

<b>117,226.56</b>	<b>57,454.98</b>	<b>59,771.58</b>
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**NOTE:** While a performance bonus pool is not specified, as funds become available, discussion may be had to reach the proposed level below.

**Equus Staff Compensation Plan FY24**

<u>Increase Type</u>	<u>Description</u>	<u>Eligible Positions</u>	<u>Requirements</u>	<u>Potentially Eligible</u>
Bonuses - Ongoing Quarterly (if budget allows)	A lump sum quarterly payment based on the number of goals the project exceeds (Q4 PY23, Q1 - Q3 PY24)	All	Current employee at time of disbursement and no notice of resignation on file Employed by WB or SC Works for the entire quarter that entered employment goal is calculated for pursuant to the schedule issued by SCDEW 1. Q4 (PY23) - 04/01/24 - 06/30/24 2. Q1 (PY24) - 07/01/24 - 09/30/24 3. Q2 (PY24) - 10/01/24 - 12/31/24 4. Q3 (PY24) - 01/01/25 - 03/31/25	\$75 per goal exceeded per quarter per qualifying employee  Potential impact for PY24 is \$18,600

**Performance Bonus amount based on 17 staff exceeding 3/4 of all goals per quarter**

<u>Staff</u>	<u># Goals</u>	<u>Award/ goal</u>	<u>Qtrs</u>	<u>Total</u>
17	4	\$50	4	\$18,600

**PART III  
TERMS AND CONDITIONS**

**3.0 LEGAL AUTHORITY**

**3.0.1 The persons signing this Grant Agreement on behalf of the parties warrant and guarantee their full authorization to execute the Grant Agreement and to legally bind the parties to all terms, performance requirements, and provisions as set forth below.**

**3.1 AWARDING ENTITY**

**3.1.1 As the awarding entity, the Department of Employment and Workforce (DEW), has the following oversight responsibilities:**

- **Providing technical assistance, as requested by the Grantee or deemed necessary by DEW;**
- **Conducting programmatic and financial monitoring of the Grant project;**
- **Ensuring compliance with WIOA Public Law 113-128 and implementing Federal regulations, the OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR Part 200), as well as any other Federal or State laws, regulations and policies applicable to the Grant Agreement;**
- **Disbursing funds to the Grantee to pay for allowable expenses or services provided in accordance with applicable State and Federal laws upon receipt of proper supporting documentation of disbursement amounts previously drawn down; and**
- **Evaluating the Grantee against specific deliverables, performance, and reporting requirements as outlined in the Grant Agreement's Statement of Work.**

**3.2 FINANCIAL SYSTEM AND REPORTING**

**3.2.1 The Grantee is responsible for developing and implementing procedures and standards for reporting financial, programmatic, and customer information in the required timeframes and using the systems and formats specified by DEW. Documentation of these procedures shall be maintained by the Grantee for the duration of the grant until grant closeout.**

**3.2.2 The Grantee shall maintain fiscal records and supporting documentation for all expenditures of funds under the Grant Agreement. The Grantee must provide adequate, qualified staff to prepare required reports. Proper internal controls are required to ensure separation of duties.**

**3.2.3 Costs incurred by the Grantee prior to the start date specified in the Grant Agreement are incurred at the Grantee's own expense. Prior authorization for pre-award spending must be obtained from DEW and the US Department of Labor before any costs are incurred.**

- 3.2.4** Payment by DEW of Indirect Costs incurred requires the Grantee to submit its approved Indirect Cost Rate or Acceptance of Certification of Indirect Costs from its cognizant agency upon receipt. If DEW is the cognizant agency for the grant recipient, an Indirect Cost Rate proposal must be submitted to DEW no later than 180 days after the June 30 fiscal year end. Failure to do so may result in the disallowance of indirect costs. DEW may either disallow all indirect costs or establish a rate based upon audited historical data or such other data that have been furnished to DEW for indirect costs. (2 CFR Part 200.415(b)(2))
- 3.2.5** The Grantee is required to submit a Financial Status Report (FSR) on a monthly basis, regardless of whether any expenditures have accrued during the month. Reports must be submitted no later than the 20<sup>th</sup> of the following month. Expenditure data is reported cumulatively through the end of each reporting period on an accrual basis.
- 3.2.6** A Request for Payment (RFP) must be submitted each time the Grantee wishes to draw down funds, along with proper supporting documentation of disbursements previously drawn down. The Grantee may be required by DEW to provide additional supporting documentation as outlined in the Grant Agreement's Statement of Work. The Grantee may request funds in advance to cover upcoming cash expenditures and accruals to be paid within a short period of receipt of funds (usually within three (3) business days). The Grantee's cash needs must be projected to ensure that funds are received as close as possible to the time of actual disbursement in accordance with 2 CFR Part 200.305. Cash on hand should be limited to the amount needed for immediate disbursement.
- 3.2.7** The Grantee will submit a complete Grant Closeout Report to DEW no later than sixty (60) calendar days after the grant end date. DEW will supply the closeout forms and instructions prior to grant expiration.

### **3.3** RECORDKEEPING

- 3.3.1** DEW, and any of its authorized representatives, must have timely and reasonable access to all Grantee records and personnel related to the Grant Agreement for the purpose of inspection, investigation, monitoring, auditing, evaluation, interview, and discussion. Further, DEW and any of its authorized representatives, have the right to copy all records pertaining to the Grant Agreement.
- 3.3.2** The Grantee shall comply with requirements for custody and retention of records as set forth in 2 CFR Part 200, as applicable. Records must be retained for no less than three years after submittal of the Grant Agreement closeout to DEW or the last request for grant records during an audit, whichever is most recent. If any litigation, claim, or audit is started before the expiration of the 3-year period, the records must be retained until all litigation, claims, or audit findings involving the records have been resolved and final action taken (2 CFR Part 200.333).

**3.3.3** The Grantee assures it will comply with Federal and State laws and guidelines for the handling and protection of Personally Identifiable Information, including but not limited to 2 CFR Part 200.79 and US Department of Labor Training and Employment Guidance Letter 39-11, *Guidance on the Handling and Protection of Personally Identifiable Information (PII)*, located at [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=7872](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=7872).

**3.3.4** The Grantee agrees to maintain the confidentiality of any information that identifies or may be used to identify any grant and benefit participants. The Grantee shall not disclose or re-disclose any employer or personally identifying information of the subject of the information unless permitted by law.

**3.3.5** All releases of information shall be in accordance with State and Federal law, regulations and guidelines, including but not limited to S.C. Code Ann. § 41-29-160; the Family Privacy and Protection Act (S.C. Code Ann. § 30-2-10 et al), 20 CFR 603, and IRS Publication 1075.

### **3.4** PROCUREMENT

**3.4.1** The Grantee must have written procedures for procurement transactions that comply with State regulations. Procedures may reflect applicable local laws and regulations, provided they conform to applicable Federal law and the standards identified in 2 CFR Parts 200.318 through 200.326.

**3.4.2** Procurement standards must ensure fiscal accountability and prevent waste, fraud, and abuse. The Grantee will conduct procurement in a manner that provides full and open competition consistent with the standards of 2 C.F.R Part 200.319.

### **3.5** ADDITIONAL CONDITIONS AND ENFORCEMENT

**3.5.1** The Grantee acknowledges and accepts that special additional conditions may be unilaterally imposed by DEW in accordance with 2 CFR 200.207. Such conditions may be imposed if the Grantee demonstrates one or more of the following conditions:

- a history of unsatisfactory performance;
- financial instability;
- management system(s) that do not meet standards prescribed in 2 CFR 200.300 et seq.;
- noncompliance with terms and conditions of previous Federal awards or subawards;
- absence of responsibility disclosed as a result of ongoing evaluation of risk by DEW conducted in accordance with 2 CFR 200.331(b);
- reports and findings from audits performed under 2 CFR Subpart F – Audit Requirements of this part or the reports and findings of any other available audits; and/or
- inability to effectively implement statutory, regulatory, or other requirements.

**3.5.2 If DEW determines that a grant award will be made or continued, special provisions shall address the condition identified and shall be included in the award. Such provisions may include but are not limited to:**

- **requiring payments on a reimbursement basis;**
- **withholding authority to proceed to the next phase until receipt of evidence of acceptable performance within a given period of performance;**
- **requiring additional, more detailed financial reports;**
- **requiring additional project monitoring;**
- **requiring the Grantee to obtain technical or management assistance and to implement corrective actions; and/or**
- **establishing additional prior approval.**

**DEW will notify the Grantee regarding the nature and reason for implementing any of the above special provisions.**

**3.5.3 Failure to comply with any provision of the Grant Agreement, or any applicable law or regulation, may subject the Grantee to additional enforcement actions that are determined by DEW to be appropriate under the circumstances. Such enforcement actions include but may not be limited to:**

- **requiring special award provisions as stated above;**
- **temporarily withholding cash payments pending correction of identified deficiencies, as identified in 2 CFR 200.338;**
- **disallowing cost (and, if appropriate, applicable matching credit) for any claim or action made that is not in compliance and require appropriate repayment or financial adjustment;**
- **suspending the grant award, in whole or in part, pending corrective action;**
- **terminating the grant award, in whole or in part;**
- **withholding further awards for the project or program;**
- **recommending to appropriate Federal officials that suspension or debarment proceedings be initiated as authorized under 2 CFR 180; and/or**
- **taking other remedies that may be legally available. (See 2 CFR 200.338.)**

**3.5.4 The Grant Agreement may be immediately terminated by DEW in whole or in part for cause or noncompliance whenever such non-compliance is material and termination is in the best interest of the Grantee, DEW, or the US Department of Labor.**

**3.5.5 Appeals regarding monitoring findings and/or enforcement actions may be appealed as follows:**

- 1. Within 14 days of receipt of the final monitoring determination or notice of enforcement action, a written appeal may be made to the Executive Director of DEW.**
- 2. The Executive Director will issue a written decision within 30 days.**
- 3. If dissatisfied with the decision, a written appeal may be made to the State Workforce Development Board (SWDB) within 14 days of receipt of decision.**

4. The Chair will designate the Executive Committee or an Ad Hoc Committee of at least five SWDB members to hear the appeal.
5. The SWDB will hear the appeal and render a decision within 60 days.
6. The Grantee will be notified in writing of the SWDB's decision within 20 days.

**3.5.6 Appeal requests made to the SWDB must be submitted in writing as follows:**

**South Carolina Department of Employment and Workforce  
Attn: Appeals, State Workforce Development Board  
1550 Gadsden Street  
Columbia, SC 29201**

### **3.6 CHANGES AND AMENDMENTS**

- 3.6.1 Any alterations, additions, or deletions to the terms of the Grant Agreement which are required by changes in Federal or State law or regulations are automatically incorporated into the Grant Agreement without written amendment, and shall become effective on the date designated by such law or regulation.
- 3.6.2 Alterations, additions, deletions, or extensions to the terms of the Grant Agreement must be modified in writing and executed by both Parties. Any other attempted changes, including oral modifications, shall be invalid.
- 3.6.3 To ensure effective performance under the Grant Agreement, the Parties agree that DEW may amend requirements in writing during the grant period to interpret or clarify a change in Federal or State law, rules or regulations.

### **3.7 ASSURANCES**

- 3.7.1 **EQUAL OPPORTUNITY ASSURANCES:** As a condition to the award of financial assistance from the US Department of Labor under Title I of WIOA, the Grantee assures that it is aware of and has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance. These laws include, but are not limited to:
  - A. *Section 188 of the Workforce Innovation and Opportunity Act (WIOA)*, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity;

- B. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color, and national origin;**
- C. Title IX of the Education Amendments Act of 1972, which prohibits discrimination on the basis of sex in educational programs;**
- D. Section 504 of the Rehabilitation Act, which prohibits discrimination against qualified individuals with disabilities;**
- E. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and**
- F. The South Carolina Pregnancy Accommodations Act, which protects employees and applicants who have medical needs arising from pregnancy, childbirth, or related medical conditions.**
- G. The Grantee also assures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the Grantee's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The Grantee understands that the United States has the right to seek judicial enforcement of this assurance.**

**3.7.2 ADDITIONAL ASSURANCES: The Grantee additionally assures that it is aware of and will comply with the following:**

- A. Jobs for Veterans Act (38 U.S.C. 54215), which requires recipients to provide priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services in any job training program directly funded, in whole or in part, by the US Department of Labor. To obtain priority of service, a veteran or spouse must meet the program's eligibility requirements. US Department of Labor Training and Employment Guidance Letter 10-09 provides further guidance and can be found at [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2816](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2816);**
- B. P.L. 113-114, Division E, Title VII, Section 743, which prohibits an entity receiving Federal funds from requiring employees' or contractors of such entity seeking to report fraud, waste, or abuse to sign internal confidentiality agreements or statements prohibiting or otherwise restricting such employees or contractors from lawfully reporting such waste, fraud, or abuse to a designated investigative or law enforcement representative of a Federal department or agency authorized to receive such information;**



- C. P.L. 113-114, Division H, Title V, Section 505**, which establishes that when issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with Federal money, all recipients receiving Federal funds shall clearly state:
- 1. The percentage of the total costs of the program or project which will be financed with Federal money;**
  - 2. The dollar amount of Federal funds for the project or program, and**
  - 3. The percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.**

The requirements of this part are separate from those in 2 CFR Part 200 and, when appropriate, both must be complied with.

- D. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency (LEP),"** which requires that recipients of Federal financial assistance ensure that programs and activities provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin;
- E. Executive Order 13333**, which establishes this agreement may be terminated without penalty, if the Grantee or any subgrantee engages in: (i) severe forms of trafficking in persons; (ii) the procurement of a commercial sex act during the period of time that the grant is in effect; (iii) the use of forced labor in the performance of the grant; or (iv) acts that directly support or advance trafficking in persons. (22 U.S.C. §7104(g));
- F. Buy American Notice Requirement**, which provides that in the case of any equipment or product that may be authorized to be purchased with financial assistance provided using funds available under WIOA, entities receiving the assistance should, in expending the assistance, purchase only American-made equipment and products, as required by the Buy American Act (41 U.S.C. §10a et seq.);
- G. Executive Order 13043 Increasing Seat Belt Use in the United States (April 16, 1997)**, which provides that recipients of Federal funds are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating vehicles, whether organizationally owned or rented or personally owned;
- H. Executive Order 13513, Federal Leadership on Reducing Text Messaging While Driving (October 1, 2009)**, which provides that recipients of Federal funds are encouraged to adopt and enforce policies that ban text messaging while driving company-owned or rented vehicles, Government-owned, Government-leased, or Government-rented vehicles, or while driving privately-owned vehicles when on official Government business or when performing any work for or on behalf of the Government, and to conduct initiatives of the type described in section 3(a) of the Executive Order;

- i. *Special Requirements for Conferences and Conference Space.*** Conferences sponsored in whole or in part by the recipient of Federal awards are allowable if the conference is necessary and reasonable for successful performance of the Federal Award. Recipients are urged to use discretion and judgment to ensure that all conference costs charged to the grant are appropriate and allowable. For more information on the requirements and allowability of costs associated with conferences, refer to 2 CFR Part 200.432;

### **3.8 CERTIFICATIONS**

#### **3.8.1 Lobbying (2 CFR 5200.450)**

- A.** No federally appropriated funds have been paid or will be paid, by or on behalf of the Grantee, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- B.** If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the Grantee shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

#### **3.8.2 Debarment, Suspension, and Other Responsibility Matters**

The Grantee agrees to comply with 2 CFR Part 200.213, which states that non-Federal entities and contractors are subject to the non-procurement and debarment and suspension regulations.

#### **3.8.3 Drug-Free Workplace (Public Law 100-690)**

The Grantee agrees to comply with provisions of 41 U.S.C. 5702 in providing a drug-free workplace.

**GREENVILLE COUNTY, SOUTH CAROLINA  
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)  
PROGRAM YEAR 2024 YOUTH ACTIVITIES CONTRACT NO. 23081**

Administrator	Contractor
<b>Greenville County Workforce Development</b> <b>225 S. Pleasantburg Drive, Suite C11</b> <b>Greenville, South Carolina 29607</b> <b>Phone: (864) 467-3620</b> <b>Fax: (864) 467-3603</b>	<b>Eckerd Youth Alternatives, Inc.</b> <b>Attn: Randall Luecke</b> <b>Chief Financial Officer</b> <b>100 N. Starcrest Drive</b> <b>Clearwater, Florida 33765</b>

**TYPE OF CONTRACT**

A. Fixed Unit Price	B. Cost Reimbursement	C. Combination of A and B
	<b>486,212</b>	

**PROGRAM DESCRIPTION**

Eckerd Youth Alternatives, Inc. (Eckerd) proposes to deliver a flexible, responsive and customer-driven Title I WIOA Youth program that is strategically formulated to improve the region's most at-risk youth for employment. Each youth participant who enrolls in the program will be matched with a service tract that directly corresponds to his/her assessed needs, identified skill level, and motivation to complete services. Approximately sixty (60) participants will be carried over to Eckerd's PY24 contract from PY23, plus an additional four (4) In-School Youth (ISY) and seventy-four (74) OSY will be enrolled in the program for a total of 138 youth.

**STATEMENT OF AGREEMENT**

This contractual agreement is made and entered into between **Greenville County Workforce Development**, acting in their capacity of staff to the Greenville County Workforce Development Board, the Workforce Innovation and Opportunity Act (WIOA) Administrative Entity, for the Greenville County Workforce Development Area, and Eckerd Youth Alternatives, Inc., hereinafter referred to as "Contractor". Performance under this contract shall occur between the period of **July 1, 2024** and **June 30, 2025**. All contract costs must be incurred between these dates unless such dates have been modified in accordance with the provisions contained within this Agreement.

The funds available for the services to be provided are Workforce Innovation and Opportunity Act (WIOA) funds granted to the Greenville County Workforce Development Area from the South Carolina Department of Employment and Workforce under the approved Workforce Innovation and Opportunity Act (WIOA) plan.

This agreement initiates the Administrator's obligation by **Four Hundred and Eighty-Six Thousand and Two-Hundred and Twelve and no/100 (486,212.00) dollars to a total amount not to exceed Four Hundred and Eighty-Six Thousand and Two-Hundred and Twelve and no/100 (486,212.00) dollars which shall be paid in accordance with the Statement of Work and Budget contained within this Agreement.**

**APPROVED CONTRACT COST AND SLOT LEVEL**

	Total Program Cost	Slot Level
PY23 Carry In Participants		60
PY24 New Enrollments (In-School Youth)		4
PY24 New Enrollments (Out-of-School Youth)		74
PY24 Contract Total Cost/Enrollments	\$486,212	138

**IN WITNESS WHEREOF, the parties have executed this agreement as of the latest date appearing below,**

and in signing and thereby validating this agreement, the parties also certify that each possesses legal authority to contractually bind their respective organizations in their capacity as a signatory official. The Administrative Entity shall acquire and maintain proof of Contractor signatory official authority prior to execution of this Agreement and/or disbursement of payments.


**SIGNATORY OFFICIALS FOR THE ADMINISTRATIVE ENTITY**

Administrator Signatory Official	Joseph Kernell, County Administrator
Signature	
Date	8-19-24
Administrator Signatory Official	Mr. Dan Tripp, County Council Chairman
Signature	
Date	8-19-24

ATTEST: 

~~REGINA MCCASKILL~~ JESSICA M STONE  
~~CLERK TO COUNCIL~~ DEPUTY CLERK TO COUNCIL

**SIGNATORY OFFICIAL FOR THE CONTRACTOR**

Contractor Signatory Official	Randall Luecke
Title	Chief Financial Officer
Signature	
Date	August 9, 2024

**STATEMENT OF WORK**

**SECTION I – EXECUTIVE SUMMARY**

Target Population .....	Out of school youth ages 16-24; in school youth
Target Industries & Occupations .....	All manufacturing occupations, health care, warehousing, information systems, construction, and administrative occupations
Program Location .....	225 S Pleasantburg Dr., Suite E7 McAlister Square
Program Design .....	Comprehensive, integrated and hands on educational, work readiness training, and wrap around supportive services
Credentials Acquired .....	GED/HS Equivalency Diploma, TABE/WIN, recognized credentials
Experiential Learning .....	This program includes experiential and contextual learning, on-the-job training (OJT), internships, and work experience training
Employment Opportunities .....	Internships, apprenticeships, OJT, work experience training opportunities with local businesses and organizations
Number to be enrolled .....	78
Total Grant Award .....	486,212.00
Annual Cost per New Participant .....	\$6,233 (*Continuation of services to carryover participants and supplementary grants will decrease the cost per participant)
Outcomes.....	WIOA Youth Performance Measures

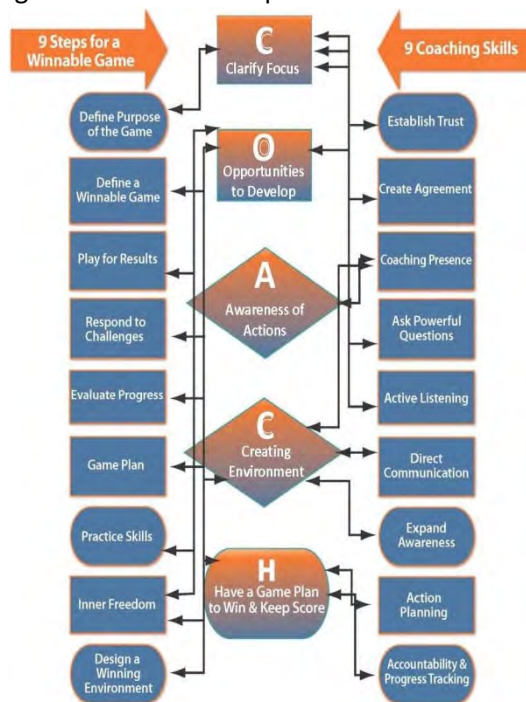
**SECTION II – PROGRAM PURPOSE**

Eckerd Youth Alternatives, Inc. (Eckerd) will deliver a flexible, responsive and customer-driven Title I WIOA Youth program for the Greenville County Workforce Development Board (GCWDB) that is strategically formulated to prepare the region’s most at-risk youth for employment. The Eckerd program model has been customized for the Greenville County Workforce Development Board (GCWDB) and designed so that each participant who enrolls in our program will be matched with a service track that directly corresponds to his/her assessed needs, identified skill level, and motivation to complete services. Youth participants who fully engage with services will be able to rapidly achieve outcomes that are listed as goals on their Individual Service Strategy (ISS). Each goal is customized to match the desired pathway and career goals of each participant, but goals may include, GED attainment, high school diploma, credentialing, work experience/OJT, and ultimately, placement in employment. The program provides substantive phases of self-exploration by virtue of assessment, career exploration utilizing various methods, and planning via effective case management.

Eckerd will coordinate services with local training providers and partners to prepare participants to become technically skilled and qualified job seekers that are equipped to meet the demands of the region’s employers.

Eckerd believes that comprehensive training is critical for delivering quality services to the youth we serve and a number of evidence-based, informed approaches will be incorporated into the WIOA youth program, including:

- ❑ **Human-Centered Design:** Human-centered design aims to make systems usable and useful by focusing on the users, their needs and requirements, and by applying human factors/ ergonomics, usability knowledge, and techniques. Eckerd utilized Human Centered Design as an ongoing effort to redesign our workforce programming. We believe working within this framework will result in higher levels of customer satisfaction, and therefore, program success.
- ❑ **Motivational Interviewing (MI):** MI is an evidenced-based practice in our program design to ensure that every participant in the program recognizes their strengths, and barriers. We have adopted this approach to ensure that each of our staff understand their role and are given the tools to serve as a “change agent” and increase the likelihood of success. Our organization has developed a workforce-specific system of MI for our WIOA, TANF, and DOL programs and we have presented this model at national conferences such as NAWDP and SETA.
- ❑ **Supportive Relationships/Coaching:** Eckerd’s case management approach is formulated on a proven coaching/mentoring strategy developed to assist participants with skills development and behavior change. Strong relationships with staff members will extend to both Center and off-site activities, and will occur throughout daily program services, specialized services, and mobile services. Eckerd will utilize a defined Coaching Strategy for its youth services, ensuring each participant receives appropriate support from our staff during program participation and follow-up. The COACH chart illustrates the 9 steps and skills staff will be trained to use in conjunction with the 5 system elements.
- ❑ **Trauma Informed Care:** Eckerd will use a Trauma Informed Approach during services. Eckerd has developed Trauma Informed training focusing on SAMHSA’s six principles of a trauma informed approach:
  - *Safety:* Provision of welcoming and secure setting and in-depth interpersonal interactions.
  - *Trustworthiness and Transparency:* Participants involvement in every decision related to case plan development, career pathway exploration, and job placement.
  - *Peer Support:* Identification of supportive community members with shared experiences.
  - *Collaboration and Mutuality:* Participants and Center staff, workforce partners, and supportive service providers will utilize a strength-based approach.
  - *Empowerment, Voice, and Choice:* Participants, Center staff, and partners will recognize the will build on strengths identified through the planning process.
  - *Cultural, Historical, and Gender Issues:* Services will be culturally relevant, unbiased, gender responsive, rely on community connections, and responsive to individual needs.
- ❑ **Social Determinants of Health:** Eckerd believes that the Social Determinants of Health (SDOH) are closely related to the overall success of WIOA participants who engage in services at the Center. Primary SDOH that Eckerd will address through Center services include income level; educational opportunities; occupation, employment status, and workplace safety; access to housing and utility services; and availability of transportation.
- ❑ **Customer Surveys and Feedback:** Customer satisfaction surveys are utilized to evaluate program performance and ensure we are aligned with the expectations of the customers. Surveys are administered anonymously so that participants give honest feedback.



Eckerd’s model aligns its program design to meet and exceed the revised performance benchmarks outlined in the Workforce Innovation and Opportunity Act. Those measures include:

- ✓ Placement in employment or education or training
- ✓ Retention in employment or education or training
- ✓ Median Earnings
- ✓ Credential Attainment Rate
- ✓ Gain in Program Skills

Partnerships are essential to effective service delivery. Eckerd has established effective local partnerships and will work closely with GCWBD to transition existing relationships with the WIOA partners in SC Vocational Rehabilitation, SC Commission for the Blind, local Adult Education departments, and the SC Department of Social Services for TANF services, Greenville County School District, and Technical Colleges. Community based organizations often specialize in niche training and support opportunities that can be layered on to our traditional service delivery menu. In the Greenville Workforce Development Area, Eckerd will collaborate and partners such as Mill Community Ministries (MCM), Mill Village Farms, Village Wrench, Earn-a-Bike, 6-Cycle Youth Program, and Village Launch.

### **Eligibility**

Eckerd will provide eligibility determination and WIOA certification officially determining whether the eligibility status of youth applicants via Training and Employment Guidance Letter (TEGL) 21-16. For participation in the WIOA Youth Program, youth must meet the following eligibility requirements:

#### **Eligibility/Target Population: Out-of-school youth (OSY) and in-school youth (ISY)**

An **OSY** is an individual who is:

- a. Not attending any school (as defined under State law);
- b. Not younger than age 16 or older than age 24 at time of enrollment; and
- c. One or more of the following:
  1. A school dropout;
  2. 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;
  3. 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;
  4. An offender;
  5. A homeless individual, a homeless child or youth, or a runaway;
  6. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
  7. An individual who is pregnant or parenting;
  8. An individual with a disability; or
  9. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

An **ISY** is an individual who is:

- a. Attending school (as defined by State law), including secondary and postsecondary school;
- b. Not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21 at time of enrollment;
- c. low-income individual; and
- d. One or more of the following:
  1. Basic skills deficient;
  2. An English language learner;
  3. An offender;
  4. A homeless individual, a homeless child or youth, or a runaway;

5. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
6. An individual who is pregnant or parenting;
7. An individual with a disability; or
8. An individual who requires additional assistance to complete an educational program or to secure or hold employment.

#### **Youth Requires Additional Assistance**

An individual who requires additional assistance to enter or complete an educational program or to secure and hold employment definition must be low-income and meet one or more of the following categories with appropriate documentation.

The following criteria is used to determine requiring additional assistance for ISY:

- a) Has poor attendance patterns in an educational program during the last 12 months;
- b) Has been expelled from school within the last 12 calendar months;
- c) Has been suspended from school at least within the last 12 calendar months;
- d) Has below average grades;
- e) Has currently incarcerated parent(s) or guardian

The following criteria is used to determine requiring additional assistance for OSY:

- a) A youth who is a college/advance training program dropout and/or who has not attended the most recent quarter, semester, or term of college;
- b) A youth who lacks work readiness skills as documented on an approved pre-test\*;
- c) A youth who was fired from a job within the recent 6 months;
- d) A youth who lacks work experience, meaning that the individual has not worked a full-time job (30+ hours a week) for four (4) or more consecutive months;
- e) A youth of an incarcerated parent(s).

\*For the purposes of this contract, WIN Ready to Work is the approved pre-test. Earning a score of less than three (< 3) will constitute lack of work readiness skills.

#### **Youth 5% Enrollment**

Per WIOA 20 CFR §681.250(c), WIOA allows a low-income exception where 5 percent of local area participants who ordinarily would need to be low-income do not need to meet the low-income provision. Because not all OSY are required to be low-income, the 5 percent low-income exception under WIOA is calculated based on the 5 percent of youth enrolled in a given program year who would ordinarily be required to meet the low-income criteria.

To enroll an individual who meets the 5 percent low-income eligibility exception, Eckerd must get prior written approval from GCWDB staff.

Eckerd is liable for disallowed costs pertaining to WIOA youth eligibility applications that are subsequently determined as ineligible via an audit/monitoring.

#### **Youth Requires Additional Assistance**

An individual who requires additional assistance to enter or complete an educational program or to secure and hold employment definition must be low-income and meet one or more of the following categories with appropriate documentation.



## In school youth (ISY):

- a. Has poor attendance patterns in an educational program during the last 12 months;
- b. Has been expelled from school within the last 12 calendar months;
- c. Has been suspended from school at least within the last 12 calendar months;
- d. Has below average grades;
- e. Has currently incarcerated parent(s) or guardian

## Out of school youth (OSY):

- a. A youth who is a college/advance training program dropout and/or who has not attended the most recent quarter, semester, or term of college;
- b. A youth who lacks work readiness skills as documented on an approved pre-test\*;
- c. A youth who was fired from a job within the recent 6 months;
- d. A youth who lacks work experience, meaning that the individual has not worked a full-time job (30+ hours a week) for four (4) or more consecutive months;
- e. A youth of an incarcerated parent(s).

\* For the purposes of this contract, WIN Ready to Work is the approved pre-test. Earning a score of less than three (< 3) will constitute lack of work readiness skills.

Eckerd will ensure that participants receive an objective assessment that includes a review of academic level, skills level, and service needs and will document all results on the participant's ISS. The ISS will be reviewed and revised as needed.

Eckerd will use current, standardized assessment instrument, such as TABE (primary), PACT, Stanford, MAT-7, BSAP, etc. or if a current test score is not available, the use of a WRAT is acceptable. If a youth has completed one of the previously mentioned basic skills assessment prior to enrollment the assessment must have administered within six (6) months of the enrollment date in order for the results to be considered.

Youth enrolled in the program will receive a WIN Ready to Work assessments as part of the objective assessment. Please note that the WIN Ready to Work assessments include Applied Mathematics, Locating Information, and Reading for Information. The SC Works Center at McAlister Square conducts weekly WIN Ready to Work assessments and will collaborate with the Eckerd on scheduling program youth applicants as needed.

Eckerd will develop a service strategy for each participant that identifies:

- An **employment goal for youth**, including (if appropriate) non-traditional employment, that is supported by local labor market information;
- Appropriate achievement objectives – Each participant will establish at least one (1) and no more than three (3) objectives (goals) per year; each goal must be set **one at a time and attained prior to setting another goal.**
- Appropriate services for the participant taking into account the assessment(s) performed above.

The overall design of the program provides:

- Remediation of math and reading levels, if participant is determined basic skills deficient;
- Preparation for post-secondary educational opportunities, if appropriate;
- Strong linkages between academic and occupational learning;
- Preparation for unsubsidized employment opportunities, if appropriate; and
- Effective connections to intermediaries with strong links to job market and local/regional employers, specifically the local SC Works system.

Every required WIOA youth program element should be made available to each participant **WITHIN GREENVILLE COUNTY** through the use of linkages with area agencies.

The definitions of the below WIOA Youth Elements may be found per TEGL 21-16 or at <https://www.dol.gov/agencies/eta/advisories/training-and-employment-guidance-letter-no-21-16> .

### **TITLE I WIOA YOUTH ELEMENTS**

1. Tutoring, Study Skills Training, Instruction and Dropout Prevention Strategies
2. Alternative Secondary School Services
3. Work Based Activities (Work Experience, On-the-Job Training, Pre-apprenticeship Training, Internships, and/or Summer Employment)
4. Occupational Skills Training
5. Concurrent Education and Workforce Preparation
6. Leadership Development Opportunities
7. Supportive Services
8. Adult Mentoring
9. Comprehensive Guidance/Counseling
10. Follow-up Services
11. Financial Literacy Education
12. Entrepreneurial Skills Training
13. Career Exploration and Counseling Services
14. Preparation for Postsecondary Education and Training

Eckerd will provide each participant an orientation concerning the program's outline, attendance requirements, performance goals, entry and exit tests, contact names, etc. Orientation session(s) should also include an overview of the Workforce Innovation and Opportunity Act's purpose and goals as it relates to youth. Every effort should be made to include family members or caretakers of each youth in these sessions.

### **SECTION III – GENERAL PROHIBITIONS**

1. **Non-duplication:** No funds under this Act may be used to provide funding under the School- to-Work Opportunities Act of 1994 nor 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.
2. **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.
3. **Non-interference and Non-replacement of Regular Academic requirements:** No funds under this Act will be used to provide an activity for eligible youth who are not school dropouts if participation in the activity would interfere with or replace the regular academic requirements of the youth.

## SECTION IV – WIOA PERFORMANCE STANDARDS

Youth Performance Expectations: (Incremental, progressive, and age appropriate)

Percentage of youth in unsubsidized employment, education, or training during the 2<sup>nd</sup> quarter after exit

1. Percentage of youth in unsubsidized employment, education, or training during the 4<sup>th</sup> quarter after exit
2. Median earnings of youth who are in unsubsidized employment during the 2<sup>nd</sup> quarter after exit
3. Percentage of youth who are in education or training and obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent during participation or within 4 quarters after exit
4. Percentage of youth who, during the program year, are in education or training and who achieve a measurable skill gain
5. Effectiveness in serving employers (system-wide measure, not program specific)

**The contract may be terminated for cause due to poor performance.**

## SECTION V – CONTRACTOR EXPECTATIONS – PERFORMANCE AND PROGRESS REPORTS

### **PY 2024 WIOA Youth Performance**

Eckerd will be expected to meet all applicable WIOA Youth Performance Measures.

Percentage of youth in unsubsidized employment, education, or training during the 2 <sup>nd</sup> quarter after exit	73.0%
Percentage of youth in unsubsidized employment, education, or training during the 4 <sup>th</sup> quarter after exit	70.0%
Median earnings of youth who are in unsubsidized employment during the 2 <sup>nd</sup> quarter after exit	\$3,200
Percentage of youth who are in education or training and obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent during participation or within 4 quarters after exit	53.0%
Percentage of youth who, during the program year, are in education or training and who achieve a measurable skill gain	61.5%
Effectiveness in serving employers (system-wide measure, not program specific)	*

### **PY 2024 Progress Reports**

Eckerd is responsible for submitting monthly progress reports to the Administrative entity via email, no later than the 10<sup>th</sup> of each month. These reports should include information on the progress of the contract during the previous month, such as enrollments, activities, events/training staff participated in, best practices, success stories, etc. For example, the report submitted by July 10<sup>th</sup> will cover all activities from June 1 – June 30. These reports will be vital in helping the GCWDB and Youth Committee monitor the progress of the contract and see the successes and challenges.

## SECTION VI – CONTRACTOR MONITORING

Eckerd will review and document participant progress on a regular basis during the program. If progress is not adequate, case managers/instructors will counsel with participants to identify any corrective action that may be required.

## SECTION VII – PARTICIPANT ACTIVITY

Eckerd will be expected to have all program slots filled during the program year. Contract slots that are not filled in accordance with the enrollment plan may be de-obligated if deemed necessary by the Administrator.

## SECTION VIII – STAFFING

Eckerd will ensure that all staff involved with this Agreement receive a copy of this Contract and be oriented on their responsibilities regarding this Contract. Staff included in support of this contract will have a designated point of contact to address any questions or concerns pertaining to this contract in order to avoid delays in service.

Staff will immediately notify their supervisor of any contractual problems. Staff resumes will be kept on file at the Eckerd's office location for monitoring purposes.

On-going WIOA Training will be provided to staff as needed. It is strongly encouraged that Eckerd send their staff to **all** technical assistance training and round table meetings. Staff will be held accountable for information and new policies provided during these meetings/training sessions whether they are present or not. As new policies are mandated they will be issued and reviewed in a meeting setting to allow an opportunity for questions to be answered.

Staff qualifications will be a minimum of:

### **Case Manager Minimum Education/Experience:**

Usually has a college degree or equivalent experience or experience working with youth.

### **Other:**

Must have strong personality with ability to empathize and motivate participants without jeopardizing classroom and workplace control.

### **Eligibility Facilitator/Educational Coach Minimum Educational/Experience:**

This position requires a detail-oriented person, preferably with experience in WIOA/WIA eligibility certification.

Eckerd will ensure continuous professional development for all WIOA funded staff.

## SECTION IX – FINANCIAL MANAGEMENT

Eckerd will ensure there is a financial management system that provides accurate, current and complete disclosure of the financial transactions of this Contract. This system will be in compliance with standards and procedures established in the Terms and Conditions of this Contract. **Note:** The Uniform Guidance should be followed and replaces references to the OMB Circulars.

Expenditures under this Contract will be in compliance with the Contract Budget. **NO ADJUSTMENTS WILL BE MADE WITHOUT PRIOR AUTHORIZATION BY THE ADMINISTRATIVE ENTITY.** Financial Status Report (FSR) and Requests for Payment forms will be provided (if needed) to be completed and returned no later than the 10<sup>th</sup> of each month.

This is a cost reimbursement contract and no advancements will be approved.

**Disallowed Costs**

Eckerd will be held liable for any disallowed costs for expenditures that are not compliant with WIOA and the Final Regulations, including costs associated with WIOA youth eligibility determination.

**Advanced Individual Fund Tracking (AIFT)**

South Carolina's WIOA case management reporting system - SC Works Online System (SCWOS) –includes an integrated financial feature called Advanced Individual Fund Tracking – or AIFT. The AIFT allows for effective management of individual training budgets and provides the means to manage expenditures at any given moment via real-time fund management capabilities.

The AIFT process has three parts. First, whenever a case manager provides a service/activity, they are required to enter it in SCWOS. If there is a cost for providing the service/activity, a voucher must be created. Second, the case manager's supervisor or designated personnel must approve the voucher, as appropriate. Upon the approval of the voucher, the case manager is officially permitted to proceed with incurring the cost for the service/activity. All AIFTs are recorded and maintained in SCWOS for financial tracking purposes. Third, the designated fiscal staff will reconcile the actual payment amount for the services/activities provided under a participant's SCWOS AIFT account.

Per State Instruction Number 21-01, Advanced Individual Fund Tracking Module, "Local areas must fully utilize the AIFT Module in SCWOS to provide timely and accurate data on obligated and paid participant costs." Eckerd is required to utilize the SCWOS Advanced Individual Fund Tracking System in addition to or in lieu of any existing fund tracking system.

<b>SECTION X – WIOA REPORTING</b>
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Eckerd will comply with the WIOA/SC Works Online System (SCWOS) reporting requirements. The Administrative Entity will provide technical assistance workshops as needed to ensure accuracy of WIOA reporting.

For purposes of clarification, clients will no longer be considered "terminated" from a particular program. Clients will exit the program when they are no longer receiving any WIOA funded or WIOA partnered services.

Exit Definition: A client is considered to have exited the program when the following occurs:

1. SOFT EXIT: a participant who does not receive any WIOA-funded or non-WIOA funded partner service for 90 days and is not scheduled for future services except follow-up services. Staff must follow the Greenville WIOA Youth Soft Exit Procedures.
2. HARD EXIT: in rare situations a participant may be exited from the program as a "hard exit" Reasons for a hard exit can be: documentable health/medical or family care reasons; deceased; reservist called away to Active Military Duty; institutionalized/incarcerated; or youth relocated to a mandated residential program.

Clients who have a planned gap in service of greater than 90 days should NOT be considered as exited if the gap in the services is due to a delay before the beginning of training or health/medical condition that prevents an individual from participating in services. Service providers should document any gap in service that occurs with a reason for such a gap. Participants who exit from services because they are incarcerated, deceased or have a health/medical condition that prevents the individual from participating in services should be excluded from the measures. Staff must follow the Greenville WIOA Hard Exit

Procedures when this instance occurs.

The exit date is the last date of WIOA funded or partner services received (except follow-up services). For soft exits, the exit date cannot be determined until 90 days has elapsed from the last day of service. At that point, the last date recorded is the last date of service. The quarter after the last date of service takes place is the quarter that is counted in the performance measures.

#### **SECTION XI - FORMS**

All forms, documents and information maintained by Eckerd pertaining to this Contract, or mentioned herein, will be made available to the Administrative Entity upon request and is subject to review at any time. Eckerd will be required to use the appropriate forms to reflect enrollment, goal attainment, exiting, etc. The ISS form will also be used. These forms are subject to being replaced throughout the Contract period as WIOA regulations become more established and directions from the State are forwarded to the workforce area.

#### **SECTION XII – ADMINISTRATIVE ENTITY MONITORING**

The Administrative Entity will monitor eligibility, assessment and ISS development to ensure clients are receiving adequate and relevant services. The Monitor will conduct reviews at various times throughout the program. Eckerd personnel will be cooperative in assisting the monitor.

The US Department of Labor, the Office of the Inspector General, the Comptroller General of the United States; SC Department of Employment & Workforce, or any of their authorized representatives have the right to timely and reasonable access to all Contractor records as they pertain to this Contract.

All forms and documents maintained by Eckerd pertaining to this Agreement will be made available to the Administrative Entity upon request and is subject to review at any time. Eckerd will maintain the Workforce Innovation and Opportunity Act and all regulations pertaining to the Act on file at its main office.

#### **SECTION XIII – CONFIDENTIAL INFORMATION**

Any reports, information, data, etc., given to or prepared or assembled by Eckerd under this contract which the Administrator requests to be kept confidential shall not be made available to any individual or organization by the Eckerd without the prior written approval of the Administrator.

#### **SECTION XIV – COPYRIGHT**

No materials produced in whole or in part under this contract shall be subject to copyright in the United States or in any other country. The Administrator and the State WIOA Office shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials under this contact.

#### **SECTION XV – CHANGES/MODIFICATIONS**

Any change to this Contract must be requested in writing and shall be agreed to by the Eckerd and the Administrative Entity.

## SECTION XVI – OPTION TO EXTEND

Based upon funding availability, the Administrative Entity may extend a contract period of performance if it appears to be in the best interest of the Administrative Entity and is agreeable with Eckerd. Contract extensions may be granted in 1-year increments for up to three (3) consecutive years for a total of 4 years. Similarly, the slot levels and or number of participants served and or associated costs may be increased/decreased at any time during the Contract period if agreeable with Eckerd.

**The PY24 contract is the first extension of the original contract. After this year, there are two (2) available extensions.**

## SECTION XVII – TERMINATION

The performance of work under this Contract may be terminated by the Administrative Entity, in whole or in part, for either of the following circumstances: Termination for Convenience or Termination for Cause, as defined in the Terms and Conditions attached hereto and incorporated herein.

## SECTION XVIII – EFFECTIVE DATES

The effective date of the PY24 contract is **July 1, 2024**. **The Administrative Entity may opt to extend the contract in accordance with Section XVI of this agreement.**

## SECTION XIX – PARTICIPANT WORK EXPERIENCE/INCENTIVE PAYMENTS

Participants will receive work experience wages in the amount of \$12.00 per hour of instruction. Work experience training wages are subject to withholding of applicable taxes (FICA, Worker's Compensation).

## SECTION XX – PAYMENT SCHEDULE

### Cost Reimbursement Payments

Eckerd will follow all guidelines and policies set forth by WIOA and Greenville County regarding cost reimbursement payments. At a minimum, this would require:

- Submission of Request for Payment invoices monthly.
- Submission of monthly Status of Funds report to Greenville County WIOA that will list actual expenditures and accruals for that month.
- Internal controls which provide for separation of duties such that no one individual has control over all aspects of any transaction.
- Payroll accounting records that reflect hours worked, gross wages paid, payroll deductions and net wages must be maintained for all compensated work-based activities (e.g., Work Experience, OJT).
- All wages must be paid by check with signature of the participant required for delivery of the check. When wages are paid via direct deposit to participant proper documentation verifying that payment was issued to the participant and the amount and date of issuance.
- All payroll taxes must be accounted for and paid in a timely manner to the appropriate Government

agency.

- Responsibility for authorizing expenditures and for making payments must be separated.
- All expenditures must be supported by original documentation. The Eckerd should review the supporting documents for completeness and accuracy prior to payment. Missing signatures, as in the case of OJT invoices, will be obtained prior to payment.
- All invoices will be compared with the contract or other authorization documents for propriety and validity prior to payment.
- All payments must be made by check. Eckerd must comply with Greenville County policies regarding unclaimed/uncashed checks and reporting under State laws.
- The accounting records must provide for the recording and reporting of expenditures as to WIOA cost category, specified budget line item of expenses, etc.
- The accounting records must provide an audit trail for the recording and reporting of all WIOA receipts and expenses, or a separate bank account must be maintained for all WIOA funds to provide for such control.
- The accounting system must provide a means for reporting accrued expenses in a form acceptable to Greenville County.
- Only those costs incurred or payments earned during the period of this contract may be charged to this contract; there must be a proper matching of revenues and expenses.
- An individual who does not have the responsibility for making payments will make bank reconciliation, as appropriate, monthly.
- Obligations may not be incurred without specific written authorization, nor may they be incurred prior to such authorization. Any obligations in excess of the contract budget are the sole responsibility of the Eckerd.
- All obligations must comply with established policies of Greenville County.
- Greenville County and the State of South Carolina reserve the right to inspect the Eckerd's financial management systems and impose additional accounting requirements to insure that the financial management standards are being met.

This contract is a cost reimbursement contract. Advancements will not be granted.

#### **SECTION XXI – RECORDS RETENTION STANDARDS**

Eckerd agrees to maintain all records pertinent to the Workforce Innovation and Opportunity Act (WIOA) agreements and contract, including financial, statistical, property, participant records and supporting documentation in accordance with contract provisions, WIOA Instruction Letters, Greenville County WIOA Memorandums, and other relevant guidelines. Records will be stored in a manner to preclude their loss or damage. All records created as a result of operations under this contractual agreement pertaining to WIOA activities will be maintained separately in storage from any other contract records. Eckerd will be



responsible for storage costs. As a part of the contract closeout package, Eckerd will report all record holdings pertaining to this contract to Greenville County using forms provided for that purpose. Eckerd's records will be grouped for storage as follows: Applicant and Participant records, and all other records. Storage files will be adequately marked to facilitate identification and research of all records in storage.

#### **FORMS TO BE MAINTAINED IN APPLICANT AND PARTICIPANT FILES**

1. Forms and or documents that relate to the WIOA program (i.e. SCWOS and program relevant forms.)
2. WIOA Orientation Forms.
3. Individualized Service Strategy (ISS).
4. Signed and dated grievance procedures.
5. Counseling notes and documentation.
6. Time and attendance sheets signed in ink by the participant and instructor.
7. Academic assessments, vocational assessments (as appropriate), and pre- and post-tests data/results.
8. Competency obtainment documentation.
9. Subcontract agreements (as appropriate, and with the prior written consent of the Administrative entity).
10. Documentation of funds training allowances (Needs Based Payments) paid to participants.
11. Log sheets signed in ink by participants with check numbers for all WIOA funds paid to participants. (To be signed when checks are issued to participants).
12. Other information deemed necessary by the Administrator.

<b>SECTION XXII – ASSURANCES</b>
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Compliance Documents and Assurances are required from Eckerd prior to receiving payments under this agreement. By signing below, Eckerd agrees to adhere to the assurances during Program Year 2024. Additional compliance documents may be requested under a separate cover and should be received by Workforce Development prior to submittal of invoice for payments.

Eckerd hereby makes the following assurances:

1. I am authorized by my Board of Directors, Trustees, other legally qualified officer(s), or as the owner of this organization or business to enter into this contract.
2. We are not currently on any Federal, State of South Carolina, or local Debarment List.

3. We will provide records to show that we are fiscally solvent, if needed.
4. We have, or will have, all of the fiscal control and accounting procedures needed to ensure that WIOA funds will be used as required by law and contract.
5. We have additional funding sources and will not be dependent on WIOA funds alone.
6. **We will meet all applicable Federal, State, and local compliance requirements.** These include, but are not limited to:
  - Records accurately reflect actual performance.
  - Maintaining record confidentiality, as required.
  - Reporting financial, participant, and performance data, as required.
  - Complying with Federal and State non-discrimination provisions.
  - Meeting requirements of Section 504 of the *Rehabilitation Act of 1973*.
  - Meeting all applicable labor laws, including Child Labor Law standards.

**We will not:**

- Place a youth in a position that will displace a current employee.
- Use WIOA funds to assist, promote, or deter union organizing.
- Use funds to employ or train persons in sectarian activities.
  
- Use funds for youth in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship.
  
- Use WIOA funds for activities that would interfere with or replace regular academic requirements for eligible youth who are not dropouts.
- Use WIOA funds to carry out programs funded under *the School-to-Work Opportunities Act of 1994* unless the program(s) are only for youth eligible to participate under WIOA

**GREENVILLE WORKFORCE INNOVATION AND OPPORTUNITY ACT  
PART II - WIOA YOUTH GRANT BUDGET  
BUDGET SUMMARY**

**Organization Name:** Eckerd Connects

**Program Name:** Youth OSY

**Total Number of Participants to be Served:** \_\_\_\_\_

Description	Proposed Budget Amount		
<b>I. Program</b>			
1. Salaries, Fringe Benefits	\$ 225,271.00		
2. Indirect Cost	\$ 38,636.00		
3. Operating Expenses	\$ 50,420.00		
4. Participant Activity Costs	\$ 54,562.60		
5. Participant Services	\$ 20,200.00		
6. Sub-tier (Contracts)	\$ -		
7. Other (Specify)			
	\$ -		
	\$ -		
Subtotal	\$ 389,089.60		
Profit Rate (if applicable)		0%	
<b>Total</b>	<b>\$ 389,089.60</b>		

<b>Monthly Expenditure Plan (12)</b>			
Month	Expenditure	Running Total	
Jul-24	\$ 31,912.79	\$	31,912.79
Aug-24	\$ 29,992.09	\$	61,904.89
Sep-24	\$ 29,620.57	\$	91,525.46
Oct-24	\$ 33,430.28	\$	124,955.74
Nov-24	\$ 32,538.71	\$	157,494.44
Dec-24	\$ 32,983.76	\$	190,478.20
Jan-25	\$ 33,886.68	\$	224,364.88
Feb-25	\$ 32,095.35	\$	256,460.23
Mar-25	\$ 34,455.59	\$	290,915.82
Apr-25	\$ 31,845.96	\$	322,761.78
May-25	\$ 31,758.34	\$	354,520.12
Jun-25	\$ 34,449.48	\$	<b>388,969.60</b>
<b>Sub-total</b>	<b>\$ 388,969.60</b>		

Projected Work-Based Learning Expenditures		\$ 120,376.39
<i>Staff Salaries</i>	\$ 67,004.50	
<i>Staff Fringe</i>	\$ 21,327.09	
<i>Virtual WEX</i>	\$ -	
<i>WEX Wages</i>	\$ 21,120.00	
<i>WEX Fringe, Taxes, &amp; Fees</i>	\$ 6,124.80	
<i>WEX Stipends</i>	\$ 4,800.00	

Projected Work-Based Learning Percentage 31%

Projected Participant Expenses Percentage 19%

**GREENVILLE WORKFORCE INNOVATION AND OPPORTUNITY ACT  
PART II - YOUTH PROGRAM GRANT BUDGET  
BUDGET DETAIL  
OPERATING EXPENSES**

Organization Name: Eckerd Connects

Program Name: Youth OSY

OPERATING EXPENSES				PROGRAM	
OBJECT NAME:	COST PER MONTH	NUMBER OF MONTHS	TOTAL AMOUNT	%	AMOUNT
1. Consumable Supplies	\$ 200.00	12	\$ 2,400.00	100%	\$ 2,400.00
2. Communications	\$ 164.00	12	\$ 1,968.00	100%	\$ 1,968.00
3. Postage	\$ 66.66	12	\$ 799.97	100%	\$ 799.97
4. Staff Travel					
- Local Area (miles) (1,791)	\$ 100.00	12	\$ 1,200.00	100%	\$ 1,200.00
- Outside Area (# of trips) (0)	\$ -	0	\$ -	100%	\$ -
5. Equipment Rent	\$ 160.00	12	\$ 1,920.00	100%	\$ 1,920.00
6. Equipment Expense / Repair (Specify) _____	\$ -	0	\$ -	100%	\$ -
7. Premises Rent	\$ 2,250.00	12	\$ 27,000.00	100%	\$ 27,000.00
8. Heat, Light, Water, and Janitorial	\$ 208.00	12	\$ 2,496.00	100%	\$ 2,496.00
9. Services / Miscellaneous	\$ -	0	\$ -	100%	\$ -
10. Non-Expendable Equipment	\$ -	0	\$ -	100%	\$ -
11. Other Operating					
- Staff Background Screening	\$ 238.40	2	\$ 476.80	100%	\$ 476.80
- Staff Training/Conferences	\$ -		\$ -	100%	\$ -
- Empyra & EBSCO Licenses	\$ 2,040.00	2	\$ 4,080.00	100%	\$ 4,080.00
- Liability Insurance	\$ 427.87	12	\$ 5,134.40	100%	\$ 5,134.40
- Printing/Copying	\$ 105.37	12	\$ 1,264.44	100%	\$ 1,264.44
- Client Verification (work number)	\$ 46.67	12	\$ 560.00	100%	\$ 560.00
- Program Outreach/Advertising	\$ -		\$ -	100%	\$ -
- Computers and software	\$ 1,120.00	1	\$ 1,120.00	100%	\$ 1,120.00
<b>TOTAL OPERATING EXPENSES</b>			<b>\$ 50,420.00</b>		<b>\$ 50,420.00</b>

**PART II - YOUTH PROGRAM GRANT BUDGET**

**BUDGET DETAIL**

**PARTICIPANT ACTIVITIES COST**

Organization Name: Eckerd Connects

Program Name: Youth OSY

	Cost per participant	Number of Participants	TOTAL PROGRAM COST
I. ASSESSMENT (Specify)			
1.	\$ -	0	\$ -
2.	\$ -	0	\$ -
3.	\$ -	0	\$ -
<b>SUBTOTAL I:</b>			
II. INSTRUCTIONAL TRAINING			
1. Tuition	<b>\$2,347.36</b>	<b>8</b>	<b>\$ 19,717.80</b>
2. Books	\$ -	0	\$ -
3. Supplies/Materials	\$ -	<b>0</b>	\$ -
4. Expendable Tools/Equipment (ATTACH LISTING OF ITEMS)			\$ -
5. Non-Expendable Equipment (ATTACH LISTING OF ITEMS)			\$ -
6. Training Space: _____ sq. ft. X \$ _____ per sq. ft.	\$ -	0	\$ -
7. Other Training Expenses (SPECIFY)			\$ -
Client Testing Fees	<b>\$140.00</b>	<b>20</b>	<b>\$ 2,800.00</b>
	\$ -	0	\$ -
	\$ -	0	\$ -
	\$ -	0	\$ -
	\$ -	0	\$ -
	\$ -	0	\$ -
	\$ -	0	\$ -
<b>SUBTOTAL II:</b>			\$ 22,517.80
III. Work Experience Reimbursement			
4.4 Participants X \$15 Avg. Wage X 32 Avg. Hours X 10 Weeks			\$ 21,120.00
WEX Taxes and Fees = WEX Wages * 29%			\$ 6,124.80
WEX Stipends			\$ 4,800.00
<b>SUBTOTAL III:</b>			\$ 32,044.80
<b>TOTAL ACTIVITIES COST (I + II + III)</b>			\$ 54,562.60



**GREENVILLE WORKFORCE INNOVATION AND OPPORTUNITY ACT  
PART II - WIOA YOUTH GRANT BUDGET  
BUDGET SUMMARY**

**Organization Name:** Eckerd Connects

**Program Name:** Youth ISY

**Total Number of Participants to be Served:**

Description	Proposed Budget Amount		
<b>I. Program</b>			
1. Salaries, Fringe Benefits	\$ 56,318.00		
2. Indirect Cost	\$ 9,659.00		
3. Operating Expenses	\$ 12,605.00		
4. Participant Activity Costs	\$ 13,640.65		
5. Participant Services	\$ 4,900.00		
6. Sub-tier (Contracts)	\$ -		
7. Other (Specify)			
	\$ -		
	\$ -		
Subtotal	\$ 97,122.65		
Profit Rate (if applicable)	0%		
<b>Total</b>	<b>\$ 97,122.65</b>		

<b>Monthly Expenditure Plan (12)</b>			
Month	Expenditure	Running Total	
Jul-24	\$ 7,978.20	\$	7,978.20
Aug-24	\$ 7,498.02	\$	15,476.22
Sep-24	\$ 7,405.14	\$	22,881.36
Oct-24	\$ 8,357.57	\$	31,238.93
Nov-24	\$ 8,134.68	\$	39,373.61
Dec-24	\$ 8,245.94	\$	47,619.55
Jan-25	\$ 8,471.67	\$	56,091.22
Feb-25	\$ 8,023.84	\$	64,115.06
Mar-25	\$ 8,613.90	\$	72,728.95
Apr-25	\$ 7,961.49	\$	80,690.45
May-25	\$ 7,939.58	\$	88,630.03
Jun-25	\$ 8,612.37	\$	<b>97,242.40</b>
<b>Sub-total</b>	<b>\$ 97,242.40</b>		

Projected Work-Based Learning Expenditures		\$ 30,094
<i>Staff Salaries</i>	\$ 16,750.70	
<i>Staff Fringe</i>	\$ 5,331.64	
<i>Virtual WEX</i>	\$ -	
<i>WEX Wages</i>	\$ 5,280.00	
<i>WEX Fringe, Taxes, &amp; Fees</i>	\$ 1,531.20	
<i>WEX Stipends</i>	\$ 1,200.00	

Projected Work-Based Learning Percentage 31%

Projected Participant Expenses Percentage 19%

**GREENVILLE WORKFORCE INNOVATION AND OPPORTUNITY ACT  
PART II - YOUTH PROGRAM GRANT BUDGET  
BUDGET DETAIL  
OPERATING EXPENSES**

Organization Name: Eckerd Connects

Program Name: Youth ISY

OPERATING EXPENSES				PROGRAM	
OBJECT NAME:	COST PER MONTH	NUMBER OF MONTHS	TOTAL AMOUNT	%	AMOUNT
1. Consumable Supplies	\$ 50.00	12	\$ 600.00	100%	\$ 600.00
2. Communications	\$ 41.00	12	\$ 492.00	100%	\$ 492.00
3. Postage	\$ 16.67	12	\$ 199.99	100%	\$ 199.99
4. Staff Travel					
- Local Area (miles) ( )	\$ 25.00	12	\$ 300.00	100%	\$ 300.00
- Outside Area (# of trips) ( )	\$ -	2	\$ -	100%	\$ -
5. Equipment Rent	\$ 40.00	12	\$ 480.00	100%	\$ 480.00
6. Equipment Expense / Repair (Specify) _____	\$ -	0	\$ -	100%	\$ -
7. Premises Rent	\$ 562.50	12	\$ 6,750.00	100%	\$ 6,750.00
8. Heat, Light, Water, and Janitorial	\$ 52.00	12	\$ 624.00	100%	\$ 624.00
9. Services / Miscellaneous	\$ -	0	\$ -	100%	\$ -
10. Non-Expendable Equipment	\$ -	0	\$ -	100%	\$ -
11. Other Operating					
- Staff Background Screening	\$ 59.60	2	\$ 119.20	100%	\$ 119.20
- Staff Training/Conferences	\$ -	2	\$ -	100%	\$ -
- Empyra & EBSCO Licenses	\$ 510.00	2	\$ 1,020.00	100%	\$ 1,020.00
- Liability Insurance	\$ 106.97	12	\$ 1,283.60	100%	\$ 1,283.60
- Printing/Copying	\$ 26.34	12	\$ 316.11	100%	\$ 316.11
- Client Verification (work number)	\$ 11.67	12	\$ 140.00	100%	\$ 140.00
- Program Outreach/Advertising	\$ -		\$ -	100%	\$ -
-Office Furniture	\$ 280.00	1	\$ 280.00	100%	\$ 280.00
<b>TOTAL OPERATING EXPENSES</b>			<b>\$ 12,605.00</b>		<b>\$ 12,605.00</b>



**PART II - YOUTH PROGRAM GRANT BUDGET**

**BUDGET DETAIL**

**PARTICIPANT ACTIVITIES COST**

Organization Name: Eckerd Connects

Program Name: Youth ISY

	Cost per participant	Number of Participants	TOTAL PROGRAM COST
I. ASSESSMENT (Specify)			
1.	\$ -	0	\$ -
2.	\$ -	0	\$ -
3.	\$ -	0	\$ -
<b>SUBTOTAL I:</b>			
II. INSTRUCTIONAL TRAINING			
1. Tuition	\$2,347.36	2	\$ 4,929.45
2. Books	\$ -	0	\$ -
3. Supplies/Materials	\$ -	0	\$ -
4. Expendable Tools/Equipment (ATTACH LISTING OF ITEMS)			\$ -
5. Non-Expendable Equipment (ATTACH LISTING OF ITEMS)			\$ -
6. Training Space: _____ sq. ft. X \$ _____ per sq. ft.	\$ -	0	\$ -
7. Other Training Expenses (SPECIFY)			\$ -
Client Testing Fees	\$140.00	5	\$ 700.00
	\$ -	0	\$ -
	\$ -	0	\$ -
	\$ -	0	\$ -
	\$ -	0	\$ -
	\$ -	0	\$ -
	\$ -	0	\$ -
<b>SUBTOTAL II:</b>			\$ 5,629.45
III. Work Experience Reimbursement			
1.1 Participant X \$15 Avg. Wage X 32 Avg. Hours X 10 Weeks			\$ 5,280.00
WEX Taxes and Fees = WEX Wages * 29%			\$ 1,531.20
WEX Stipends			\$ 1,200.00
<b>SUBTOTAL III:</b>			\$ 8,011.20
<b>TOTAL ACTIVITIES COST (I + II + III)</b>			\$ 13,640.65
<b>TOTAL ACTIVITIES COST (I + II + III)</b>			\$ 13,640.65



**PART III  
TERMS AND CONDITIONS**

**3.0 LEGAL AUTHORITY**

**3.0.1** The persons signing this Grant Agreement on behalf of the parties warrant and guarantee their full authorization to execute the Grant Agreement and to legally bind the parties to all terms, performance requirements, and provisions as set forth below.

**3.1 AWARDING ENTITY**

**3.1.1** As the awarding entity, the Department of Employment and Workforce (DEW), has the following oversight responsibilities:

- Providing technical assistance, as requested by the Grantee or deemed necessary by DEW;
- Conducting programmatic and financial monitoring of the Grant project;
- Ensuring compliance with WIOA Public Law 113-128 and implementing Federal regulations, the OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR Part 200), as well as any other Federal or State laws, regulations and policies applicable to the Grant Agreement;
- Disbursing funds to the Grantee to pay for allowable expenses or services provided in accordance with applicable State and Federal laws upon receipt of proper supporting documentation of disbursement amounts previously drawn down; and
- Evaluating the Grantee against specific deliverables, performance, and reporting requirements as outlined in the Grant Agreement's Statement of Work.

**3.2 FINANCIAL SYSTEM AND REPORTING**

**3.2.1** The Grantee is responsible for developing and implementing procedures and standards for reporting financial, programmatic, and customer information in the required timeframes and using the systems and formats specified by DEW. Documentation of these procedures shall be maintained by the Grantee for the duration of the grant until grant closeout.

**3.2.2** The Grantee shall maintain fiscal records and supporting documentation for all expenditures of funds under the Grant Agreement. The Grantee must provide adequate, qualified staff to prepare required reports. Proper internal controls are required to ensure separation of duties.

**3.2.3** Costs incurred by the Grantee prior to the start date specified in the Grant Agreement are incurred at the Grantee's own expense. Prior authorization for pre-award spending must be obtained from DEW and the US Department of Labor before any costs are incurred.

- 3.2.4** Payment by DEW of Indirect Costs incurred requires the Grantee to submit its approved Indirect Cost Rate or Acceptance of Certification of Indirect Costs from its cognizant agency upon receipt. If DEW is the cognizant agency for the grant recipient, an Indirect Cost Rate proposal must be submitted to DEW no later than 180 days after the June 30 fiscal year end. Failure to do so may result in the disallowance of indirect costs. DEW may either disallow all indirect costs or establish a rate based upon audited historical data or such other data that have been furnished to DEW for indirect costs. (2 CFR Part 200.415(b)(2))
- 3.2.5** The Grantee is required to submit a Financial Status Report (FSR) on a monthly basis, regardless of whether any expenditures have accrued during the month. Reports must be submitted no later than the 20<sup>th</sup> of the following month. Expenditure data is reported cumulatively through the end of each reporting period on an accrual basis.
- 3.2.6** A Request for Payment (RFP) must be submitted each time the Grantee wishes to draw down funds, along with proper supporting documentation of disbursements previously drawn down. The Grantee may be required by DEW to provide additional supporting documentation as outlined in the Grant Agreement's Statement of Work. The Grantee may request funds in advance to cover upcoming cash expenditures and accruals to be paid within a short period of receipt of funds (usually within three (3) business days). The Grantee's cash needs must be projected to ensure that funds are received as close as possible to the time of actual disbursement in accordance with 2 CFR Part 200.305. Cash on hand should be limited to the amount needed for immediate disbursement.
- 3.2.7** The Grantee will submit a complete Grant Closeout Report to DEW no later than sixty (60) calendar days after the grant end date. DEW will supply the closeout forms and instructions prior to grant expiration.

### **3.3** RECORDKEEPING

- 3.3.1** DEW, and any of its authorized representatives, must have timely and reasonable access to all Grantee records and personnel related to the Grant Agreement for the purpose of inspection, investigation, monitoring, auditing, evaluation, interview, and discussion. Further, DEW and any of its authorized representatives, have the right to copy all records pertaining to the Grant Agreement.
- 3.3.2** The Grantee shall comply with requirements for custody and retention of records as set forth in 2 CFR Part 200, as applicable. Records must be retained for no less than three years after submittal of the Grant Agreement closeout to DEW or the last request for grant records during an audit, whichever is most recent. If any litigation, claim, or audit is started before the expiration of the 3-year period, the records must be retained until all litigation, claims, or audit findings involving the records have been resolved and final action taken (2 CFR Part 200.333).

- 3.3.3 The Grantee assures it will comply with Federal and State laws and guidelines for the handling and protection of Personally Identifiable Information, including but not limited to 2 CFR Part 200.79 and US Department of Labor Training and Employment Guidance Letter 39-11, *Guidance on the Handling and Protection of Personally Identifiable Information (PII)*, located at [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=7872](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=7872).
- 3.3.4 The Grantee agrees to maintain the confidentiality of any information that identifies or may be used to identify any grant and benefit participants. The Grantee shall not disclose or re-disclose any employer or personally identifying information of the subject of the information unless permitted by law.
- 3.3.5 All releases of information shall be in accordance with State and Federal law, regulations and guidelines, including but not limited to S.C. Code Ann. § 41-29-160; the Family Privacy and Protection Act (S.C. Code Ann. § 30-2-10 et al), 20 CFR 603, and IRS Publication 1075.

#### 3.4 PROCUREMENT

- 3.4.1 The Grantee must have written procedures for procurement transactions that comply with State regulations. Procedures may reflect applicable local laws and regulations, provided they conform to applicable Federal law and the standards identified in 2 CFR Parts 200.318 through 200.326.
- 3.4.2 Procurement standards must ensure fiscal accountability and prevent waste, fraud, and abuse. The Grantee will conduct procurement in a manner that provides full and open competition consistent with the standards of 2 C.F.R Part 200.319.

#### 3.5 ADDITIONAL CONDITIONS AND ENFORCEMENT

- 3.5.1 The Grantee acknowledges and accepts that special additional conditions may be unilaterally imposed by DEW in accordance with 2 CFR 200.207. Such conditions may be imposed if the Grantee demonstrates one or more of the following conditions:
- a history of unsatisfactory performance;
  - financial instability;
  - management system(s) that do not meet standards prescribed in 2 CFR 200.300 et seq.;
  - noncompliance with terms and conditions of previous Federal awards or subawards;
  - absence of responsibility disclosed as a result of ongoing evaluation of risk by DEW conducted in accordance with 2 CFR 200.331(b);
  - reports and findings from audits performed under 2 CFR Subpart F – Audit Requirements of this part or the reports and findings of any other available audits; and/or
  - inability to effectively implement statutory, regulatory, or other requirements.

**3.5.2** If DEW determines that a grant award will be made or continued, special provisions shall address the condition identified and shall be included in the award. Such provisions may include but are not limited to:

- requiring payments on a reimbursement basis;
- withholding authority to proceed to the next phase until receipt of evidence of acceptable performance within a given period of performance;
- requiring additional, more detailed financial reports;
- requiring additional project monitoring;
- requiring the Grantee to obtain technical or management assistance and to implement corrective actions; and/or
- establishing additional prior approval.

DEW will notify the Grantee regarding the nature and reason for implementing any of the above special provisions.

**3.5.3** Failure to comply with any provision of the Grant Agreement, or any applicable law or regulation, may subject the Grantee to additional enforcement actions that are determined by DEW to be appropriate under the circumstances. Such enforcement actions include but may not be limited to:

- requiring special award provisions as stated above;
- temporarily withholding cash payments pending correction of identified deficiencies, as identified in 2 CFR 200.338;
- disallowing cost (and, if appropriate, applicable matching credit) for any claim or action made that is not in compliance and require appropriate repayment or financial adjustment;
- suspending the grant award, in whole or in part, pending corrective action;
- terminating the grant award, in whole or in part;
- withholding further awards for the project or program;
- recommending to appropriate Federal officials that suspension or debarment proceedings be initiated as authorized under 2 CFR 180; and/or
- taking other remedies that may be legally available. (See 2 CFR 200.338.)

**3.5.4** The Grant Agreement may be immediately terminated by DEW in whole or in part for cause or noncompliance whenever such non-compliance is material and termination is in the best interest of the Grantee, DEW, or the US Department of Labor.

**3.5.5** Appeals regarding monitoring findings and/or enforcement actions may be appealed as follows:

1. Within 14 days of receipt of the final monitoring determination or notice of enforcement action, a written appeal may be made to the Executive Director of DEW.
2. The Executive Director will issue a written decision within 30 days.
3. If dissatisfied with the decision, a written appeal may be made to the State Workforce Development Board (SWDB) within 14 days of receipt of decision.

4. The Chair will designate the Executive Committee or an Ad Hoc Committee of at least five SWDB members to hear the appeal.
5. The SWDB will hear the appeal and render a decision within 60 days.
6. The Grantee will be notified in writing of the SWDB's decision within 20 days.

**3.5.6 Appeal requests made to the SWDB must be submitted in writing as follows:**

South Carolina Department of Employment and Workforce  
 Attn: Appeals, State Workforce Development Board  
 1550 Gadsden Street  
 Columbia, SC 29201

**3.6 CHANGES AND AMENDMENTS**

- 3.6.1 Any alterations, additions, or deletions to the terms of the Grant Agreement which are required by changes in Federal or State law or regulations are automatically incorporated into the Grant Agreement without written amendment, and shall become effective on the date designated by such law or regulation.
- 3.6.2 Alterations, additions, deletions, or extensions to the terms of the Grant Agreement must be modified in writing and executed by both Parties. Any other attempted changes, including oral modifications, shall be invalid.
- 3.6.3 To ensure effective performance under the Grant Agreement, the Parties agree that DEW may amend requirements in writing during the grant period to interpret or clarify a change in Federal or State law, rules or regulations.

**3.7 ASSURANCES**

- 3.7.1 **EQUAL OPPORTUNITY ASSURANCES:** As a condition to the award of financial assistance from the US Department of Labor under Title I of WIOA, the Grantee assures that it is aware of and has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance. These laws include, but are not limited to:
  - A. *Section 188 of the Workforce Innovation and Opportunity Act (WIOA)*, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity;

- B. *Title VI of the Civil Rights Act of 1964, as amended*, which prohibits discrimination on the bases of race, color, and national origin;
  - C. *Title IX of the Education Amendments Act of 1972*, which prohibits discrimination on the basis of sex in educational programs;
  - D. *Section 504 of the Rehabilitation Act*, which prohibits discrimination against qualified individuals with disabilities;
  - E. *The Age Discrimination Act of 1975, as amended*, which prohibits discrimination on the basis of age; and
  - F. *The South Carolina Pregnancy Accommodations Act*, which protects employees and applicants who have medical needs arising from pregnancy, childbirth, or related medical conditions.
  - G. The Grantee also assures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the Grantee's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The Grantee understands that the United States has the right to seek judicial enforcement of this assurance.
- 3.7.2 **ADDITIONAL ASSURANCES:** The Grantee additionally assures that it is aware of and will comply with the following:
- A. *Jobs for Veterans Act (38 U.S.C. §4215)*, which requires recipients to provide priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services in any job training program directly funded, in whole or in part, by the US Department of Labor. To obtain priority of service, a veteran or spouse must meet the program's eligibility requirements. US Department of Labor Training and Employment Guidance Letter 10-09 provides further guidance and can be found at [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2816](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2816);
  - B. *P.L. 113-114, Division E, Title VII, Section 743*, which prohibits an entity receiving Federal funds from requiring employees or contractors of such entity seeking to report fraud, waste, or abuse to sign internal confidentiality agreements or statements prohibiting or otherwise restricting such employees or contractors from lawfully reporting such waste, fraud, or abuse to a designated investigative or law enforcement representative of a Federal department or agency authorized to receive such information;



- C. ***P.L. 113-114, Division H, Title V, Section 505***, which establishes that when issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with Federal money, all recipients receiving Federal funds shall clearly state:
1. The percentage of the total costs of the program or project which will be financed with Federal money;
  2. The dollar amount of Federal funds for the project or program, and
  3. The percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.

The requirements of this part are separate from those in 2 CFR Part 200 and, when appropriate, both must be complied with.

- D. ***Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency (LEP)"***, which requires that recipients of Federal financial assistance ensure that programs and activities provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin;
- E. ***Executive Order 13333***, which establishes this agreement may be terminated without penalty, if the Grantee or any subgrantee engages in: (i) severe forms of trafficking in persons; (ii) the procurement of a commercial sex act during the period of time that the grant is in effect; (iii) the use of forced labor in the performance of the grant; or (iv) acts that directly support or advance trafficking in persons. (22 U.S.C. §7104(g));
- F. ***Buy American Notice Requirement***, which provides that in the case of any equipment or product that may be authorized to be purchased with financial assistance provided using funds available under WIOA, entities receiving the assistance should, in expending the assistance, purchase only American-made equipment and products, as required by the Buy American Act (41 U.S.C. §10a et seq.);
- G. ***Executive Order 13043 Increasing Seat Belt Use in the United States (April 16, 1997)***, which provides that recipients of Federal funds are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating vehicles, whether organizationally owned or rented or personally owned;
- H. ***Executive Order 13513, Federal Leadership on Reducing Text Messaging While Driving (October 1, 2009)***, which provides that recipients of Federal funds are encouraged to adopt and enforce policies that ban text messaging while driving company-owned or rented vehicles, Government-owned, Government-leased, or Government-rented vehicles, or while driving privately-owned vehicles when on official Government business or when performing any work for or on behalf of the Government, and to conduct initiatives of the type described in section 3(a) of the Executive Order;

- I. ***Special Requirements for Conferences and Conference Space.*** Conferences sponsored in whole or in part by the recipient of Federal awards are allowable if the conference is necessary and reasonable for successful performance of the Federal Award. Recipients are urged to use discretion and judgment to ensure that all conference costs charged to the grant are appropriate and allowable. For more information on the requirements and allowability of costs associated with conferences, refer to 2 CFR Part 200.432;

### **3.8 CERTIFICATIONS**

#### **3.8.1 Lobbying (2 CFR §200.450)**

- A. No federally appropriated funds have been paid or will be paid, by or on behalf of the Grantee, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- B. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the Grantee shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

#### **3.8.2 Debarment, Suspension, and Other Responsibility Matters**

The Grantee agrees to comply with 2 CFR Part 200.213, which states that non-Federal entities and contractors are subject to the non-procurement and debarment and suspension regulations.

#### **3.8.3 Drug-Free Workplace (Public Law 100-690)**

The Grantee agrees to comply with provisions of 41 U.S.C. §702 in providing a drug-free workplace.

## **Greenville County Workforce Development PY 2024 Workforce Innovation and Opportunity Act (WIOA) Program**

### **FINANCE MANAGER STATEMENT OF WORK**

#### **A. INTRODUCTION**

The Finance Manager will perform a variety of administrative/accounting activities and functions. It is the responsibility of the Finance Manager to use sound judgment in applying principles and practices of accounting, exercise judgment in applying established policies and procedures, develop and implement procedures and prepare reports, and record and process financial and related data.

WIOA Finance Manager, along with all Greenville County WIOA employees, is a grant funded position. Employment is maintained in accordance to the reauthorization of the WIOA Program as well as continued funding of the program.

#### **B. FINANCE MANAGER JOB RESPONSIBILITIES**

The Finance Manager's primary job duties are enumerated below. However, the list is not all-inclusive and does not avoid other County of Greenville employee responsibilities. All employee performance evaluations will be based in part upon the Finance Manager's ability to perform the following duties:

##### **Accounts Payable**

Receive, review and process invoices accordingly; maintain general ledgers

##### **Financial Reporting**

Report accurate, current and complete disclosure of the financial results of WIOA grant activities in accordance with SC Department of Employment and Workforce (SC DEW) grant reporting requirements

##### **Reconciliation of Procurement Cards**

Receive monthly procurement card statements and reconcile purchases made by WIOA staff

##### **Procurement**

Determine if goods and/or services are covered by procurement and prepare and submit properly completed electronic requisitions with necessary specifications of materials/services well in advance of time when goods and/or services are required

##### **Grants/Accounts Management**

Receive Notice of Funds Authorizations (NFA) and Grant Awards from SC DEW for WIOA grants; assist WIOA Director with budget set up of allocations; work closely with the County of Greenville Finance Department to manage WIOA accounts

##### **Monthly Financial Status Reports**

Prepare and maintain the Monthly Financial Status Reports for the WIOA Director and Workforce Development Board

**Payroll**

Maintain Payroll Master; ensure that WIOA staff accurately enters time into online County of Greenville Payroll System

**SC DEW Financial Monitoring**

Prepare for and handle annual financial monitoring conducted by SC DEW

**County of Greenville Financial Audit**

Prepare for and assist with County of Greenville annual financial audit conducted by an external auditor

**Monitoring**

Annual WIOA financial monitoring of subtier contractors; sends notification of findings/observations

**Staff Performance Evaluations**

Set up all performance evaluations for WIOA staff in the County of Greenville system; complete paperwork and send to County of Greenville Human Resources Department

**Human Resources**

Complete Human Resources forms for WIOA staff when applicable and send to Human Resources Department

**Supplies**

Order office supplies as needed

**Staff Travel Coordinator**

Set up travel arrangements for staff to include conference registrations, air travel reservations, hotel reservations, car rentals, etc; prepare staff travel checks and reconciliation

**Family Medical Leave Act (FMLA) Coordinator**

Prepare paperwork for staff that are FMLA eligible when applicable and send to County of Greenville Human Resources Department

**GCWDB Support**

Provide support to the Greenville County Workforce Development Board

**Provide Support to WIOA Director and WIOA Assistant Director**

As needed

**GREENVILLE COUNTY WORKFORCE DEVELOPMENT NON-DISCRIMINATION POLICY**

Since Greenville County Workforce Development receives federal money, it will not discriminate against any person in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief. Additionally, Greenville County Workforce Development will not discriminate against any beneficiary of programs receiving money under Title I of the WIOA on the basis of citizenship/status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any program or activity receiving money from WIOA Title I.

Greenville County Workforce Development will not discriminate in any of the following areas: deciding who will be admitted, or have access to any WIOA Title I financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

**Conflict of Interest**

It is the policy of the Workforce Development department that employees are expected to avoid any actual or apparent conflict between their own personal interests and the interests of our department. A conflict of interest can arise when an employee takes actions or has personal interests that may interfere with his or her objective and effective performance of work for the department. For example, employees are expected to avoid actual or apparent conflict in dealings with customers (job seekers, businesses). Employees are expected to refrain from taking for themselves opportunities discovered through their use of department assets or through their positions with the department. Employees are expected to avoid entering into any transaction/agreement/commitment in exchange for material gains and/or for information learned through their positions with the department. Employees are expected to refrain from competing with the department.

**ACKNOWLEDGEMENT**

By signing below, I acknowledge receipt of this Statement of Work (SOW), which will be used to assist in evaluating my work performance and compliance with the Workforce Innovation and Opportunity Act (WIOA) rules, policies, and procedures. I further understand that this SOW shall remain in effect until changed in writing by the WIOA Director or WIOA Assistant Director.

Name (Printed) Angela P. Smith

Signature: Angela P. Smith

Date: 7-8-24

**Greenville County Workforce Development**  
**WIOA SCWOS COORDINATOR AND EQUAL OPPORTUNITY OFFICER**  
**PY 2024 STATEMENT OF WORK**

**INTRODUCTION**

The Workforce Innovation and Opportunity Act (WIOA) South Carolina Works Online Services (SCWOS) Coordinator and Equal Opportunity (EO) Officer, as a WIOA Program Coordinator, will monitor compliance of the (WIOA) program for eligible Adults, Dislocated Workers, and Youth registered through the local SC Works system. It is the responsibility of the WIOA Program Coordinator to read and become familiar with the Act, Regulations, Federal, State, and local instruction letters, local WIOA 5-year Strategic Plan, and applicable circulars, memos, etc. and to attend necessary training.

WIOA Program Coordinators, along with all Greenville County WIOA employees, are grant funded positions. Employment is maintained in accordance to the reauthorization of the WIOA Program as well as continued funding of the program.

**SCWOS COORDINATOR**

- Maintain local data in SCWOS system, i.e. manage local providers; group assignments; WIOA staff account requests; process the various types of data change requests, etc.
- Compile/run reports for Work Development Board, WIOA Administrator, WIOA Assistant Administrator, and staff from SCWOS system
- Provide technical assistance and assist with training staff and contractors
- Serve as liaison between local staff and State Coordinator

**WIOA PROGRAMMATIC COMPLIANCE MONITOR**

- Conduct onsite and/or desktop file reviews and submit reports of findings and/or observations
- Provide technical assistance to staff and contractors
- Review and distribute program performance reports
- Track program performance

**EQUAL OPPORTUNITY (EO) OFFICER**

- Handles written customer grievances
- Provide staff assistance with Limited English Proficiency (LEP) and Americans with Disabilities Act (ADA) compliance
- Serve as liaison between local staff and State EO Officer

**ETPL COORDINATOR**

- Manage the Greenville Eligible Training Provider List

Other duties as assigned or identified.

**GREENVILLE COUNTY WORKFORCE DEVELOPMENT NON-DISCRIMINATION POLICY**

Since Greenville County Workforce Development receives federal money, it will not discriminate against any person in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief. Additionally, Greenville County Workforce Development will not discriminate against any beneficiary of programs receiving money under Title I of the WIOA on the basis of citizenship/status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any program or activity receiving money from WIOA Title I.

Greenville County Workforce Development will not discriminate in any of the following areas: deciding who will be admitted, or have access to any WIOA Title I financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

**Conflict of Interest**

It is the policy of the Workforce Development department that employees are expected to avoid any actual or apparent conflict between their own personal interests and the interests of our department. A conflict of interest can arise when an employee takes actions or has personal interests that may interfere with his or her objective and effective performance of work for the department. For example, employees are expected to avoid actual or apparent conflict in dealings with customers (job seekers, businesses). Employees are expected to refrain from taking for themselves opportunities discovered through their use of department assets or through their positions with the department. Employees are expected to avoid entering into any transaction/agreement/commitment in exchange for material gains and/or for information learned through their positions with the department. Employees are expected to refrain from competing with the department.

**ACKNOWLEDGEMENT**

By signing below, I acknowledge receipt of this Statement of Work (SOW), which will be used to assist in evaluating my work performance and compliance with the Workforce Innovation and Opportunity Act (WIOA) rules, policies, and procedures. I further understand that this SOW shall remain in effect until changed in writing.

Name (Printed) Shelia Harper

Signature: 

Date: 7/8/2024

**Greenville County Workforce Development**  
**WIOA ASSISTANT DIRECTOR**  
**PY 2024 STATEMENT OF WORK**

**A. INTRODUCTION**

The WIOA Assistant Director will be responsible for assisting WIOA oversight in compliance with the Workforce Innovation and Opportunity Act (WIOA). It is the responsibility of the WIOA Assistant Director to read and become familiar with the Act, Regulations, Federal, State, and local instruction letters, local WIOA 5-year Strategic Plan, and applicable circulars, memos, etc. and to attend necessary training.

The WIOA Assistant Director, along with all Greenville County WIOA employees, is a grant funded position. Employment is maintained in accordance to the reauthorization of the WIOA Program as well as continued funding of the program.

**B. WIOA ASSISTANT DIRECTOR RESPONSIBILITIES**

The primary role of the Assistant Director is to assist the Workforce Development Director with any combination of the following tasks:

- Oversight and management of the WIOA program, which includes over 9 grants and an annual budget exceeding \$2 million
- Recruitment of new employees
- Program operations, including developing grants/contracts/Statements of Work, negotiating final budgets, providing information to the public. Analyzing and preparing grant modifications
- Addresses and advises groups such as employers, governmental jurisdictions, or civic organizations on workforce development programs
- Engaging economic development agencies in order to promote employment opportunities
- Facility operations
- Staff support to the Greenville County Workforce Development Board and its standing committees

Other duties as assigned or identified.

**GREENVILLE COUNTY WORKFORCE DEVELOPMENT NON-DISCRIMINATION POLICY**

Since Greenville County Workforce Development receives federal money, it will not discriminate against any person in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief. Additionally, Greenville County Workforce Development will not discriminate against any beneficiary of programs receiving money under Title I of the WIOA on the basis of citizenship/status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any program or activity receiving money from WIOA Title I.



Greenville County Workforce Development will not discriminate in any of the following areas: deciding who will be admitted, or have access to any WIOA Title I financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

### **CONFLICT OF INTEREST**

It is the policy of the Workforce Development department that employees are expected to avoid any actual or apparent conflict between their own personal interests and the interests of our department. A conflict of interest can arise when an employee takes actions or has personal interests that may interfere with his or her objective and effective performance of work for the department. For example, employees are expected to avoid actual or apparent conflict in dealings with customers (job seekers, businesses). Employees are expected to refrain from taking for themselves opportunities discovered through their use of department assets or through their positions with the department. Employees are expected to avoid entering into any transaction/agreement/commitment in exchange for material gains and/or for information learned through their positions with the department. Employees are expected to refrain from competing with the department.

### **ACKNOWLEDGEMENT**


By signing below, I acknowledge receipt of this Statement of Work (SOW), which will be used to assist in evaluating my work performance and compliance with the Workforce Innovation and Opportunity Act (WIOA) rules, policies, and procedures. I further understand that this SOW shall remain in effect until changed in writing.

Name (Printed) Eva Anagnostis

Signature: \_\_\_\_\_


Date: 7/8/24

# PY23 WIOA Youth RFP Documentation

 Documents



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Public Roads Pavement Condition and Asset Inventory Index Survey

Project ID: RFP #23104

Process: RFP

 **DRAFT**

10 minutes ago

 ENGINEERING

SG *Procurement Contact*

### Lakeside Park Basketball Court Renovations

Project ID: RFP #23093  
Process: RFP

**OPEN**

7 days ago

#### PARKS ADMINISTRATION

Created: 2/14/23 10:59am  
Release Date: 2/17/23  
Proposals Due: 3/14/23 3:15pm

SG Shelvis Gambrell  
*Project Contact*

SG Shelvis Gambrell  
*Procurement Contact*

### ARBITRAGE REBATE CALCULATIONS SERVICES

Project ID: RFP #23096  
Process: RFP

**DRAFT**

a day ago

#### FINANCE

Created: 2/13/23 3:02pm  
Release Date: 3/3/23  
Proposals Due: 4/10/23 3:00pm

JB Jackie Brown  
*Project Contact*

JB Jackie Brown  
*Procurement Contact*

### Bottled Drinking Water and Water Cooler Rental

Project ID: RFP#23098  
Process: RFP

**OPEN**

7 days ago

#### PROCUREMENT SERVICES

Created: 2/10/23 11:41am  
Release Date: 2/17/23  
Proposals Due: 3/10/23 3:30pm

MV MELISA VAN HOUTEN  
*Project Contact*

MV MELISA VAN HOUTEN  
*Procurement Contact*

### PY23 WIOA YOUTH PROGRAM

Project ID: RFP #23081  
Process: RFP

**OPEN**

an hour ago

#### WORKFORCE DEVELOPMENT

Created: 2/10/23 11:23am  
Release Date: 2/24/23  
Proposals Due: 4/4/23 3:00pm

JB Jackie Brown  
*Project Contact*

JB Jackie Brown  
*Procurement Contact*

### REFUSE TIPPER COMPATIBLE OPEN TOP 100 CUBIC YARD TRAILER

Project ID: IFB #23094  
Process: IFB



## PY23 WIOA YOUTH PROGRAM

✉ Request for Proposal

🏛️ WORKFORCE DEVELOPMENT

👉 92400

**Project ID:** RFP #23081

**Release Date:** Friday, February 24, 2023

**Due Date:** Tuesday, April 4, 2023 3:00pm

📅 Posted 📅 Friday, February 24, 2023 3:00pm

*All dates & times in Eastern Time*

### 1. Public Notice

Greenville County is soliciting sealed electronic proposals in response to PY23 WIOA YOUTH PROGRAM, subject to the conditions and all provisions set forth herein and attached. Sealed proposals will be received through the County's online procurement portal located at <https://secure.procurenow.com/portal/greenvillecounty> until Tuesday, April 4, 2023, 3:00 pm, then publicly opened. The service must be furnished as described and specified herein and submitted to Greenville County.

All inquiries regarding this proposal shall be submitted via the County's online procurement Portal, located at <https://secure.procurenow.com/portal/greenvillecounty>. Please note the deadline for submitting inquiries. All answers to inquiries will be posted on the County's online procurement Portal. Offerors may also click "Follow" on this proposal to receive an email notification when answers are posted. It is the responsibility of the Offeror to check the website for answers to inquiries no later than Wednesday, March 15, 2023, 5:00 pm EDT.

#### 📢 Post Information

**Posted At:**

Fri, Feb 24, 2023 3:00 PM

**Sealed Bid Process:**

Yes (Bids Unsealed / Pricing Unsealed)

**Private Bid:**

No

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## 2. Introduction

### 2.1. Summary

The Greenville County Workforce Development Board (GCWDB) is seeking providers who will provide comprehensive services for Workforce Innovation and Opportunity Act (WIOA) eligible Out-of-School youth between the ages of 16 – 24 and In-School Youth between the ages of 14 – 21 who reside within Greenville County, South Carolina. Successful proposals will be funded by the WIOA. Performance and full compliance with federal, state, and local statutes, including all terms of the contract will be monitored and executed by the GCWDB.

The planning estimate for the purpose of this RFP is \$600,000. Funding levels identified are preliminary estimates and are used for planning purposes only. Total final contract amounts are subject to funding levels for PY23.

In compliance with the Stevens Amendment, the following information is provided related to all activities funded by the Greenville County Workforce Development Board (unless otherwise specified). Funding information for award totals for Program Year 2022 (PY22) are provided as follows and revised annually. Unless otherwise stated, all statements, news releases, requests for proposals, bid solicitations, visual presentations, and other applicable documents and programs are fully funded from federal sources. The Workforce Innovation and Opportunity Act (WIOA) Youth Program is supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$595,262 with \$0 (0%) state, local, and/or non-governmental funds.

### 2.2. Background

About the Greenville County Workforce Development Board (GCWDB)

The Greenville County Workforce Development Board (GCWDB) is one of twelve (12) Workforce Boards throughout South Carolina, servicing the Greenville County community. In partnership with the chief elected official and the County of Greenville, GCWDB is charged with overseeing and implementing workforce development initiatives throughout the Greenville County Workforce Development Area. GCWDB's board includes members offering a wide range of skills and experience and include representatives from local business, educational institutions, community based organizations, governmental agencies, and economic development.

The GCWDB has oversight of local workforce development activities funded under the Workforce Innovation and Opportunity Act (WIOA) to include Youth, Adult and Dislocated Worker programs, Incumbent Worker Training (IWT), and other specifically funded workforce development initiatives.

President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law on July 22, 2014. WIOA took effect on July 1, 2015 and is designed to help job seeker 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. The Act also amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. For more information, go to <http://www.doleta.gov/wioa>.

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### 2.3. Contact Information

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**Jackie Brown**

Buyer  
301 University Ridge, Suite 100  
Greenville, SC 29601  
Email: [jaqbrown@greenvillecounty.org](mailto:jaqbrown@greenvillecounty.org)  
Phone: (864) 467-7204

**Department:**  
WORKFORCE DEVELOPMENT

## 2.4. Timeline

Release Project Date:  
February 24, 2023

Questions for the pre-proposal meeting must be submitted through OpenGov:  
March 1, 2023

Pre-Proposal Meeting (Non-Mandatory):  
March 7, 2023, 10:00am  
Procurement Services Division  
301 University Ridge, Suite 100  
Greenville, SC 29601  
Phone #864-467-7200

Question Submission Deadline:  
March 15, 2023, 5:00pm

Proposal Submission Deadline:  
April 4, 2023, 3:00pm

Review of Proposals/Funding Recommendations:  
April 2023

Workforce Board Selects Providers:  
May 2023

Letters of Funding Authorization/Date of Award:  
June 2023

Contract Negotiations:  
June 1 - June 30, 2023

Issue Notice to Proceed:  
June 30, 2023

Projected Year-Round Program Activities Begin:  
July 1, 2023

## 3. Scope of Work

### 3.1. Determine Youth Eligibility

A successful Youth Program must be able to determine eligibility for both In-School and Out-of-School Youth participants in accordance with all federal, state, and local policies.

For the purpose of this solicitation, eligible youth must be between the ages of 16 – 24 at the time of enrollment, not attending any school, and possess one or more of the following barriers. **You are viewing the Public project page.** [Click here to go back to your Project Dashboard](#)

- 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
- A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is: (1) basic skills deficient or (2) an English language learner
- An individual who is subject to the juvenile or adult justice system
- A homeless individual, a homeless child or youth, a runaway, 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 in an out-of-home placement
- An individual who is pregnant or parenting
- A youth who is an individual with a disability
- A low-income individual who requires additional assistance to enter or complete an educational program, or to secure and hold employment (must be documented and approved by GCWDB Staff)

For the purpose of this solicitation, eligible In-School Youth must be attending school (as defined by State law), including secondary and postsecondary school; not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than 21 at time of enrollment; a low-income individual; and possess one or more of the following barriers:

- Basic skills deficient
- An English language learner
- An offender
- A homeless individual
- An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption
- An individual who is pregnant or parenting
- An individual with a disability
- An individual who requires additional assistance to enter or complete an educational program, or to secure and hold employment (must be documented and approved by GCWDB Staff)

### 3.2. Meet Financial/Programmatic Performance Requirements

The WIOA Youth Program will coordinate services for WIOA-eligible ISY and/or OSY youth to ensure that the following requirements are met:

- A minimum of 75 percent of all WIOA youth program expenditures must be directed to out-of-school youth services. Proposals may offer to direct 100 percent of program expenditures towards out-of-school youth services if the program design does not capture suitable activities for in-school youth participants. For the purposes of this grant, up to 20 percent of all WIOA youth program expenditures may be directed to in-school youth services.
- A minimum of 28 percent of funding should be used to support work-based learning activities for ISY and OSY. Work-based learning may include activities such as work experience training, on-the-job training (OJT), apprenticeship training, internships and job shadowing activities.
- A minimum of 75% of available funds must be spent by the end of the program year. This helps ensure that the Local Area meets its 70% Fund Utilization Rate set by state policy.

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- Proposals should aim to have a minimum of 30% of the total budgeted funds for direct participant activity costs. Programs using leveraged funds to help pay for some direct participant activity costs may receive up to a ten percent (10%) credit (in-kind) towards the direct participant activity budget. Leveraged funding (in-kind) sources that are used to help pay for direct participant activity costs must be clearly identified within the corresponding proposal budget.
- In accordance with South Carolina's WIOA Unified State Plan, youth program operators are expected to offer intensive soft skills curriculum to ensure individuals are prepared for the behavioral aspects of entering the workforce.
- Career pathways should be incorporated into WIOA Youth Program proposals. Career pathway programs offer a clear sequence, or pathway, of education coursework and/or training credentials aligned with employer-validated work readiness standards and competencies. Career pathway programs make it easier for people to earn industry-recognized credentials through avenues that are more relevant; to provide opportunities for more flexible education and training; and to attain market identifiable skills that can transfer into work. For more information, please refer to the Department of Labor Employment and Training Administration (DOLETA) Career Pathways Toolkit at:  
  
([https://www.doleta.gov/usworkforce/pdf/career\\_pathways\\_toolkit.pdf](https://www.doleta.gov/usworkforce/pdf/career_pathways_toolkit.pdf)).
- In order to provide youth participants with the best array of opportunities for success, Bidders may utilize South Carolina's Eligible Training Provider List (ETPL), called Palmetto Academic and Training hub (PATH), to select training programs offered through the South Carolina Technical College System and other approved public or private training providers. For more information regarding PATH, please visit <https://www.scpaath.org/>.

The WIOA Performance Indicators are:

- Placement in Employment/Post-Secondary Education/Advanced Training/Military - 2nd Qtr. after exit and 4th Qtr. after exit
- Credential Attainment (up to 1 year after exit) - % of participants who receive a recognized postsecondary credential or equivalent during participation or within 1 year after exit. Ex: High School Equivalency (HSE) or Industry Recognized Credential (IRC)
- Measurable Skills Gains - % of participants in education or training leading to a recognized postsecondary credential or employment during participation, achieving measurable skills gain toward credential or employment.
- Median Earnings 2nd Qtr. after exit
- Effectiveness in Serving Employers - measures the effectiveness in serving employers

GCWDB's PY23 WIOA Negotiated Performance is as follows:

WIOA TITLE I – YOUTH

Education or Training Activities or Employment in the 2nd Quarter After Exit - 72.0%

Education or Training Activities or Employment in the 4th Quarter After Exit - 70.0%

Median Earnings in the 2nd Quarter After Exit - \$3,100

Credential Attainment Rate - 70.0%

Measurable Skill Gains - 52.8%

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### 3.3. Perform Successful Outreach and Recruitment

The WIOA Youth Program will be required to conduct outreach and recruitment in order to meet negotiated enrollment goals. Outreach may include, but is not limited to, job fairs; community events; partnerships with local organizations that serve youth; radio, television, billboard, and social media advertisements (must comply with South Carolina's Your Next Step outreach campaign requirements); etc.

### 3.4. Fourteen Required Youth Elements and Program Elements

The following is a description of the program design and list of fourteen (14) program elements that must be available to all youth; however, services offered to each customer should be based on their individual needs and goals. Vendors will be expected to fully execute an appropriate combination of the fourteen (14) elements as a part of the program design and contractual responsibility.

Consistent with WIOA 129(c)(1), the design framework of local youth programs must:

1. Provide an objective assessment of academic levels, skill levels and service needs of each participant;
2. Develop a service strategy for each youth participant that is directly linked to one or more of the indicators of performance, and that shall identify career pathways that include education and employment goals, appropriate achievement objectives, and appropriate services for the participant;
3. Provide the following:
  - i. Activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized post-secondary credential;
  - ii. Preparation for post-secondary educational and training opportunities;
  - iii. Strong linkages between academic instruction and occupational education that lead to the attainment of recognized post-secondary credentials;
  - iv. Preparation for unsubsidized employment opportunities, in appropriate cases; and
  - v. Effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets.

Consistent with WIOA 129(c)(2), programs must make available to youth participants the following fourteen (14) elements:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential;
2. Alternative secondary school services, or dropout recovery services, as appropriate;
3. Paid and unpaid work experiences that have as a component academic and occupational education, which may include –
  - i. Summer employment opportunities and other employment opportunities available throughout the school year;
  - ii. Pre-apprenticeship programs;
  - iii. Internships and job shadowing; and **▲ You are viewing the Public project page**
  - iv. On-the-job training opportunities; [Click here to go back to your Project Dashboard](#)

4. Occupational skills training, which shall include priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved, if the local board determines that the programs meet the quality criteria described in WIOA Section 123;
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate;
7. Supportive services;
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate;
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
11. Financial literacy education;
12. Entrepreneurial skills training;
13. 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 explorations services; and
14. Activities that help youth prepare for and transition to post-secondary education and training.

## 4. Instructions to Offerors

### 4.1. Pre-Proposal Meeting

A Non-Mandatory Pre-Proposal meeting will be held at the date and time specified in the Timeline. A site visit is not required. Vendors are encouraged to RSVP for the meeting through the OpenGov portal. The RSVP link is in the header of the solicitation.

### 4.2. Pricing

A budget estimate form (Attachment C) must be completed and submitted with the proposal.

### 4.3. Bonding

Bonding will not be required for this project.

### 4.4. Statement of Qualifications

Vendor shall include the following with their response:

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1. Overview of individual/company background [Click here to go back to your Project Dashboard](#)

2. Staffing or organizational chart showing staff that will be used for this project.
3. Corporate/individual qualifications and experiences, including certifications.
4. Current resume(s) for individual(s) assigned to this project.
5. List of at least three (3) references including names, addresses, and telephone numbers of current or previous customers. Vendor should include any South Carolina governmental entity reference.
6. Application Packet (Attachment B)

#### 4.5. Submission Procedures and Requirements

- A. All submissions must be received by Tuesday, April 4, 2023 at 3:00 pm. Submissions will not be accepted after the deadline. There will be no exceptions. Responders submitting proposals shall be responsible for all cost of preparing such proposals.
- B. Responders to this solicitation shall closely examine the specific requirements noted herein and the attached Terms and Conditions. Facsimile transmittals, hard copies or offers communicated by telephone will not be accepted or considered.
- C. Proposals shall be organized in the following manner with the subject headings and sequence indicated.
  1. Introduction
  2. Experience and Past Performance
  3. Organization and Personnel
  4. Proposed Solution(s)
  5. References
  6. Pricing, Hourly Rates and Other Fees
  7. Other Information Requested

#### 4.6. Inquiries and Addenda

Offerors shall submit all inquiries regarding this bid via the County's online procurement Portal, located at <https://secure.procurenow.com/portal/greenvillecounty>. Please note the deadline for submitting inquiries. All answers to inquiries will be posted on the County's online procurement Portal. Offerors may also click "Follow" on this bid to receive an email notification when answers are posted. It is the responsibility of the bidder to check the website for answers to inquiries. The County will not be responsible for or bound by any oral instructions made by any employee(s) of the County in regard to this RFP.

Addenda Notification: This RFP represents the most definite statement Greenville County will make concerning information upon which proposals are to be based. Offerors are required to register for an account via the County's online procurement Portal hosted by ProcureNow. Once you have completed the registration, you will receive addenda notifications to your email by clicking "Follow" on this project. Ultimately, it is sole responsibility of each proposer to periodically check the site for any addenda at <https://secure.procurenow.com/portal/greenvillecounty>. No addenda will be issued later than five (5) working days prior to the date for receipt for proposals except an addendum which, if necessary, postpones the date for receipt of proposals or cancels this RFP.

Vendors shall acknowledge receipt of all addenda.

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## 5. General Information

- A. **Proprietary Information** – The County of Greenville is a public body and governed by the South Carolina Freedom of Information Act. Documents submitted to the County relating to this Solicitation are subject to requirements of the Freedom of Information Act and may be deemed public records.
- B. **Errors and Omissions** – The Responder will not be allowed to take advantage of any errors or omissions in the Request for Proposals. Where errors or omissions appear in the RFP, the Responder shall promptly notify the County of Greenville in writing of such error or omission it discovers. Any significant error, omission and/or inconsistency in the specifications are to be reported as soon as possible but no later than five (5) days before such time the response is to be submitted.
- C. **Withdrawal of Proposal** – An official representative of a Responder may withdraw a Responder's response at any time prior to the proposal submission deadline. Acceptable proof establishing that he/she is the representative of the Responder must be provided.
- D. **Non-Endorsement** – If the County awards a contract, the successful Responder shall not issue any news release or other statement relating to the award or servicing of the agreement which state or imply the County of Greenville's endorsement of the successful Responder's services.

## 6. Insurance

### 6.1. Insurance Requirements

**The contractor is responsible for and must have all required insurance listed below and shall not commence work under the associated contract until it has obtained all insurance required, and the County has approved such insurance in writing, nor shall the Contractor allow any subcontractor to commence work on its subcontract until all similar insurance required of the subcontractor has been obtained. All insurance policies shall be maintained for the life of the contract.**

- A. **THE COUNTY SHALL BE NAMED AS "ADDITIONAL INSURED" FOR ITS INTEREST** on all policies of insurance except Worker's Compensation, Automobile Liability, and Professional Errors and Omissions, as regards ongoing operations, products and completed operations, and this shall be noted on the face of the Certificate of Insurance. As a part of the certificate of insurance requirement the contractor shall also include acknowledgement and acceptance of the waiver of subrogation provision granted to Greenville County. This acknowledgement and acceptance should be included in the same section of the Certificate of Insurance that evidences the "Additional Insured" provision.
- B. Certificates for all such policies of insurance shall be provided by the **Contractor's** insurance agent or broker to the **County** within 10 working days from the date of Notice of Award.
- C. All Certificates of Insurance submitted shall provide on the face of the certificate reference to County's RFP #RFP #23081.
- D. **Contractor** will provide **County** a minimum of 30 days advance notice in the event the insurance policies (or an insurance policy) are canceled. Subcontractors approved to perform work on this project are subject to all of the requirements in this Section.
- E. **Contractor** agrees to maintain and keep in force during the life of this Agreement, with a company or companies authorized to do business in South Carolina, the following insurance policies:
1. **Comprehensive General Liability:**
    - a. \$1,000,000 per occurrence - combined single limit /
    - b. \$2,000,000 general aggregate, to include products and completed operations.

2. **Automobile Liability:**

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- a. \$1,000,000 per occurrence - combined single limit (Coverage shall include bodily injury and property damage and cover all vehicles including owned, non-owned and hired)

**3. Statutory Worker's Compensation:**

- a. Coverage A - State of SC
- b. Coverage B - Employers liability
  - i. \$1,000,000 Each Accident
  - ii. \$1,000,000 Disease, Per Employee
  - iii. \$1,000,000 Disease, Policy Limit
- c. Policies shall contain a waiver of subrogation in favor of and/or that applies to Greenville County, its departments, agencies, boards, employees, and commissions for losses from work performed by or on behalf of the contractor.

No deviation from this coverage's will be accepted unless, in the County's sole discretion, it is more advantageous to the County, i.e., \$1,000,000 - a \$2,000,000 or \$5,000,000 limit would be acceptable.

## 7. Evaluation Phases

The proposals will be evaluated on the following criteria. Greenville County reserves the right to interview responders or have demonstrations to this RFP at its discretion. Greenville County will not be responsible for any costs associated with interviews of responders or demonstrations.

1. Program Design

**Scoring Method:**

Points Based

**Weight (Points):**

40 (40% of Total)

2. Outreach and Recruitment

**Scoring Method:**

Points Based

**Weight (Points):**

10 (10% of Total)

3. Program Outcome

**Scoring Method:**

Points Based

**Weight (Points):**

40 (40% of Total)

4. Administration

**Scoring Method:**

Points Based

**Weight (Points):**

5 (5% of Total)

5. Program Operations

**Scoring Method:**

Points Based

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**Weight (Points):**

5 (5% of Total)

## 8. Terms and Conditions

### 8.1. Safety, Health, and Security

Contractor shall be solely responsible for its activities, that of its employees on the site and activities of its consultants, contractors and/or subcontractors for maintaining a safe job site. Contractor's activities and activities of its consultants, contractors and/or subcontractors shall comply with all local, state, and federal safety regulations and their enforcement agencies. Contractor shall at all times conduct its operations under this Contract in a manner to avoid risk of endangerment to the health and safety of persons and property. The Contractor shall have sole responsibility for implementing its safety and health programs, taking all safety and health precautions necessary and continuously inspecting all equipment, materials and work to prevent, discover, determine and correct any conditions which might result in personal injury, equipment damage or damage to property or the public. Contractor's safety, health and security programs shall be in compliance with all regulatory requirements and shall furnish accident, incident, injury, and other records and reports required by the Occupational Safety and Health Administration, State and Local laws, or by the County.

### 8.2. Response Opening and Award:

Responses shall be publicly opened and only the names of the offerors disclosed at the opening. For IFBs, the name of the responder as well as the price will be disclosed. However, no decision will be made until Procurement Services and the user Division have had ample time to review each response. Award will be made at the earliest possible date. The County reserves the right to award in whole or in part, by item, group of items, geographic area or by section where such action serves the County's best interest. The contract will be awarded to the response that meets the requirements and criteria set forth in the Solicitation. No response may be withdrawn for a period of sixty (60) days after the opening date. Submissions will not be accepted after the deadline. There will be no exceptions. By submission of a response, you are guaranteeing that all goods and services meet the requirement of the solicitation during the contract period.

### 8.3. Rights Reserved by Greenville County:

Greenville County reserves the right to reject any and all responses, any portion thereof, and waive any technicalities. Accordingly, the right is reserved to make awards in the best interest of the County. Integrity, reputation, experience and past performance will be heavily weighed in response evaluation. This solicitation does not commit the County of Greenville to award a contract, to pay any costs incurred in the preparation of the response, or to procure or contract for goods or services listed herein.

### 8.4. Responders Qualification:

Responders must, upon request of the County, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these specifications. The County reserves the right to make the final determination as to the responder's ability to provide the products or services requested herein.

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### 8.5. Responders Responsibility:

Each responder shall be fully acquainted with the conditions relating to the scope and restrictions attending the execution of the work under the conditions of this response. It is expected that this will sometimes require on-site observation. The failure or omission of a responder to be acquainted with existing conditions shall in no way relieve the responder of any obligations with respect to this response or to any contract as a result of this response.

### 8.6. References:

The County requires responders to list at least three (3) references including their company name, name of contact, address, telephone number, and email address of contact person with whom the responder has performed or provided similar work, service or product. The reference may be contacted to fill out a short questionnaire on the work with that company. If the reference does not complete the questionnaire by the time requested, the County will allow the responder to give an alternate reference.

The County asks that responders do not list County representatives or departments as a reference.

### 8.7. Waiver:

The County reserves the right to waive any Instructions to Responders, General or Special Terms and Conditions, specifications, or technicalities when it is deemed to be in the best interest of the County to do so.

### 8.8. Rejection:

Greenville County reserves the right to reject any response that contains prices for individual items or services that are inconsistent or unrealistic when compared to pricing of like responses; or ambiguous responses which are uncertain as to terms, delivery, quantity, or compliance with specifications may be rejected or otherwise disregarded if such action is in the best interest of the County.

### 8.9. Response Signature and Solicitation Alterations:

The responder shall sign his response correctly or the response may be rejected. If the response shows any omissions, alteration of form, unauthorized additions, a conditional response or any irregularities of any kind, the response may be rejected.

### 8.10. Specification Changes, Additions and Deletions:

Responders are required to register for an account via the County's online procurement Portal hosted by ProcureNow. Once responder has completed registration, you will receive addenda notifications to your email by clicking "Follow" on this project. Ultimately, it is sole responsibility of each responder to periodically check the site for any addenda at <https://secure.procurenow.com/portal/greenvillecounty>

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The County of Greenville shall not be responsible for any verbal information given by any employees of the County of Greenville in regard to this proposal.

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### 8.11. Response Changes:

Responses, amendments thereto or withdrawal requests received after the advertised time for response opening, shall be void regardless of when they were submitted.

### 8.12. Response Price:

The price presented as a result of these specifications shall be for the contract period. The response shall be acceptable for sixty (60) days from the date of opening. All prices and notations shall be printed in ink or typewritten. Errors should be crossed out, corrections entered and initialed by the person signing the response. Erasures or use of typewriter correction fluids may be cause for rejection. No response shall be altered or amended after specified time for opening.

### 8.13. Federal, State and Local Laws:

The contractor assumes full responsibility and liability for compliance with any and all local, state and federal laws and regulations applicable to the contractor and his employees including, but not limited to, compliance with the EEO guidelines, the Occupational Safety and Health Act of 1970, and minimum wage guidelines.

### 8.14. Tie Bids:

In the case of tie bids, the County reserves the right to make the award based on the factors outlined in Section 7-305(9) of the Greenville County Code of Ordinance (Chapter 7, Article VIII), or in what it considers to be in the best interest of the County.

### 8.15. Deduction and Holdbacks:

In addition to the County's right of termination, the County shall be entitled to full reimbursement for any costs incurred by the County by reason of the contractor's failure to perform or to satisfactorily perform its responsibilities and duties. Such costs may include, but are not limited to, the cost of using the County's employees or employees of any other entity to perform the obligations of the contract. The County may obtain any such reimbursement by deduction from payments otherwise due to the contractor or by any other proper and lawful means. All deductions from any money due the contractor are to be as liquidated damages and not as a penalty. It is the County's intent to give the contractor a reasonable opportunity whenever practicable, to correct any such failure to perform or satisfactorily perform its responsibilities and duties. In no circumstances shall any uncorrected situation extend for more than five days. The County will make the following deductions from the contract sum in the event that the contractor fails to perform any of the required work within the required time limits in the event the County carries out the work using its forces or another contractor.

- A. For use of County's forces – actual cost involved.
- B. For use of another contractor – the amount charged by said contractor.

The County reserves the right to hold back and/or withhold part of complete payments for unsatisfactory work, deficiencies, etc. until said defects are satisfactorily corrected or cleared.

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### 8.16. Evaluation Criteria:

The proposals will be evaluated on the following criteria utilizing the Evaluation Phases included in this RFP. Greenville County reserves the right to interview responders or ask for demonstrations to this RFP at its discretion. Greenville County will not be responsible for any costs associated with interviews of responders or demonstrations.

### 8.17. Quality:

Unless otherwise indicated in this solicitation it is understood and agreed that any items offered or shipped on this solicitation shall be new and in first class condition unless otherwise indicated herein.

### 8.18. MBE/WBE Participation – Affirmative Action: a)

- A. MBE/WBE – Vendors submitting responses are encouraged to solicit MBE/WBE participation in fulfilling their contract. Indicate in your response any MBE/WBE areas of involvement for monitoring purposes.
- B. The successful vendor will take affirmative action in complying with all Federal and State requirements concerning fair employment and treatment of all employees, without regard or discrimination by reason of race, color, religion, age, sex, national origin or physical handicap.

### 8.19. Default:

In case of default by vendor the County may procure the item or services from other sources and may recover the loss occasioned thereby from any unpaid balance due the vendor or by proceeding against the vendor's performance bond, if any, and/or by suit against vendor.

### 8.20. Termination for Cause:

Any awarded contract is subject to termination for failure to comply with the specifications, terms and conditions by the County or the contractor upon written notice by registered mail. Such termination will be effective not less than ten (10) days nor more than sixty (60) days after receipt of such notice from the County nor less than thirty (30) days nor more than sixty (60) days after receipt by the County from the contractor. Receipt of notice by one party to terminate the contract will nullify any subsequent reciprocal notice by the receiving party prior to the announced termination date. In the event of termination, the County shall be responsible to pay the contractor only for work satisfactorily completed upon the effective date of termination and shall not be responsible for any other charges.

### 8.21. Termination for Convenience:

Greenville County may terminate for convenience any contract resulting from this solicitation by providing sixty (60) calendar days advance written notice to the vendor.

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## 8.22. Non-Appropriation:

Any contract entered into by the County resulting from this solicitation shall be subject to cancellation without damages or further obligation when funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period or appropriated year.

## 8.23. Incorporation of Proposal into Contract:

The terms, conditions, and specifications of this proposal and the selected firm's response are to be incorporated, in total, into the contract.

## 8.24. S.C. Law Clause:

Upon award of contract under this response, the person, partnership, association or corporation to whom the award is made must comply with the laws of South Carolina which require such person or entity to be authorized and/or licensed to do business with this State. Notwithstanding the fact that applicable statutes may exempt or exclude the successful bidder from requirements that it be authorized and/or licensed to do business in this State, by submission of this signed response, the responder understands and agrees to be bound to the jurisdiction and process of the courts of the State of South Carolina, as to all matters and conflicts or future conflicts under the contract and the performance thereof, including any questions as to the liability for taxes, licenses, or fees levied by the State.

## 8.25. Illegal Immigration Reform Act Compliance:

By submitting an offer, Contractor certifies that it will comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws (originally enacted as Section 3 of The South Carolina Illegal Immigration Reform Act , 2008 S.C. Act No. 280) and agrees to provide upon request any documentation required to establish either: (a) the applicability of Title 8, Chapter 14 to Contractor and any subcontractors or sub-subcontractors; or (b) the compliance with Title 8, Chapter 14 by Contractor and any subcontractor or sub-subcontractor. Pursuant to Section 8-14-60, "A person who knowingly makes or files any false, fictitious, or fraudulent document, statement, or report pursuant to this chapter is guilty of a felony, and upon conviction, must be fined within the discretion of the court or imprisoned for not more than five years, or both." Contractor agrees to include in any contracts with its subcontractors language requiring the subcontractors to (a) comply with the applicable requirements of Title 8, Chapter 14, and (b) include in any contracts with the sub-subcontractors language requiring the sub- subcontractor to comply with the applicable requirements of Title 8, Chapter 14. In the event any contractor, subcontractor and/or sub-subcontractor is found not to be in compliance with the SC Immigration Reform Act [hereinafter "The Act"], the contractor agrees to fully indemnify the County for any loss suffered by the County as a result of such contractor, subcontractor or sub-subcontractor's failure to comply with the Act.

## 8.26. Assignment Clause:

Successful responder will be required to give the County ninety (90) days' notice in the event of a change in the ownership of this contract. The County is under no obligation to continue this contract with an assignee. No contract or its provisions may be assigned, sublet, or transferred without the written consent of the County.

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### 8.27. Indemnification:

Contractor agrees to defend, indemnify and save harmless the County and all County officers, agents and employees from and against any loss, damage, claim or action, including all expenses incidental to such claim and action, to the extent arising from any negligent acts or omissions by Contractor, its agents, staff, consultants and contractors employed by it, in the performance of the services under this Agreement. Contractor shall not be responsible for any loss, damage, or liability to the extent arising from acts of the County, its agents, staff, and other consultants employed by it.

### 8.28. Deviations from Specifications:

Any deviation from specifications indicated herein must be clearly pointed out; otherwise, it will be considered that items offered are in strict compliance with these specifications, and successful responder will be held responsible therefore. Deviations must be explained in detail on separate attached sheets(s). The listing of deviations, if any, is required but will not be construed as waiving any requirements of the specifications. Deviations found in the evaluation of the response and not listed may be cause for rejection. Responders offering substitute or equal items must provide information sufficient enough to determine acceptability of item offered.

### 8.29. Minor Deviations:

The County reserves the right to negotiate minor deviations from the prescribed terms, conditions and requirements with the selected vendor.

### 8.30. Contractor License Requirement:

The contractor shall procure all permits and licenses, and pay all charges and fees necessary and incidental to the lawful conduct of his business. He shall keep himself fully informed of existing and future Federal, State, and Local Laws, ordinances and regulations which in any manner affect the fulfillment of his contract and shall comply with the same.

### 8.31. Conflict of Interest Statement:

The contractor may become involved in situations where a conflict of interest could occur due to individual or organizational activities within the County. The vendor, by submitting a response, is in essence assuring the County that his company, and/or subcontractors, is in compliance with all federal, state, and local conflict of interest laws, statutes, and regulations.

### 8.32. Contracts:

The County reserves the option to prepare and negotiate its own contract with the vendor, giving due consideration to the stipulations of the vendor's contracts and associated legal documents. Vendors should include with their submittal a copy of any proposed standard contract.

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### 8.33. Contractor Liability:

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The contractor assumes full responsibility for all injuries to, or death of any person and for all damage to property, including property and employees of the County and for all claims, losses or expense which may in any way arise out of the performance of the work, whether caused by negligence or otherwise; and the contractor shall indemnify and save the County harmless from all claims, losses, expense, or suits for any such injuries, death or damages to property, and from all liens, losses, expenses, claims or causes of action of any sort which may arise out of the performance of the work, and shall defend, on behalf of the County and suit brought against the County for attorney's fees and for all other expenses incurred by the County in connection with or as a result of any such suit, claims, or loss. Under no circumstances and with no exception will Greenville County act as arbitrator between the contractor and any subcontractor. The contractor will be solely responsible for compliance with building code requirements, all dimensions, and all conditions relating to his work under this contract. Workmanship shall be first quality in every respect. All measures necessary to ensure a first class job shall be taken.

#### 8.34. Sub-Contracting:

The contractor shall not subcontract any portion of this contract without proper written approval from the County.

#### 8.35. Non-Collusion:

The contractor expressly warrants and certifies that neither the Contractor nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in conjunction with this response.

#### 8.36. Prohibition of Gratuities:

Neither the contractor nor any person, firm or corporation employed by the contractor in the performance of the contract shall offer or give, directly or indirectly, to any employee or agent of the County, any gift, money, or anything of value, or promise any obligations, or contract for future reward or compensation at any time during the term of this contract.

#### 8.37. Publicity Releases:

Contractor agrees not to refer to the award of this contract in commercial advertising in such a manner as to state or imply that the products or services provided are endorsed or preferred by the user. The contractor shall not have the right to include the County's name in its published list of customers without prior approval of the County. With regard to news releases, only the name of the County, type and duration of contract may be used and then only with prior approval of the County. The contractor also agrees not to publish, or cite in any form, any comments or quotes from the County Staff unless it is a direct quote from the Public Information Officer.

#### 8.38. Public Record:

The County of Greenville is a public body and governed by the South Carolina Freedom of Information Act. Documents submitted to the County relating to this Solicitation are subject to requirements of the Freedom of Information Act and may be deemed public records.

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### 8.39. Precedence:

In the event of conflict between the terms and conditions and the specifications, the more restrictive instruction shall take precedence unless stated otherwise in the specifications.

### 8.40. Compliance With Prison Rape Elimination Act (PREA):

By submitting an offer, Contractor certifies that it will comply with the applicable requirements of The Prison Rape Elimination Act of 2003 and agrees to provide or submit the needed information to (a) examine the criminal history of Contractor or any subcontractor who will perform services, which result in contact with inmates and (b) Contractor agrees to disclose any information regarding past history of allegations of sexual harassment or sexual abuse by Contractor or any subcontractor. Contractor and subcontractor agree to complete Training provided by the County and sign an acknowledgement of understanding of PREA requirements. In the event the Contractor or any subcontractor is found not to be in compliance with PREA, the Contractor agrees to fully indemnify the County for any loss suffered by the County as a result of such Contractor or subcontractor's failure to comply with the Act.

### 8.41. Americans with Disabilities Act -

All work shall be compliant with the full intent of all ADA (Title II) guidelines for accessibility, play components and design. The Department of Justice's regulation implementing Title II, subtitle A, of the ADA applies to State and local government entities, and protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs, and activities provided by State and local government entities. Further, all Local and County code compliances regarding ADA must be met. For additional information on ADA compliance, refer to (ADA.gov).

### 8.42. Asbestos Management Plan:

Contractor, contractor's employees or any subcontractors will not introduce asbestos containing materials into any County of Greenville facility and will certify at the end of project that all materials used are free and clear of asbestos containing materials. Further, will provide a MSDS for all products utilized and installed in County of Greenville facilities.

Failure by Contractor, Contractor's employees or any subcontractor to comply with the County of Greenville Asbestos Plan and / or any governing agency's regulations may result in work stoppage, dismissal of individual workers, and/or termination of contract and in addition risk potential citations issued by the governing agencies for violations. It is the responsibility of the contractor to:

- A. Review the Asbestos Inspection Reports for the facilities for which they are providing services, provide contractor's employees and subcontractors notification of ACM
- B. Provide proof of asbestos training, medical examinations, proper PPE (when necessary)
- C. Provide proper licenses, permits, and certifications
- D. Comply with all federal, state and local regulations
- E. Provide proof of and/or copies of required records upon request of the County of Greenville when necessary
- F. Provide a Safety Data Sheet (SDS) for all products installed in County Facilities.

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## 9. Sample Contract


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A contract will be negotiated once a vendor has been chosen.


## 10. Attachments

 [A - COG Substitute W9](#)

 [B - PY23\\_WIOA\\_Youth\\_RFP\\_Application\\_Packet](#)

 [C - PY23\\_WIOA\\_Youth\\_RFP\\_Budget\\_Estimate\\_Form](#)

 [D - Sample\\_WIOA\\_Youth\\_Contract\\_OS\\_and\\_IS](#)

 [E - RFP Attachment A - WIOA Performance Measures](#)

## 11. Vendor Questionnaire

### 1. Illegal Immigration Reform Act Compliance\*

By submitting an offer, Contractor certifies that it will comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws (originally enacted as Section 3 of The South Carolina Illegal Immigration Reform Act , 2008 S.C. Act No. 280) and agrees to provide upon request any documentation required to establish either: (a) the applicability of Title 8, Chapter 14 to Contractor and any subcontractors or sub-subcontractors; or (b) the compliance with Title 8, Chapter 14 by Contractor and any subcontractor or sub-subcontractor. Pursuant to Section 8-14-60, "A person who knowingly makes or files any false, fictitious, or fraudulent document, statement, or report pursuant to this chapter is guilty of a felony, and upon conviction, must be fined within the discretion of the court or imprisoned for not more than five years, or both." Contractor agrees to include in any contracts with its subcontractors language requiring the subcontractors to (a) comply with the applicable requirements of Title 8, Chapter 14, and (b) include in any contracts with the sub-subcontractors language requiring the sub- subcontractor to comply with the applicable requirements of Title 8, Chapter 14. In the event any contractor, subcontractor and/or sub-subcontractor is found not to be in compliance with the SC Immigration Reform Act [hereinafter "The Act"], the contractor agrees to fully indemnify the County for any loss suffered by the County as a result of such contractor, subcontractor or sub-subcontractor's failure to comply with the Act.

Please confirm

\*Response required

### 2. S.C. Law Clause\*

Upon award of contract under this response, the person, partnership, association or corporation to whom the award is made must comply with the laws of South Carolina which require such person or entity to be authorized and/or licensed to do business with this State. Notwithstanding the fact that applicable statutes may exempt or exclude the successful bidder from requirements that it be authorized and/or licensed to do business in this State, by submission of this signed response, the responder understands and agrees to be bound to the jurisdiction and process of the courts of the State of South Carolina, as to all matters and conflicts or future conflicts under the contract and the performance thereof, including any questions as to the liability for taxes, licenses, or fees levied by the State.

Please confirm

\*Response required

### 3. Conflict of Interest Statement\*

The contractor may become involved in situations where a conflict of interest could occur due to individual or organizational activities within the County. The vendor, by submitting a response, is in essence assuring the County that his company, and/or subcontractors, is in compliance with all federal, state, and local conflict of interest laws, statutes, and regulations.

Please confirm

\*Response required

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**4. Non-Collusion\***

The contractor expressly warrants and certifies that neither the Contractor nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in conjunction with this response.

Please confirm

\*Response required

**5. Compliance With Prison Rape Elimination Act (PREA)\***

By submitting an offer, Contractor certifies that it will comply with the applicable requirements of The Prison Rape Elimination Act of 2003 and agrees to provide or submit the needed information to (a) examine the criminal history of Contractor or any subcontractor who will perform services, which result in contact with inmates and (b) Contractor agrees to disclose any information regarding past history of allegations of sexual harassment or sexual abuse by Contractor or any subcontractor. Contractor and subcontractor agree to complete Training provided by the County and sign an acknowledgement of understanding of PREA requirements. In the event the Contractor or any subcontractor is found not to be in compliance with PREA, the Contractor agrees to fully indemnify the County for any loss suffered by the County as a result of such Contractor or subcontractor's failure to comply with the Act.

Please confirm

\*Response required

**6. County of Greenville Substitute W9 Form\***

Please upload your COG Substitute W-9 form found in the Attachments Section.

\*Response required

**7. Response Upload\***

Vendors shall upload their proposal information for the RFP.

\*Response required

**8. Acknowledgement and Acceptance of Terms and Conditions of the Solicitation**

**8.1. Acknowledgement and Acceptance of Terms and Conditions of the Solicitation\***

Explanatory Note: The purpose of this question is to confirm the responder's or offeror's acknowledgement and acceptance of the terms and conditions of the Solicitation, subject to any exceptions, deviations or modifications to terms or conditions that are expressly requested in the following or that have been requested and approved prior to submission of the Offer. All exceptions, deviations or modifications to the Solicitation, regardless of whether the County approved such items prior to submission of the Offer, must be clearly set forth in these questions.

The Offeror, by the undersigned representative, acknowledges and accepts all terms and conditions of the Solicitation, except as expressly noted below or in the additional question following hereto. As used in this question, "terms and conditions of Solicitation" means all terms, conditions, specifications, certifications and warranties set forth in the documents that comprise the Solicitation, including all sections of this RFP.

The Offeror takes no exceptions or modifications to the terms and conditions of the Solicitation. (Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

The Offer requests the exceptions or modifications set forth below and attached hereto to the terms and conditions of the Solicitation: (Note: All requested exceptions/deviations must be clearly explained. Reference the specific language that you are taking exceptions/deviations to. Unacceptable exceptions shall remove your proposal from consideration for award. Greenville County Procurement Division shall be the sole judge on the acceptance of exceptions/deviations and their decision shall be final.)

\*Response required

**8.2. Acknowledgement and Acceptance of Terms and Conditions of the Solicitation\***

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If you requests any exceptions, deviations or modifications, please indicate your exceptions/deviations clearly. Reference the specific language that you are taking exceptions/deviations to. [Click here to go back to your Project Dashboard](#)



(Note: Unacceptable exceptions shall remove your proposal from consideration for award. Greenville County Procurement Division shall be the sole judge on the acceptance of exceptions/deviations and their decision shall be final.)

If no exceptions, deviations or modifications are being requested please indicate with a N/A

Enter response

\*Response required

## 9. Instructions to Respondents

Respondents are required to read and confirm the following questions

### 9.1. Instructions\*

- A. Responders shall answer all questions.
- B. Proposals, amendments may be received up to but not later than Tuesday, April 4, 2023, 3:00 pm via the County's online procurement Portal. The County's online procurement Portal Clock is the official clock for the determination of all deadline dates and times. Without exception, responses will not be accepted after the submission deadline regardless of any technical difficulties such as poor internet connections. Greenville County strongly recommends completing your response well ahead of the deadline
- C. Proposal may be withdrawn prior to the submission due date and time, a new submission can be submitted up to the proposal due date and time.
- D. Quote prices on units specified with packing included.
- E. Attach complete specifications for and permitted substitutions offered, or when amplification is desirable or necessary.
- F. If specifications or descriptive papers are submitted with Proposals, enter respondents name thereon.
- G. If the article bid upon has a trade name or brand, show same in the proposal.
- H. When required, furnish samples, free of expense, prior to opening of Proposals. Label each sample with respondents name and the item number. Should you wish samples returned, at your expense, when not destroyed in tests, make request for return within 10 days following bid/proposal opening.
- I. Show delivery time required after order is received (see below).

Please confirm

\*Response required

### 9.2. Conditions\*

- A. The County Agency or Institution submitting this notice reserves the right to reject any and all Proposals, and to waive all technicalities.
- B. Unit prices will govern over extended prices, unless otherwise stated in notice.
- C. Time in connection with discount offered will be computed from date of delivery of commodities to carrier, when inspecting and acceptance is at point of origin; or date of delivery at destination; or if laboratory inspection is made part of bid, from date of laboratory report.
- D. In case of default of contractor, Greenville County reserves the right to purchase any or all items in default on open market, charging contractor with any excessive costs.
- E. All materials and products offered must be guaranteed to meet the requirements of the specifications indicated, given or referred to.
- F. Prices bid must be based upon payment in thirty (30) days. Discounts for payment in less than thirty (30) days will not be considered in making award.
- G. The right is reserved, in case of tie bids, to make award considered to be most advantageous to Greenville County.
- H. The right is reserved to reject any Proposal in which the delivery time indicated is considered sufficient to delay the operation for which the commodity is intended.
- I. Unless otherwise indicated by County Agency or Institution submitting this notice, prices must be firm.

Please confirm

\*Response required

### 9.3. Offer and Agrees\*

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In compliance with invitation, and subject to all conditions, thereof, the undersigned offers and agrees, if this Proposal is accepted within \_\_\_\_\_ days from date of opening, furnish any or all items quoted on at prices as set forth after the item and unless otherwise specified, within \_\_\_\_\_ days after receipt of order, delivered, all transportation costs included,

- Yes
- No

\*Response required

**9.4. Discount\***

Discount will be allowed as follows: 30 calendar days \_\_\_\_\_ %

Example: 5

\*Response required

**10. References**

The County requires responders to list at least three (3) references including their company name, name of contact, address, telephone number, and email address of contact person with whom the responder has performed or provided similar work, service or product. The reference may be contacted to fill out a short questionnaire on the work with that company. If the reference does not complete the questionnaire by the time requested, the County will allow the responder to give an alternate reference.

The County asks that responders do not list County representatives or departments as a reference.

**10.1. Reference #1\***

Please identify your first reference in the following format:

Company Name:

Full Name of Contact Person:

Company Address:

Contact Person Telephone Number:

Contact Person Email Address:

\*Response required

**10.2. Reference # 2\***

Please identify your second reference in the following format:

Company Name:

Full Name of Contact Person:

Company Address:

Contact Person Telephone Number:

Contact Person Email Address:

\*Response required

**10.3. Reference # 3\***

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Please identify your third reference in the following format:

Company Name:

Full Name of Contact Person:

Company Address:

Contact Person Telephone Number:

Contact Person Email Address:

Enter response

\*Response required

**11. MBE/WBE**

Is your agency MBE/WBE

**11.1. MBE/WBE\***

Indicate yes or no if your agency is a Minority Owned Business Enterprise or Woman Owned Business Enterprise

Yes

No

\*Response required

**11.2. MBE/WBE areas of involvement for monitoring purposes.\***

Indicate in your response any MBE/WBE areas of involvement for monitoring purposes.

Enter response

\*Response required

**12. Authorized Contact Information**

The following contact shall have the authority to submit the response to this solicitation, clarify any information needed, and will be the contact for any contract negotiations.

**12.1. Contact Information\***

Please identify an authorized contact for your response in the following format.

Full Name of Contact Person:

Title of Contact Person:

Contact Person Telephone Number:

Contact Person Email Address:

Enter response

\*Response required

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# RFP Attachments



# COUNTY OF GREENVILLE SUBSTITUTE FORM W-9

(IRS Form W-9 will not be accepted in lieu of this form)

Revised March 2022

**Legal Name** (as shown on tax return)

**DBA/Trade Name**

**Taxpayer Identification Type**

**TIN** (Must match legal name)

\_\_ SSN \_\_ EIN/FIN

The U.S. Taxpayer Identification Number is being requested per U.S. tax law. Failure to provide in a timely manner could prevent or delay payment.

**Legal Address** (number, street & apt. or suite no.)

**City, State & Zip code**

**Entity Tax Classification** (Choose only one)

**Service Provided** (Must select a type)

\_\_ Individual/Sole Proprietorship    \_\_ Partnership  
 \_\_ LLC- Partnership                    \_\_ C Corporation  
 \_\_ LLC- C-Corp                            \_\_ S Corporation  
 \_\_ LLC- S Corp                            \_\_ Trust/Estate  
 \_\_ Other \_\_\_\_\_

\_\_ Medical or Veterinarian Service  
 \_\_ Legal/ Attorney Service  
 \_\_ Rental of Real Property  
 \_\_ Products/ Services type \_\_\_\_\_  
 \_\_ Other (Specify) \_\_\_\_\_

## Contact Information

**Remittance Address** (number, street & apt. or suite no.)

**City, State & Zip code**

**Contact Name**

**Telephone #**

**Fax #**

**E-mail**

Under penalties of perjury, I certify that: 1) The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me);and

2) I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

3) I am a U.S. citizen or other U.S. person.

**Sign Here**

**Date**

WIOA Youth Request for Proposals  
Greenville County Workforce Development Board  
RFP#23081  
Application Packet

**County of Greenville  
WIOA Youth Programs  
RFP#23081**

**Application Packet**

Organization Name:

Organization Address:

Phone:

Email:

Fax:

Name/Title of Chief Executive Officer of Agency:

Name of Contact Person Submitting Proposal:

Total Amount of WIOA Request: \$

Total Amount of Project In-Kind Contribution: \$

Counties of Service Delivery: Greenville County, SC

Projected Enrollment Level for In-School Youth (ISY):

Projected Enrollment Level for Out-of-School Youth (OSY):

**CERTIFICATION**

I certify that the information contained in this proposal to deliver Youth Training Services, as provided through the Workforce Innovation and Opportunity Act of 2014 is accurate and has been completed to the best of my organization's knowledge.

Authorized Signatory of Organization:

Printed Name:

Title:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**A. Program Design (40 points)**

1. Summarize the design of your program. Explain how each participant will meet the WIOA performance measures defined for Out-of-School and In-School youth. Describe any partnerships/collaborations you have established for the proposed program. What are the roles and responsibilities of each?
2. Identify the characteristics of the Out-of-School and In-School youth population you propose to serve (examples: age, youth with disabilities, school drop-out, pregnant or parenting teens, foster child, youth aging out of foster care, juvenile offenders, etc.). Provide a description of why/how this cohort was identified.
3. Explain how your program design develops career pathways for each participant. Describe the sectors/industries you will focus on and why you have selected that industry/sector focus. Describe how you will connect youth to education that leads to post-secondary degree and/or industry recognized certifications.
4. All Bidders are required to propose to offer as many of the fourteen youth elements as possible. Identify how many youth elements your program will provide and your process for referring youth to other service providers who will offer WIOA service elements that you are not providing.
  - a. Describe your work based learning strategies (e.g., work experiences, On-the-Job Training, Summer Employment, etc.) and your plan to meet the 28% expenditure requirement. Providers must exhibit strong community and business linkages to ensure the ability to develop work-based learning opportunities and meet the skill and training needs for our talent pipeline. You should present strategies that will create work-based learning and employment opportunities for the program participants but also serve business and industry. List work-based learning partners and employers; attach coinciding memorandum of agreements.
  - b. Describe the percentage of the program's total budget allocated for direct participant activity costs.
  - c. Describe the use of leveraged (in-kind) funds to help pay for direct participant activity costs, if any.
5. Describe the financial literacy education you will offer.
6. Describe the soft skills and career readiness training you will offer.
7. Describe the components of your program design that meets the needs of individuals with disabilities.
8. Describe the plan to provide supportive services to youth.
9. Describe the timeline for program implementation, indicating when all phases of the program will begin and end (include 12-month follow-up).

**B. Outreach and Recruitment (10 points)**

**Enrollment Summary Table Instructions:** If your organization has provided WIOA Youth services in the past, please fill out the “PY \_\_\_\_” columns with data from the **last full program year** you provided services in a Local Workforce Development Area. For example, if your organization is providing services currently, you should use PY21 data since that is the last full program year.

If you have previously provided WIOA Youth services in Greenville County, fill out the table with that information. If you have not previously provided WIOA Youth services in Greenville County, you may use data from a different WIOA Youth project (please provide location). If you have never provided WIOA Youth Services, leave the “PY \_\_\_\_” columns blank.

Make sure you fill in the blank in “PY \_\_\_\_” with the program year you are using for reference.

**All proposals should fill out the PY23 Plan Column.**

**Enrollment Summary**

	PY ____ Plan	PY ____ Actual	% PY ____ Plan	PY23 Plan
<b>Enrollment</b>				
New Participants (In-School Youth)				
New Participants (Out-of-School Youth)				
Carry Over (if applicable)				
Total				

1. Please provide a timeline of your organization’s plan to recruit youth in order to meet the proposed enrollment goals.
2. Describe your organization’s outreach plan. Discuss how this outreach strategy will combine with the work of the GCWDB in order to attract numbers of youth sufficient to meet WIOA performance measures/outcomes.
3. Explain a situation in the past when your organization has failed to meet enrollment goals and the strategies undertaken to resolve the issue (if applicable). If your organization has previously provided WIOA Youth services in Greenville County and failed to meet enrollment goals, please use that situation.
4. Describe orientation materials and information that will be provided to youth. A handbook containing the policies of your Agency and program expectation i.e. hours of operation, attendance policy, complaint and grievance procedures, ADA/EEO information, etc.
5. For PY22 Greenville County Contractors only: Clearly list your organization’s enrollment goals and actual results through the most recent completed quarter.

**C. Program Outcomes (40 points)**

**WIOA Performance Measures Table Instructions:** If your organization has provided WIOA Youth services in the past, please fill out the “PY\_\_\_\_\_” columns with data from the **last full program year** you provided services in a Local Workforce Development Area. For example, if your organization is providing services currently, you should use PY21 data since that is the last full program year.

If you have previously provided WIOA Youth services in Greenville County, fill out the table with that information. If you have not previously provided WIOA Youth services in Greenville County, you may use data from a different WIOA Youth project (please provide location). If you have never provided WIOA Youth Services, leave the “PY\_\_\_\_\_” columns blank.

Make sure you fill in the blank in “PY\_\_\_\_\_” with the program year you are using for reference.

**All proposals should fill out the PY23 Plan Column.**

**WIOA Performance Measures**

	PY _____ Plan	PY _____ Actual	% PY _____ Plan	PY23 Plan
<b>Common Measures</b>				
Education or Training Activities or Employment in the 2nd Quarter After Exit				
Education or Training Activities or Employment in the 4th Quarter After Exit				
Median Earnings in the 2nd Quarter After Exit				
Credential Attainment Rate				
Measurable Skill Gains				

\*Note: For the WIOA core programs, the threshold for performance failure on any individual indicator for any individual program is 50 percent of the adjusted level of performance.

**1. For PY22 Greenville County Contractors Only:**

- a. Describe past/current performance in achieving WIOA performance measures. Define results including total positive outcomes (participants that attained High School Equivalency, Industry Recognized Credential and entered employment, post-secondary, military or advanced training).
- b. Describe your organization’s strategy for meeting outcomes defined under WIOA.
- c. Clearly list your organization’s performance goals and actual results through the most recent completed quarter. Additionally, please provide a report of performance outcomes for at least the previous two completed program years, if applicable.
- d. If your organization did not achieve contract performance goals during PY21, explain why and discuss strategies that have been undertaken to successfully meet goals in PY22. If applicable, which of those strategies will be carried into PY23.

- e. Describe follow-up activities to include a plan for making monthly contact with carryover participants, what actions will be taken to help follow-up youth re-enter the workforce if they have lost employment.

**2. For New Contractors/Programs in PY23:**

- a. Describe the past three (3) years of providing programs that resulted in performance outcomes similar to the requested performance in this RFP. Define the results such as total number of youth enrolled, total number of High School Diplomas/Equivalencies attained, total number entered employment, entry into post-secondary, military, and advanced training, etc. If your organization has not prior experience working with this population please clearly explain how your program design is built using an evidenced-based program model(s).
- b. Describe your organization's strategy for meeting performance outcomes outlined in this RFP (See Scope of Work).
- c. Please provide an example of a time when your organization did not achieve contract performance goals and discuss the strategies undertaken to successfully meet the goals in the following year, if applicable.
- d. Describe follow-up activities, include how monthly contact will be performed and what actions will be taken to help youth to re-enter the workforce if they have lost their employment.

**D. Administration (5 points)**

1. Provide an overview and mission statement of the organization.
2. Describe the staffing plan as it relates to this program.
3. Provide a job description for each position to be funded in this proposal. Include resumes of existing staff or job descriptions of staff to be hired.

**E. Program Operations (5 points)**

Facilities providing services should be in full compliance with the American with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1974 as well as other applicable Federal and State laws. Describe the organization's operational structure and the facilities providing services.

**WIOA Youth RFP Budget Narrative**

Provide a detailed description for each budgeted line item on the Budget Estimate Form. In addition, please describe any leveraged/in-kind contributions.

**BUDGET ESTIMATE WORKSHEET**

Organization Name: \_\_\_\_\_

Line Item Budget	Out-of-School Youth	In-School Youth	Total
Personnel			\$ -
Fringe Benefits			\$ -
Travel			\$ -
Equipment			\$ -
Contractual			\$ -
Supplies			\$ -
Communications			\$ -
Other: _____			\$ -
Other: _____			\$ -
Other: _____			\$ -
<b>Participant Costs:</b>			
Tuition			\$ -
Books and Training Supplies			\$ -
Training-related Fees			\$ -
Childcare Costs			\$ -
Transportation Costs			\$ -
On-the-Job Training (OJT)			\$ -
Apprenticeship Training			\$ -
Work Experience Training			\$ -
Internships/Job Shadowing Costs			\$ -
Other Participant Costs (specify):			\$ -
_____			\$ -
_____			\$ -
_____			\$ -
_____			\$ -
_____			\$ -

Subtotal	\$	-	\$	-	\$	-
Profit Rate (if applicable)						
<b>Total</b>		<b>0</b>		<b>0</b>		<b>0</b>

Projected In-School Percentage #DIV/0!

Projected Work Based Learning Expenditures (not including staff time) \$ -

Staff Costs Associated with Work Based Learning

Total Projected Work Based Learning Expenditures \$ -

Projected Work Based Learning Percentage #DIV/0!

Projected Participant Expenses Percentage #DIV/0!



**GREENVILLE COUNTY, SOUTH CAROLINA**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**  
**PROGRAM YEAR \_\_\_\_\_ YOUTH ACTIVITIES CONTRACT NO. \_\_\_\_\_**

Administrator	Contractor
<b>Greenville County Workforce Development</b> <b>Address:</b> <b>Phone:</b> <b>Fax:</b>	

**TYPE OF CONTRACT**

A. Fixed Unit Price	B. Cost Reimbursement	C. Combination of A and B

**PROGRAM DESCRIPTION**

**Insert Program Description provided by the Contractor.**

**STATEMENT OF AGREEMENT**

This contractual agreement is made and entered into between **Greenville County Workforce Development**, acting in their capacity of staff to the Greenville County Workforce Development Board, the Workforce Innovation and Opportunity Act (WIOA) Administrative Entity for the chief elected official for the Greenville County Workforce Development Area, and \_\_\_\_\_, hereinafter referred to as "Contractor". Performance under this contract shall occur between the period of \_\_\_\_\_ and \_\_\_\_\_. All contract costs must be incurred between these dates unless such dates have been modified in accordance with the provisions contained within this Agreement.

The funds available for the services to be provided are Workforce Innovation and Opportunity Act (WIOA) funds granted to the Greenville County Workforce Development Area from the South Carolina Department of Employment and Workforce under the approved Workforce Innovation and Opportunity Act (WIOA) plan.

This agreement initiates the Administrator's obligation by \$\_\_\_\_\_ to a total amount not to exceed \$\_\_\_\_\_ which shall be paid in accordance with the Statement of Work and Budget contained within this Agreement.

**APPROVED CONTRACT COST AND SLOT LEVEL**

	Total Program Cost	Slot Level
<b>Participants in Follow up</b>	\$	
<b>PYXX Carry Over</b>	\$	
<b>New Enrollments</b>	\$	
<b>Contract Totals</b>	\$	

**IN WITNESS WHEREOF, the parties have executed this agreement as of the latest date appearing below, and in signing and thereby validating this agreement, the parties also certify that each possesses legal authority to contractually bind their respective organizations in their capacity as a signatory official. The Administrative Entity shall acquire and maintain proof of Contractor signatory official authority prior to execution of this Agreement and/or disbursement of payments.**

**SIGNATORY OFFICIALS FOR THE ADMINISTRATIVE ENTITY**

Administrator Signatory Official	Joseph Kernell, County Administrator
Signature	
Date	
Administrator Signatory Official	
Signature	
Date	

**SIGNATORY OFFICIAL FOR THE CONTRACTOR**

Contractor Signatory Official	
Title	
Signature	
Date	

## STATEMENT OF WORK

### SECTION I – PROGRAM PURPOSE

Insert Program Purpose information provided by Contractor.

### SECTION II – ENROLLMENT PLAN

The following is a chart of minimum enrollments required by the Contractor within the Greenville County workforce area. It also includes anticipated exits per quarter. Every effort should be made to obtain these levels. If the Contractor does not expect to meet their projected 'new enrollments' figures they are responsible for alerting Workforce Development.

**PY\_\_ Enrollment and Exit Plan**

Total Youth	QTR1 (July – Sept 20__)	QTR2 (Oct – Dec 20__)	QTR3 (Jan – Mar 20__)	QTR4 (Apr – June 20__)
IS PY__ Carry-Over				
OS PY__ Carry-Over				
New IS PY__ Enrollments				
New OS PY__ Enrollments				
IS PY__ Exits				
OS PY__ Exits				

### SECTION III – PROGRAM ELIGIBILITY CRITERIA

Eligibility determination and certification is the responsibility of the Contractor. The Contractor will officially determine whether or not an interested applicant is eligible or ineligible for participation in the WIOA youth program described in this contract. The Contractor will utilize the criteria described below in making an eligibility determination:

For participation in the WIOA Youth Program, youth must meet the following eligibility requirements:

#### **Out-of-School Youth**

- Out-of-school; and
- 16 – 24 years old; and
- Is within one or more of the following categories:
  1. School dropout (not attending any school. \*\*Under WIOA, alternative education students are no longer considered as in-school youth)
  2. A Youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent completed school year calendar quarter
  3. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and:
    - a. Basic skills deficient (computes math, read, writes below a grade level of 8.9); or

- b. An English language learner
- 4. An individual who is subject to the juvenile or adult justice system
- 5. Homeless, runaway, or foster child
- 6. Pregnant or parenting
- 7. A youth who is an individual with a disability
- 8. A low-income individual who requires additional assistance to enter or complete an educational program or secure and hold employment.

### **In-School Youth**

- Attending school (as defined by State law), including secondary and postsecondary school; and
- Not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than 21 at time of enrollment; and
- Low-income individual; and
- Possess one or more of the following barriers:
  1. Basic skills deficient
  2. An English language learner
  3. An offender
  4. A homeless individual
  5. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption
  6. An individual who is pregnant or parenting
  7. An individual with a disability
  8. An individual who requires additional assistance to enter or complete an educational program, or to secure and hold employment (must be documented and approved by GCWDB Staff)

The contractor is liable for disallowed costs pertaining to WIOA youth eligibility applications that are subsequently determined as ineligible via an audit/monitoring.

## **SECTION IV – DEFINITIONS**

- School Dropout: means an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent.
- Out-of-School Youth: as described above, means an individual who is not attending any school, who is between the ages of 16 and 24, and meets one or more of the identified barriers in Section 129 (listed above).
- In-School Youth: as described above, means an individual who is attending school, who is between the ages of 14 and 21, who is low-income, and who meets one or more of the identified barriers in Section 129 (listed above).
- Basic Skills Deficient means (per Section 3):

- (1) with respect to a youth, that the individual has English reading, writing, or computing skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test or comparable score on a criterion referenced test (i.e., TABE); or
  - (2) a youth who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, on in society
    - a. Further guidance will be provided at the time the State or local board defines this item
- "An individual who requires additional assistance to complete an educational program, or to secure and hold employment" is defined, with respect to the Contractor's program, by the local WDB to mean:
    - (1) Out-of-school youth (OSY) who has experienced substantial difficulty with obtaining or retaining full-time, unsubsidized employment which offers reasonable opportunity for long term advancement, fringe benefits, and/or earnings which allow for self-sufficiency (unemployed youth);
    - (2) In-school youth (ISY) programs will be allowed starting in Program Year 2023. The local WDB will define what "an individual who requires additional assistance to complete an educational program, or to secure and hold employment" for ISY by the start of the Program Year 2023 contract year.
  - Low-Income:
    - (1) 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 the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance;
    - (2) Is in a family with total family income that does not exceed the higher of:
      - (a) the poverty line or
      - (b) 70 percent of the lower living standard income level;
    - (3) Is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 H. R. 803—12 (42 U.S.C. 14043e—2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));
    - (4) Receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);
    - (5) Is a foster child on behalf of whom State or local payments are being made;
    - (6) Is an individual with a disability whose own income meets the income requirement of item (2) in this list, but who is a member of a family whose income does not meet this requirement.

## SECTION V – PROGRAM RECRUITMENT AND APPLICANT SELECTION

The Contractor is responsible for recruitment of eligible youth. The Contractor's developed recruitment plan (Attachment A) is being incorporated in this contract. While it does not exclude Contractor from seeking additional opportunities for recruitment it should be followed at a minimum. The Administrative Entity and SC Works System will assist with the recruitment process to the extent possible. The Contractor will recruit out-of-school WIOA youth ages 16 – 24 and in-school WIOA youth ages 14-21 who appear to meet the youth eligibility criteria and who appear in need of one or more of the youth services permitted under title I of the WIOA. Also, particular attention should be given to dropouts with significant barriers to education and employment such as basic skills deficient, parenting youth, offenders, etc.

The Contractor is responsible for conducting eligibility determinations. In order to expedite the certification process and/or avoid unnecessary delays, each recruit and/or applicant should be briefed in detail on the necessary documentation to establish eligibility prior to conducting an official determination of eligibility. The briefing will include discussion of the required documentation associated with establishing age eligibility, economic eligibility, and the existence of a recognized barrier. These documents may include but are not limited to: a birth certificate, social security number, driver's license and/or other document that will verify the receipt of TANF, food stamps and/or wages or income earned.

All participants or applicants who meet the minimum income criteria will be provided –

- (1) Information on the full array of core services available to them in the SC Works Career Centers;
- (2) Information on the full array of applicable or appropriate services that are available through the local board or other eligible providers or SC Works partners, including those receiving youth funds; and
- (3) Referral to appropriate training and educational programs that have the capacity to serve the participant or applicant either on a sequential or concurrent basis.

## SECTION VI – PROGRAM DESIGN

**Contractor** will ensure that participants receive an objective assessment that includes a review of academic level, skills level, and service needs. The Contractor will document all results on the participant's ISS and the Contractor will review the ISS periodically and the Contractor will revise the ISS as needed. These assessments will include, as appropriate:

Review of basic skills: This should be done through the use of a current, standardized assessment instrument, such as TABE (primary), PACT, Stanford, MAT-7, BSAP, etc. or if a current test score is not available, the use of a WRAT is acceptable. If a youth has completed one of the previously mentioned basic skills assessment prior to enrollment the assessment must have administered within six months of the enrollment date in order for the results to be considered.

WIN Ready to Work: Youth enrolled in the contractor's program will receive a WIN Ready to Work assessments as part of the objective assessment. Please note that the WIN Ready to Work assessments include Applied Mathematics, Locating Information, and Reading for Information. The Administrative Entity will collaborate with Contractor on scheduling WIN Ready to Work assessments for youth on as needed basis.

Occupational skills: This may be provided through the contractor or through established linkages with the local vocational schools/career centers.

Prior work experience: This information will be gathered during enrollment and will be noted on the participant's ISS.

Employability: Strong linkages with the SC Works system should be formed to allow youth with access to appropriate assessment tools.

Interest: Strong linkages with the SC Works system should be formed to allow youth with access to appropriate assessment tools.

Aptitude: Strong linkages with the SC Works system should be formed to allow youth with access to appropriate assessment tools.

Supportive Service needs: This information will be gathered during enrollment and will be noted on the participant's ISS. Supportive Service needs will be re-addressed periodically by the Contractor and will be so documented.

Developmental needs: This information will be gathered during enrollment and will be noted by the Contractor on the participant's ISS. Developmental needs will be re-addressed periodically and will be so documented.

The Contractor will develop a service strategy for each participant that will identify:

- An **employment goal for youth**, including (if appropriate) non-traditional employment, that is supported by local labor market information;
- Appropriate achievement objectives – Each participant will establish at least one (1) and no more than three (3) objectives (goals) per year; each goal must be set **one at a time and attained prior to setting another goal.**
- Appropriate services for the participant taking into account the assessment(s) performed above.

The Contractor will design an overall program that provides:

- Remediation of math and reading levels, if participant is determined basic skills deficient;
- Preparation for post-secondary educational opportunities, if appropriate;
- Strong linkages between academic and occupational learning;
- Preparation for unsubsidized employment opportunities, if appropriate; and

- Effective connections to intermediaries with strong links to job market and local/regional employers, specifically the local SC Works system.

## **SECTION VII – REQUIRED PROGRAM ELEMENTS AND SERVICES**

Following a determination of eligibility, participation in the Contractor’s program commences when the youth begins receiving a service funded by the program. The Contractor will complete the Individual Service Strategy (ISS) and the applicable SCWOS enrollment/registration forms. The enrollment date will coincide with the date the youth began receiving a funded service by the program.

Every program element should be available to each participant **WITHIN GREENVILLE COUNTY** through the use of linkages with area agencies.

**Orientation** – The Contractor will provide each participant an orientation concerning the program’s outline, attendance requirements, performance goals, entry and exit tests, contact names, etc. Orientation session(s) should also include an overview of the Workforce Innovation and Opportunity Act’s purpose and goals as it relates to youth. Every effort should be made to include family members or caretakers of each youth in these sessions.

**Contractor** will provide registered youth with an appropriate combination of the following title I WIOA Youth activities as described below.

### **YOUTH PROGRAM ELEMENTS**

1. Study Skills Training
2. Dropout Recovery Services
3. Work Based Activities (Work Experience, On-the-Job Training, Pre-apprenticeship Training, Internships, and/or Summer Employment)
4. Occupational Skills Training
5. Concurrent Education and Workforce Preparation
6. Leadership Development Opportunities
7. Supportive Services
8. Adult Mentoring
9. Comprehensive Guidance/Counseling
10. Follow-up Services
11. Financial Literacy Education
12. Entrepreneurial Skills Training
13. Career Exploration and Counseling Services
14. Preparation for Postsecondary Education and Training

The title I WIOA Youth Activities for Youth are:

1. **Study Skills Training.** Tutoring, study skills training, and instruction leading to the completion of secondary school (including dropout prevention strategies) may include, but are not limited to, activities designed to repeat instruction in basic skills previously taught



and prepare the individual for further training, future employment, or retention in school. These include remedial reading, writing, mathematics, literacy training, and study skills.

**2. Dropout Recovery Services:** \*Must be evidence-based (§681.460)

Contractor will provide high school equivalency (HSE) training to youth school dropouts, ages 16 – 24. The contractor will ensure that HSE training is closely linked and coordinated with the School District of Greenville County/State Department of Education (Adult Education), and incorporates the skills that traditional high schools now require for their graduates. Since passing the HSE exams leads to a high school credential, HSE exams must reflect and certify 12th grade ability in Language Arts (Reading and Writing), Social Studies, Science, and Mathematics.

**3. Work-Based Activities (Work Experience, On-the-Job Training, Pre-apprenticeship Training, Internships, and/or Summer Employment):** Contractor will provide youth with work-based activities. These may take several different forms, but will likely be primarily Work Experience or OJT.

Consistent with WIOA sec. 129, Contractor shall use no less than \_\_\_ percent of the funds allocated to provide youth with work-based activities.

The contractor must describe how and when worksite supervisors will be oriented, orientation content, and the method of documenting completion of the worksite presentation. This information should be captured in a Work Site Agreement in which the worksite supervisor and contractor both sign.

**Contractor** is responsible for arranging worksite monitoring for compliance with Worksite Agreements and the WIOA at least twice within the first 45 days of program implementation. Worksite Monitoring must include:

- a. Checking all Worksite Agreements prior to assignment of participants to ensure that they are properly executed;
- b. Monitoring each worksite utilizing a standard Worksite Monitoring Instrument at least twice during the period of agreement;
- c. Preparing a Report of monitoring findings and corrective actions taken, where applicable. If violation could cause physical harm, action must be taken immediately.

The monitoring plan must describe the procedures to be used for ensuring that monitoring is:

- a. Conducted according to a predetermined schedule;
- b. Is effective; and
- c. Is in compliance with requirements.

**4. Occupational Skills Training:** Contractor may provide youth with occupational and vocational training. Occupational training provided under the Youth program, to the extent feasible, shall include opportunities to apply knowledge and skills relating to academic subjects to the world or work. These programs should afford occupational skills training to

eligible youth and provide intensive case management services as necessary. The contractor may coordinate this element through its existing training programs or through coordination with the military, the local Technical Colleges or other post-secondary schools. All occupational training should adhere to the Local WDB Instruction Notice PY10-07: ITA and WIOA Training Targeted Industry/Occupation Policy. All occupational training must result in an attainment of a degree or certification as defined by DOL in TEGL's [17-05](#) and [15-10](#).

5. **Concurrent Education and Workforce Preparation:** Education may be offered to youth concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. The new program element requires integrated education and training to occur concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement. Students in this type of integrated model have shown better rates of program completion and persistence.
6. **Leadership Development Opportunities:** Leadership development opportunities may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, such as: exposure to postsecondary educational opportunities; community and serving learning projects; peer-centered activities, including peer mentoring and tutoring; organizational and team work training, including team leadership training; training in decision-making, including priorities; citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources; civic engagement activities; and activities which put youth in a leadership role.
7. **Supportive Services:** Contractor may provide supportive services that are necessary to enable the individual to participate in the program activities and in accordance with the approved budget. Supportive Services means services such as transportation, child care, dependent care, housing, and needs related payments that are necessary to enable an individual to participate in activities authorized under this title, consistent with the provisions of this title. In general, Supportive Services which are necessary to enable an individual eligible for training under this title, but who cannot afford to pay for such services, to participate in a training program funded under this title are allowed. Such supportive services required for participation in the training program may be provided in-kind, through referral to other agencies or through cash assistance.
8. **Adult Mentoring:** Contractor may provide registered youth with Adult Mentoring for the period of participation and a subsequent period, for a total of not less than 12 months. Adult mentors should serve as role models and impart standards or expectations for these youth with respect to employment decisions, life skills, self-sufficiency, and/or education achievement. The key to the success of any youth program or activity is an adult or adults within the community who are committed to serving as mentors or role models for all participating youth. WIOA requires that mentoring must be provided by an adult other than the WIOA youth participant's assigned case manager since mentoring is above and beyond typical case management services. Mentoring may take many forms, but at a minimum must include a youth participant matched with an individual adult mentor other than the

participant's case manager. Mentoring services may include group mentoring, mentoring via electronic means, and other forms as long as it also includes individual mentoring from an assigned mentor. The Contractor should use evidence-based models of mentoring to design its program, if Adult Mentoring is one of the program elements the Contractor chooses to use. The Department recommends that programs provide rigorous screening, training, and match support for mentors, and frequent contact with youth and parents as the match progresses.

9. **Comprehensive Guidance/Counseling:** Contractor will provide comprehensive guidance counseling to youth that will take place in the form of follow-up calls, coordination of services, ISS updates, issuance of support services, mentor updates, etc.

Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, must be provided to each youth participant in any youth activity.

Comprehensive guidance and counseling strategies should include, but are not limited to:

- Regularly scheduled contact with the participants (a minimum of 2 times each month)
- Intensive and personal follow-up activities which will be documented in the ISS
- Use of the ISS benchmarks to measure progress

The basic objective of this component is to monitor participant progress in fulfilling the ISS. Where progress is slow or in reverse, counselors/instructors/mentors case managers must be proactive in identifying the problem and solving it before the participant quits without achieving a recorded positive outcome. When referring participants to necessary counseling that cannot be provided by the local program or its service providers, the Contractor must coordinate with the organization it refers to in order to ensure continuity of service.

10. **Follow-up Services:** Contractor will provide follow-up tracking on all youth who exit from the Contractor's program by phone and/or in person. The Contractor will arrange additional support services when necessary and use these check-up calls as a way to conduct follow-up. All youth must receive some form of follow-up services. Such services must be for a minimum of twelve (12) months and the Contractor will document such service in the participants' files.

Program operators are encouraged to consider the intensity of the services provided and the needs of the individual in determining the appropriate level of follow-up services. The level of follow-up services will be sufficient to accomplish the performance goals and objectives outlined in this Contract. Generally, more frequent follow-up services are less likely to be challenged and result in better performance.

Follow-up services, include but are not limited to, the provision of on-going support, encouragement, counseling, tutoring, mentoring, and other non-financial support and personal assistance as necessary to enable these youth to obtain or retain employment,

enroll and attend training, enlist in the military, maintain their grades in school or training, etc.

**11. Financial Literacy Education:** Contractor may offer education supporting financial literacy, including:

- a. Supporting the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;
- b. Supporting the ability to manage spending, credit, and debt, including credit card debt, effectively;
- c. Increasing awareness of the availability and significance of credit reports and credit scores in obtaining credit, including determining their accuracy (and how to correct inaccuracies in the reports and scores), and their effect on credit terms;
- d. Supporting the ability to understand, evaluate, and compare financial products, services, and opportunities; and
- e. Supporting activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials.

**12. Entrepreneurial Skills Training:** Note that the US Department of Labor is seeking comments on entrepreneurial skills training.

**13. Career Exploration and Counseling Services:** Contractor may include 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.

**14. Preparation for Postsecondary Education and Training:** Contractor may provide activities that help youth prepare for and transition to postsecondary education and training.

## SECTION VIII – GENERAL PROHIBITIONS

1. **Non-duplication:** No funds under this Act may be used to provide funding under the School-to-Work Opportunities Act of 1994 nor 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.
2. **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.
3. **Non-interference and Non-replacement of Regular Academic requirements:** No funds under this Act will be used to provide an activity for eligible youth who are not school

dropouts if participation in the activity would interfere with or replace the regular academic requirements of the youth.

## SECTION IX – WIOA PERFORMANCE STANDARDS

Youth Performance Expectations: (Incremental, progressive, and age appropriate)

1. Placement in Employment or Education
2. Attainment of a Degree or Certificate
3. Literacy and Numeracy Gains

**THE PERFORMANCE STANDARDS HEREIN DRASTICALLY AFFECT THE ADMINISTRATIVE ENTITY'S ABILITY TO MEET STATE ESTABLISHED REQUIREMENTS. POOR PERFORMANCE ON THE CONTRACTOR'S BEHALF WILL SHOW CAUSE FOR THE ADMINISTRATIVE ENTITY TO TERMINATE THIS CONTRACT.**

## SECTION X – CONTRACTOR PERFORMANCE EXPECTATIONS

### PY 20\_\_ WIOA Youth Performance

**Contractor will be expected to meet all applicable WIOA Youth Performance Measures. Please note that PY\_\_ local WIOA Youth Performance remains the same as the PY\_\_ goals.**

PY\_\_ Placement in Employment or Education (Goal: \_\_%):

This measure applies to the youth who are not employed (including military) or in post-secondary education at the date of participation. \_\_% of these youth will be placed in employment (including military) or post-secondary education/advanced training/occupational skills training in the first quarter after the exit quarter.

PY\_\_ Attainment of a Degree or Certificate (Goal: \_\_%):

This measure applies to the youth who are enrolled in education at the date of participation or at any point during the program. \_\_% of these youth will attain a diploma, GED/HSE, or certificate by the end of the third quarter after the exit quarter.

## SECTION XI – CONTRACTOR MONITORING

**Contractor** will review and document participant progress on a regular basis during the program. If progress is not adequate, case managers/instructors will counsel participants to identify any corrective action that may be required.

## SECTION XII – PARTICIPANT ACTIVITY

**Contractor** will be expected to have all program slots filled during the program year. Contract slots that are not filled in accordance with the enrollment plan may be de-obligated if deemed necessary by the Administrator.

### SECTION XIII – STAFFING

**Contractor** will ensure that all staff involved with this Agreement receive a copy of this Contract and be oriented on their responsibilities regarding this Contract. Staff included in support of this contract will have a designated point of contact to address any questions or concerns pertaining to this contract in order to avoid delays in service.

Staff will immediately notify their supervisor of any contractual problems. Staff resumes will be kept on file at the Contractor's main office for monitoring purposes.

On-going WIOA Training will be provided to staff. It is strongly encouraged that contractors send their staff to all technical assistance training and round table meetings. Staff will be held accountable for information and new policies provided during these meetings/training sessions whether they are present or not. As new policies are mandated they will be issued and reviewed in a meeting setting to allow an opportunity for questions to be answered.

Staff qualifications will be a minimum of:

**Case Manager Minimum Education/Experience:**

Usually has a college degree or equivalent experience or experience working with youth.

**Other:**

Must have strong personality with ability to empathize and motivate participants without jeopardizing classroom and workplace control.

**Eligibility Facilitator/Educational Coach Minimum Educational/Experience:**

This position requires a detail-oriented person, preferably with experience in WIOA/WIA eligibility certification.

**Contractor** will ensure continuous professional development for all WIOA funded staff.

### SECTION XIV – FINANCIAL MANAGEMENT

**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 be in compliance with standards and procedures established in the Terms and Conditions of this Contract. WIOA Terms and Conditions are currently being updated. WIA Terms and Conditions will still apply to this Contract. **Note:** The Uniform Guidance should be followed and replaces references to the OMB Circulars.

Expenditures under this Contract will be in compliance with the Contract Budget. NO ADJUSTMENTS WILL BE MADE WITHOUT PRIOR AUTHORIZATION BY THE ADMINISTRATIVE ENTITY. The Contractor will submit a monthly Financial Status Report (FSR) and Request for Payment no later than the 10<sup>th</sup> of each month. Contractors must follow the FSR Instructions and

use the appropriate FSR forms. Requests for reimbursement cannot be processed without doing so.

This contract is a cost reimbursement contract and advancements will not be granted.

## SECTION XV – WIOA REPORTING

**Contractor** will comply with the WIOA/SC Works Online System (SCWOS) reporting requirements. The Administrative Entity will provide technical assistance workshops as needed to ensure accuracy of WIOA reporting.

For purposes of clarification, clients will no longer be considered “terminated” from a particular program. Clients will exit the program when they are no longer receiving any WIOA funded or WIOA partnered services.

Exit Definition: A client is considered to have exited the program when the following occurs:

1. SOFT EXIT: a participant who does not receive any WIOA-funded or non-WIOA funded partner service for 90 days and is not scheduled for future services except follow-up services. Staff must follow the Greenville WIOA Youth Soft Exit Procedures.
2. HARD EXIT: in rare situations a participant may be exited from the program as a “hard exit” Reasons for a hard exit can be: documentable health/medical or family care reasons; deceased; reservist called away to Active Military Duty; institutionalized/incarcerated; or youth relocated to a mandated residential program.

Clients who have a planned gap in service of greater than 90 days should NOT be considered as exited if the gap in the services is due to a delay before the beginning of training or health/medical condition that prevents an individual from participating in services. Service providers should document any gap in service that occurs with a reason for such a gap. Participants who exit from services because they are incarcerated, deceased or have a health/medical condition that prevents the individual from participating in services should be excluded from the measures. Staff must follow the Greenville WIOA Hard Exit Procedures when this instance occurs.

The exit date is the last date of WIOA funded or partner services received (except follow-up services). For soft exits, the exit date cannot be determined until 90 days has elapsed from the last day of service. At that point, the last date recorded is the last date of service. The quarter after the last date of service takes place is the quarter that is counted in the performance measures.

## SECTION XVI – FORMS

All forms, documents and information maintained by **Contractor** pertaining to this Contract, or mentioned herein, will be made available to the Administrative Entity upon request and is subject to review at any time. **Contractor** will be required to use the appropriate forms to

reflect enrollment, goal attainment, exiting, etc. The ISS form will also be used. These forms are subject to being replaced throughout the Contract period as WIOA regulations become more established and directions from the State are forwarded to the workforce area.

#### **SECTION XVII – ADMINISTRATIVE ENTITY MONITORING**

The Administrative Entity will monitor eligibility, assessment and ISS development to ensure clients are receiving adequate and relevant services. The Monitor will conduct reviews at various times throughout the program. Contractor personnel will be cooperative in assisting the monitor.

The US Department of Labor, the Office of the Inspector General, the Comptroller General of the United States; SC Department of Employment & Workforce, or any of their authorized representatives have the right to timely and reasonable access to all Contractor records as they pertain to this Contract.

All forms and documents maintained by the Contractor pertaining to this Agreement will be made available to the Administrative Entity upon request and is subject to review at any time. The Contractor will maintain the Workforce Innovation and Opportunity Act and all regulations pertaining to the Act on file at its main office.

#### **SECTION XVIII – CONFIDENTIAL INFORMATION**

Any reports, information, data, etc., given to or prepared or assembled by **Contractor** under this contract which the Administrator requests to be kept confidential shall not be made available to any individual or organization by the Contractor without the prior written approval of the Administrator.

#### **SECTION XIX – COPYRIGHT**

No materials produced in whole or in part under this contract shall be subject to copyright in the United States or in any other country. The Administrator and the State WIOA Office shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials under this contract.

#### **SECTION XX – CHANGES/MODIFICATIONS**

Any change to this Contract must be requested in writing and shall be agreed to by the **Contractor** and the Administrative Entity.

Note that the transition from the WIA program to the WIOA took effect on July 1, 2015. In the event that this contract documents inadvertently omitted a WIOA regulatory requirement, the contract will be automatically amended to make the contract compliant with the WIOA (Public Law 113-128) and the final WIOA regulations.



**SECTION XXI – OPTION TO EXTEND**

Based upon funding availability, the Administrative Entity may extend a contract period of performance if it appears to be in the best interest of the Administrative Entity and is agreeable with **Contractor**. Contract extensions may be granted for one (1) additional year for up to three (3) consecutive years. Similarly, the slot levels and or number of participants served and or associated costs may be increased/decreased at any time during the Contract period if agreeable with the Contractor.

**SECTION XXII – TERMINATION**

The performance of work under this Contract may be terminated by the Administrative Entity, in whole or in part, for either of the following circumstances: Termination for Convenience or Termination for Cause, as defined in the Terms and Conditions attached hereto and incorporated herein.

**SECTION XXIII – EFFECTIVE CONTRACT DATES**

The effective date of the PY\_\_ contract is \_\_\_\_\_. **The Administrative Entity may opt to extend the contract in accordance with Section XXI of this agreement.**

**SECTION XXIV – PARTICIPANT WORK EXPERIENCE/INCENTIVE PAYMENTS**

Participants will receive work experience wages in the amount of \$\_\_\_\_\_ per hour of instruction. Work experience training wages are subject to withholding of applicable taxes (FICA, Worker's Compensation).

**SECTION XXV – PAYMENT SCHEDULE****Cost Reimbursement Payments**

**Contractor** shall comply with the guidelines set forth by Greenville County and all applicable Workforce Development Area Instruction Letters in force during the life of the contract agreement. The Contractor shall ensure that the financial management system used for such expenditures will provide the necessary internal controls, accounting records and reporting systems to meet the prescribed standards. At a minimum, this would require:

- Submission of Request for Payment invoices monthly.
- Submission of monthly Status of Funds report to Greenville County WIOA that will list actual expenditures and accruals for that month.
- Internal controls which provide for separation of duties such that no one individual has control over all aspects of any transaction.

- Payroll accounting records that reflect hours worked, gross wages paid, payroll deductions and net wages must be maintained for all compensated work-based activities (e.g., Work Experience, OJT).
- All wages must be paid by check with signature of the participant required for delivery of the check. When wages are paid via direct deposit to participant proper documentation verifying that payment was issued to the participant and the amount and date of issuance.
- All payroll taxes must be accounted for and paid in a timely manner to the appropriate Government agency.
- Responsibility for authorizing expenditures and for making payments must be separated.
- All expenditures must be supported by original documentation. The Contractor should review the supporting documents for completeness and accuracy prior to payment. Missing signatures, as in the case of OJT invoices, will be obtained prior to payment.
- All invoices will be compared with the contract or other authorization documents for propriety and validity prior to payment.
- All payments must be made by check. The Contractor must comply with Greenville County policies regarding unclaimed/uncashed checks and reporting under State laws.
- The accounting records must provide for the recording and reporting of expenditures as to WIOA cost category, specified budget line item of expenses, etc.
- The accounting records must provide an audit trail for the recording and reporting of all WIOA receipts and expenses, or a separate bank account must be maintained for all WIOA funds to provide for such control.
- The accounting system must provide a means for reporting accrued expenses in a form acceptable to Greenville County.
- Only those costs incurred or payments earned during the period of this contract may be charged to this contract; there must be a proper matching of revenues and expenses.
- An individual who does not have the responsibility for making payments will make bank reconciliation, as appropriate, monthly.
- Obligations may not be incurred without specific written authorization, nor may they be incurred prior to such authorization. Any obligations in excess of the contract budget are the sole responsibility of the Contractor.
- All obligations must comply with established policies of Greenville County.

- Greenville County and the State of South Carolina reserve the right to inspect the Contractor's financial management systems and impose additional accounting requirements to insure that the financial management standards are being met.

This contract is a cost reimbursement contract. Advancements will not be granted.

## **SECTION XXVI – RECORDS RETENTION STANDARDS**

**Contractor** agrees to maintain all records pertinent to the Workforce Innovation and Opportunity Act (WIOA) agreements and contract, including financial, statistical, property, participant records and supporting documentation in accordance with contract provisions, WIOA Instruction Letters, Greenville County WIOA Memorandums, and other relevant guidelines. Records will be stored in a manner to preclude their loss or damage. All records created as a result of operations under this contractual agreement pertaining to WIOA activities will be maintained separately in storage from any other Contractor records. The Contractor will be responsible for storage costs. As a part of the contract closeout package, the Contractor will report all record holdings pertaining to this contract to Greenville County using forms provided for that purpose. The Contractor's records will be grouped for storage as follows: Applicant and Participant records, and all other records. Storage files will be adequately marked to facilitate identification and research of all records in storage.

### **FORMS TO BE MAINTAINED IN APPLICANT AND PARTICIPANT FILES**

1. Forms and or documents that relate to the WIOA program (i.e. SCWOS and program relevant forms.)
2. WIOA Orientation Forms.
3. Individualized Service Strategy (ISS).
4. Signed and dated grievance procedures.
5. Counseling notes and documentation.
6. Time and attendance sheets signed in ink by the participant and instructor.
7. Academic assessments, vocational assessments (as appropriate), and pre and post tests data/results.
8. Competency obtainment documentation.
9. Subcontract agreements (as appropriate, and with the prior written consent of the Administrative entity).
10. Documentation of funds training allowances (Needs Based Payments) paid to participants.

11. Log sheets signed in ink by participants with check numbers for all WIOA funds paid to participants. (To be signed when checks are issued to participants).
12. Other information deemed necessary by the Administrator.

## SECTION XXVII – ASSURANCES

Compliance Documents and Assurances are required from the contractor prior to receiving payments under this agreement. By signing below, the Contractor agrees to adhere to the assurances during Program Year \_\_\_\_\_. Additional compliance documents may be requested under a separate cover and should be received by Workforce Development prior to submittal of invoice for payments.

**Contractor** hereby makes the following assurances:

1. I am authorized by my Board of Directors, Trustees, other legally qualified officer(s), or as the owner of this organization or business to enter into this contract.
2. We are not currently on any Federal, State of South Carolina, or local Debarment List.
3. We will provide records to show that we are fiscally solvent, if needed.
4. We have, or will have, all of the fiscal control and accounting procedures needed to ensure that WIOA funds will be used as required by law and contract.
5. We have additional funding sources and will not be dependent on WIOA funds alone.
6. **We will meet all applicable Federal, State, and local compliance requirements.** These include, but are not limited to:
  - Records accurately reflect actual performance.
  - Maintaining record confidentiality, as required.
  - Reporting financial, participant, and performance data, as required.
  - Complying with Federal and State non-discrimination provisions.
  - Meeting requirements of Section 504 of the *Rehabilitation Act of 1973*.
  - Meeting all applicable labor laws, including Child Labor Law standards.

**We will not:**

- Place a youth in a position that will displace a current employee.
- Use WIOA funds to assist, promote, or deter union organizing.
- Use funds to employ or train of persons in sectarian activities.
- Use funds for youth in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship.
- Use WIOA funds for activities that would interfere with or replace regular academic requirements for eligible youth who are not dropouts.
- Use WIOA funds to carry out programs funded under *the School-to-Work Opportunities Act of 1994* unless the program(s) are only for youth eligible to participate under WIOA.

I hereby assure that all of the above are true.

Printed Name:

Title:

Signature: \_\_\_\_\_ Date:

### WIOA Performance Measurements

- Placement in Employment or Education (Q2 and Q4)
- Attainment of a Degree or Certificate
- Measurable Skill Gain
- Median Earnings (2<sup>nd</sup> Quarter After Exit) {Undefined}
- Employer Measure {Undefined}

#### Placement in Employment or Education

WIOA Positive Outcome – Q2	WIOA Positive Outcome – Q4
<i>Prerequisite: None</i>	<i>Prerequisite: None</i>
Measure: # of participants who are in employment or enrolled in post-secondary education in the 2 <sup>nd</sup> quarter after the exit	Measure: # of participants who are in employment or enrolled in post-secondary education in the 4 <sup>th</sup> quarter after the exit

#### Attainment of a Degree or Certificate

WIOA Positive Outcome
<i>Prerequisite: Of those enrolled in education (i.e., secondary school, post-secondary school, adult education programs, or any other organized program of study leading to a degree or certificate) at the date of participation or at any point during the program.</i>
Measure: # of participants who attain a post-secondary degree, license, or certificate, OR # who earn a diploma or High School Equivalency (HSE) AND who are either employed or enrolled in an education or training program leading to a recognized post-secondary degree, license, or certificate within one year of exit.

#### Measurable Skill Gain (MSG)

WIOA Positive MSG (Type #1)	WIOA Positive MSG (Type #2)	WIOA Positive MSG (Type #3)	WIOA Positive MSG (Type #4)
Educational Achievement	Transcript/Report Card	Training Milestone	Skills Progression
<i>Prerequisite: Of those enrolled in an education component:</i>	<i>Prerequisite: Of those enrolled in an education component:</i>	<i>Prerequisite: Of those enrolled in an education component:</i>	<i>Prerequisite: Of those enrolled in an education component:</i>
# of participants achieving at least one educational functioning level (in a program of instruction below the post-secondary level)	# of participants whose transcript/report card for one (1) academic year is achieving the state unit's policies for academic standards.	# of participants with a satisfactory or better progress report toward an established milestone from an employer/training provider (e.g., registered apprenticeship program, etc.)	# of participants who successfully completed an exam that is required for a particular occupation, or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks (e.g., knowledge-based exams)



# Request for Proposal Number 2021024 Spartanburg County, South Carolina

**Sealed Proposals** must be delivered to the Office of Purchasing, Office address below, or mailed to the mailing address below. **Facsimile and other electronic forms of Proposal will not be accepted.** All sealed Proposals must be received by **11:00am, EST., February 25, 2021** and then will be publicly opened. Sealed Proposals are subject to the conditions and all provisions set forth herein and attached. All qualified Proposers are invited to submit Proposals to Spartanburg County for the following:

## UPCOUNTRY LOCAL WORKFORCE AREA PARTNERSHIP (ULWAP) ADULT, DISLOCATED WORKER TRAINING ACTIVITIES AND ONE-STOP OPERATOR

**Description of Project:** Spartanburg County is seeking proposals to provide workforce development activities and services to eligible job seekers residing in Cherokee, Greenville, Spartanburg and Union Counties, South Carolina.

**Non-Mandatory Pre-Proposal Conference will be held February 2, 2021 at 2:00pm online via Zoom. Please see pages 14 and 15 of the RFP for log-in instructions.**

**Submit:** One (1) unbound original and three (3) unbound copies of the Proposal, no tabs, must be received on or before **11:00am, EST., February 25, 2021.**

**Address To:** Spartanburg County Government  
Purchasing Department  
Room 1220  
Attention: Lisa Coleman, Procurement Director

**Mailing Address:** P.O. Box 5666  
Spartanburg, South Carolina 29304

**Office Address:** 366 North Church Street  
Room 1220  
Spartanburg, South Carolina 29303

**Mark Envelope:** Outside of sealed Proposal envelope must be marked:  
**RFP # 2021024 “UPCOUNTRY LOCAL WORKFORCE AREA PARTNERSHIP (ULWAP) ADULT, DISLOCATED WORKER TRAINING ACTIVITIES AND ONE-STOP OPERATOR”** followed by your firm name and address.

### **Deadline Enforced**

**Proposals or withdrawal requests, received by the Purchasing Department after the time and date set for receipt of Proposals, are late and WILL NOT be accepted. Late Proposals are void and will be returned unopened to the Proposer, regardless of when they were mailed or delivered. It is the Proposer’s responsibility to ensure timely receipt by the Purchasing Department of a Proposal.**

**Proposal Submittal Documents Checklist:**

**Items must be provided, in the order listed, as a Proposal package, or Proposal may be disqualified. Proposal shall not exceed, with requested options, 50 pages. Provide one original and three copies of ALL submittal documents, all unbound, no tabs.**

All fourteen (14) Proposal submittal documents must be included with the Proposal, or Proposal may be disqualified.

1. Proposal for RFP # 2021024 - (Exhibit B)
2. Corporate / Company Resolution (check box on Exhibit B – if applicable, See Sample Exhibit C)
3. Proposer Information:
  - a. Proposer shall provide list of locations and total number of employees.
  - b. Type of Organization (Check the applicable box):
    - Sole Proprietorship
    - Partnership
    - Corporate entity (not tax-exempt)
    - Corporate entity (tax-exempt)
    - Government entity (Federal, State or Local)
    - Other \_\_\_\_\_
4. Proposer's Fraud Acknowledgment Form - (Exhibit E)
5. Drug Free Workplace Act Statement – (Exhibit F)
6. Certificate of Insurance – (Exhibit G, contains an example)
7. Existence of Subcontractors Form – (Exhibit H)
8. Experience and References – (Exhibit I)
9. Proposer must be registered with County [Proposer must complete or update Vender Registration Form and W-9] – (Exhibits J & K)
10. Worker's Compensation Statement of Independent Contractor – (Exhibit L)
11. Spartanburg County Standard Contract – (Exhibit M)
12. Proposal Narrative
13. Current Fiscal Statement and Copy of Last Audit (one copy only)
14. Budget Form- Attachment A



## **General Terms and Conditions**

***Term of Proposal:*** Any Proposal submitted as a result of this Request for Proposal (RFP) shall be binding on the Proposer for sixty (60) calendar days following the specified opening date. Any Proposal for which the Proposer specifies a shorter acceptance period will be rejected. At the end of the sixty (60) calendar day period, Proposals may be withdrawn by submitting a written request to the Procurement Director. The written request to withdraw the Proposal must be received, regardless of when it was mailed, by the Procurement Director within five (5) calendar days after expiration of the sixty (60) calendar day period, or the Proposal shall remain in effect until an award is made or the RFP is cancelled.

Every effort has been made to ensure that all information needed is included in this document. If the Proposer finds that they cannot complete its response without additional information, it may submit written questions or requests for clarification to the County Purchasing Department at the addresses listed on page 1 or submit questions by email to Lisa Coleman, Procurement Director, at [lcoleman@spartanburgcounty.org](mailto:lcoleman@spartanburgcounty.org). Written questions shall be submitted at least five (5) calendar days prior to Proposal's submission date. Questions submitted after this date will be rejected as not timely. Where the Proposer fails to seek clarification, the County's interpretation shall control. The Proposer agrees it will not make any claim for, or have right to withdraw its Proposal because of any misunderstanding or lack of information. Proposals are not to have any exclusions. Exclusions will come from Spartanburg County in the form of an addendum. **Any proposals received with exclusions will not be accepted.**

**Proposers are specifically directed NOT to contact any other County personnel for meetings, conferences, or technical discussions related to this RFP. Failure to follow this requirement may be grounds for rejection of the Proposal.**

**The County will not be responsible for or bound by any oral instructions made by an employee(s) of the County in regard to this RFP.**

**Any statements made by an employee(s) of the County, which may materially change any portion of the RFP, shall not be relied upon unless they are issued as written addendum to the RFP.**

A Proposal received by Spartanburg County is considered a public document under provisions of the South Carolina Freedom of Information Act (FOIA) unless it contains information that may clearly be considered accepted and excluded from disclosure according to State statute. Offeror(s) shall visibly mark as "Confidential" each part of their proposals which they consider proprietary information that could be exempt from disclosure under Section 30-4-40, Code of Laws of South Carolina – the Freedom of Information Act (FOIA). The "Confidential" mark should be in bold font of at least 12-point type, in the upper right hand corner of each page. If any part is designated as "Confidential," there must be attached to that part an explanation of how the information fits within one or more categories listed in Section 30-4-40. The County reserves the right to determine whether this may be brought against the County or its agent for its determination in this regard. **MARKING YOUR ENTIRE PROPOSAL CONFIDENTIAL/PROPRIETARY IS NOT IN CONFORMANCE WITH THE SOUTH CAROLINA FREEDOM OF INFORMATION ACT ABSENT EXPLANATION PROVIDING AN EXEMPTION UNDER SECTION 30-4-40.**

***Purchasing Regulations:*** This solicitation is subject to the provisions of the Spartanburg County Procurement Ordinance and any revisions thereto. A copy of the Purchasing Ordinance may be

obtained from the County's webpage ([www.spartanburgcounty.org](http://www.spartanburgcounty.org)) or from the Purchasing Department (864) 596-2519. Spartanburg County reserves the right to negotiate and contract with any individual firm deemed suitable to provide the services required.

***Applicable Laws and Compliance:*** This RFP and any proposal submitted in response thereto shall be governed in all respects by the laws of the State of South Carolina. The Proposer shall comply with applicable Federal, State, and local laws and regulations. By submitting this Proposal, the Proposer certifies it is currently and will remain in compliance with:

The Federal Civil Rights Act of 1964, as amended;  
The Federal Immigration Reform and Control Act of 1986;  
The Americans with Disabilities Act

Proposer is responsible for securing all required business licenses and permits. If requested, Proposer will furnish a copy to the County.

***Public Record:*** Upon award, or Protest, copies of the Proposals will be made available for public inspection, under the supervision of County Purchasing Department staff, from 8:30 a.m. until 5:00 p.m., Monday through Friday, at 366 N. Church Street, Room 1220 Spartanburg, South Carolina.

***Debarment Status:*** By submitting a Proposal, Proposers assert that they are not currently debarred from proposing on contracts by any agency of the State of South Carolina, nor are they an agency of any person or entity currently debarred from submitting Proposals on contracts by an agency of the State of South Carolina.

***Proposer Responsibility:*** The Proposer must assume that any purchase, responsibility, insurance, and action or activity which is necessary for the satisfactory operation of the services requested in this RFP, but which is not specifically designated as a Spartanburg County responsibility, is a responsibility of the Proposer's operation, and the Proposer must include these in the response to this RFP.

***Disclosure of Conflicts of Interest or Unfair Competitive Advantage:*** Proposer warrants and represent that Proposal identifies and explains any unfair competitive advantage Proposer may have in competing for the proposed contract and any actual or potential conflicts of interest that may arise from participation in this competition or receipt of an award. The two underlying principles are (a) preventing the existence of conflicting roles that might bias a contractor's judgment, and (b) preventing an unfair competitive advantage. If Proposer has an unfair competitive advantage or a conflict of interest, the County may withhold award. Before withholding award on these grounds, a Proposer will be notified of the concerns and provided a reasonable opportunity to respond. Efforts to avoid or mitigate such concerns, including restrictions on future activities, may be considered.

***Proposer Qualification:*** The Spartanburg County Government may make such reasonable investigations, including inspections of the Proposer's physical plant, as deemed proper and necessary to determine the ability of the Proposer to perform stipulated contract work and the Proposer shall furnish the Spartanburg County Government all such information and data for this purpose as may be requested.

***Project Schedule:*** Based on the days to complete listed on the Proposal, provide a detailed schedule for completion to include the critical path.

***Fraud Policy:*** Proposers submitting Proposals to Spartanburg County Government must review the County’s policy related to fraudulent activities and acknowledge their responsibilities for protection against acts of fraud in the conduct of business.

***Insurance:*** By submitting a proposal, Proposer agrees to maintain and keep in force during the life of any Contract awarded pursuant to this RFP, with a company or companies authorized to do business in South Carolina, the following insurance policies:

**Commercial General Liability:**

\$1,000,000 per occurrence – (Coverage shall include bodily injury or accidental death and property damage)\*

**Comprehensive Automobile Liability:**

\$1,000,000 per occurrence - combined single limit (Coverage shall include bodily injury and property damage and cover all vehicles including owned, non-owned and hired)\*

**Statutory Worker's Compensation:**

Coverage – (Shall apply to all applicable State of SC laws)

**Employers Liability:**

\$500,000 Each Accident\*

\$500,000 Disease, Per Employee\*

\$500,000 Disease, Policy Limit\*

**Professional Liability Insurance:**

\$1,000,000 per occurrence (if applicable)

**Umbrella Policy:**

N/A

\* A combination of Umbrella/ Excess and primary limit may be used to provide coverage for the amount shown.

Proposer will provide County a minimum of thirty (30) days advance notice in the event the insurance policies (or an insurance policy) are changed or canceled.

Proposer certifies to the County that all subcontractors approved to perform work on this project comply with all of the requirements in this Section.

***Certificate of Insurance:*** A copy of current Certificate of Insurance must be included with the Proposal. Certificates of Insurance for all such policies shall be provided by the Proposer’s insurance agent or broker within ten (10) working days from the date of Notice of Award and shall meet the following requirements:

- (i) SPARTANBURG COUNTY SHALL BE NAMED AS “ADDITIONAL INSURED” FOR ITS INTEREST on Commercial General Liability and any Umbrella policies, regarding ongoing operations, products and completed operations, and this shall be noted on the face of the Certificate of Insurance.

- (ii) **WAIVER OF SUBROGATION.** As a part of the Certificate of Insurance requirement the Proposer shall also include acknowledgement and acceptance of the waiver of subrogation provision granted to the County of Spartanburg, its departments, agencies, boards, employees, and commissions for losses from work performed by or on behalf of the Proposer. This acknowledgement and acceptance should be included in the same section of the Certificate of Insurance that evidences the “Additional Insured” provision.
- (iii) All Certificates of Insurance submitted shall provide on the face of the certificate reference to COUNTY's RFP# 2021024.

**Subcontractors:** Proposer shall not subcontract work hereunder without the prior written consent of the County, and any such subcontract without consent of the County shall be null and void. If Proposer proposes to subcontract any of the work hereunder, it shall submit to the County the name of each proposed Subcontractor, with the proposed scope of work which its Subcontractor is to undertake. Alternatively, the Proposer shall provide a statement that there are no subcontractors.

**Service Providers:** When applicable, list up to three independent firms, within 300 miles of the Spartanburg County that can provide service work to the Proposer’s system. Provide names and direct telephone numbers.

**References:** The County requires Proposers to list at least three (3) references, names, addresses and telephone numbers of contact persons for other companies in South Carolina or neighboring states with whom the proposer has performed or provided similar work, service or product (ie. currently operate the same model number of equipment being proposed) **within the last five years.** References should be listed on Exhibit I.

**Experience:** List five jobs, similar in size, completed by Proposer, within 100 miles of Spartanburg County, **for Governmental entities.** List dollar amount, brief description reference name and phone number for each job.

**Contractor Qualifications:** When applicable a Contractor Qualification Form will be required requesting the following information:

- a. SIC/ NAICS Code
- b. OSHA Recordable Incident Rate
- c. EMR Rate – Provide letters from insurance companies listing proposer and subcontractor EMR ratings. EMR rating letters must be on insurance company letterhead.
- d. Worker’s Compensation Loss Run

Factors (a) through (d) shall be used in conjunction with other required submittal documents as part of the determination process. The County reserves the right to evaluate in its absolute discretion the information submitted.

**South Carolina License:** Proposer is required to submit a copy of its current State of South Carolina license, as necessary for the goods and/or services being procured.

**Bid Bond:** If applicable, Proposer shall submit with their proposal a bid bond in the amount of five percent (5%) of the proposal price. This bond may be in the form of Certified Check, Cashier’s Check or Bank Money Order of any national or state bank and shall be made payable to Spartanburg County. Proposals submitted without being accompanied by any of the foregoing,

as required, shall be considered non-responsive and will be rejected. Any proposal accompanied by a bid bond not properly executed in the opinion of the Procurement Director, may be rejected. The bond will be forfeited to the County by the successful Proposer as liquidated damages in case a bid award is made to that Proposer and the contract and bond are not properly executed within 15 days, unless extended by the County.

A check or money order will be returned to the unsuccessful bidders after award and will be returned to the successful offeror after acceptance of the final contract and surety by the offeror.

**Performance and Payment Bond:** If applicable, the successful proposer, within three (3) working days after acceptance of the proposer's offer by the County, shall furnish a satisfactory performance and payment bond in the amount of the total proposal price. The performance and payment bond must be received by the county prior to the issuance of the executed contract and Notice to Proceed. The three (3) working days may be extended upon written approval by the Procurement Director. A copy of the written approval shall be transmitted to the successful proposer stating the terms of any extension. In the event that the proposer fails to deliver to the Purchasing Department the performance and payment bond in said period of three (3) working days after acceptance of the proposer's offer by the County, then the bid bond of the proposer shall be retained by the County in its entirety and the award will be withdrawn from the proposer. The Bond must be in a format approved by the County before it is made effective. The successful proposer shall have a surety a corporate surety authorized to act as surety in South Carolina. The Performance and Payment Bond will insure that the successful proposer will promptly make payments to all persons supplying labor or materials to the proposer; and shall guarantee to indemnify and save the County, its officers, divisions and employees harmless from all costs, damages and expenses growing out of or by reason of the successful proposer's failure to comply and perform the work and complete the contract in accordance with the specifications in the matter of making, furnishing and/or delivering said work or supplies.

A letter from a South Carolina Banking Institution stating the Proposer has the ability to obtain an Irrevocable Letter of Credit in amount of Proposal is an acceptable substitute. The South Carolina Banking Institution who issues the letter stating the Proposer has the ability to obtain an Irrevocable Letter of Credit must be a financial institution insured by the FDIC or FSLIC.

An Irrevocable Letter of Credit, made out to Spartanburg County, in the full amount of Proposal, will be an acceptable substitute. The Letter of Credit will be subject to the same terms and conditions set forth above for Bonds. The Irrevocable Letter of Credit shall be issued by a financial institution insured by the FDIC or FSLIC.

At the end of the job, all of the Proposer's subcontractors shall send a letter, on company letterhead, that they have been paid in full and Spartanburg County can release the performance/payment bond.

**Ability to Obtain Performance Bond:** If applicable, Proposer shall provide a letter from a bonding company authorized to transact business in the State of South Carolina as a surety stating the Proposer has the ability to obtain a performance/payment bond in amount of Proposal.

**Independent Contractor:** The selected Proposer shall be legally considered an independent contractor and neither the Proposer nor its employees shall, under any circumstances, be considered employees of the County; and the County shall at no time be legally responsible for any negligence or other wrong doing by the Proposer or its employees. The County shall not withhold from the contract payment to the Proposer any federal or state unemployment taxes,

federal or state income taxes, Social Security tax, or any other amounts for benefits to Proposer. Further, the County shall not provide to the Proposer any insurance coverage or other benefits, including Worker's Compensation.

The County shall have the right to reject any Subcontractor which it considers unable or unsuitable to satisfactorily perform its duties. Proposer shall not enter into any cost reimbursable agreements with any proposed Subcontractor without County's prior written authorization. Notwithstanding any consent by the County to a proposed subcontract, Proposer shall remain responsible for all subcontracted work and services. Proposer agrees it shall be as fully responsible to the County for the acts and omission of its Subcontractors, their agents, representatives, and persons either directly or indirectly employed by them as it is for the acts and omissions of persons directly employed by Proposer. Neither this provision, the agreement, the County's authorization of Proposer's agreement with Subcontractor, County's inspection of a subcontractor's facilities or work, or any other action taken by the County in relation to a Subcontractor shall create any contractual relationship between any Subcontractor and the County. Proposer shall include in each of its subcontracts a provision embodying the substance of this provision and provide a copy, upon request, to the County before commencement of any work by a Subcontractor. Proposer's refusal to comply with this provision shall be grounds for the County's termination of this agreement for default, without notice or opportunity to cure.

In addition, Proposer indemnifies and holds the County harmless from and against any claims (threatened, alleged or actual) made by any Subcontractor of Proposer (of any tier) for compensation, damages or otherwise, including any cost incurred by the County to investigate, defend or settle any such claim.

***Award:***

Evaluations:

Spartanburg County will conduct evaluations of the proposals.

Award Criteria:

Spartanburg County shall evaluate each of the Proposals using the criteria set forth in Exhibit D attached hereto. The County reserves the right to request Proposers to appear for an additional presentation followed by a question and answer period, in order to further evaluate qualifications. The additional presentations, if any, will also be scored and combined with prior scoring to determine the successful Proposer. The County is not obligated to accept the lowest cost proposal. The award of the contract, if awarded, will be made to the Proposer providing the most responsive, responsible proposal that provides the best overall value and service. The award, if awarded, will take into consideration several factors, including the soundness and flexibility of the proposal, functional capability, quality of performance, quality of service, ability to provide support, overall cost, the Proposer's experience and the Proposer's references. At the County's discretion, one or more firms may be engaged for this work.

**SPARTANBURG COUNTY RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL PROPOSALS OR PARTS THEREOF, TO GIVE THE PROPOSER THE OPPORTUNITY TO CURE ANY DEFICIENCY RESULTING FROM A MINOR INFORMALITY OR IRREGULARITY IN A PROPOSAL OR WAIVE ANY DEFICIENCY, AS SET FORTH IN THE COUNTY PROCUREMENT ORDINANCE.**

Notice of Intent to Award:

If awarded, the Notice of Intent to Award shall be e-mailed to all Proposers once a decision to award is made. This Notice of Intent to Award shall begin the time to protest the decision to award in accordance with Spartanburg County Code of Laws Section 2-287.

Notice of Award:

If awarded, the Notice of Award shall be e-mailed to all Proposers once a decision to award is made.

**Exhibit A**

**SCOPE OF WORK / SERVICES TO BE PROVIDED**

The Proposer who is awarded the contract shall perform and carry out, those services necessary to complete the **UPCOUNTRY LOCAL WORKFORCE AREA PARTNERSHIP (ULWAP) ADULT, DISLOCATED WORKER TRAINING ACTIVITIES AND ONE-STOP OPERATOR.**

**REQUEST FOR PROPOSALS**

**For Provision of**

**ADULT, DISLOCATED WORKER TRAINING ACTIVITIES  
AND ONE-STOP OPERATOR**

**Pursuant to the Requirements of the**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT**

**PUBLIC LAW 113-128, TITLE I**

**for**

**THE UPSTATE AND GREENVILLE COUNTY LOCAL**

**WORKFORCE AREAS:**

**CHEROKEE, GREENVILLE, SPARTANBURG AND UNION**

**COUNTIES**

**STATE OF SOUTH CAROLINA**



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### Attachments PROPOSER'S RESPONSE PACKAGE

SECTION 1	Evaluation Criteria
SECTION 2	Organization Experience and Financial Information
SECTION 3	Budget Response Package

## **PART I: GENERAL INFORMATION**

### **A. DISCLAIMER**

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014 and implemented on July 1, 2015. The US Department of Labor released the Final Regulations on June 30, 2016, which were published in the Federal Register on August 19, 2016. This request for proposals, any bids submitted by proposers to this request, and any final contracts negotiated with the successful Bidder(s) as a result of this proposal is subject to final laws and regulations and may be changed at any time to be in compliance with those laws and regulations. Bidders are strongly encouraged to follow the Department of Labor's WIOA resource page for the latest updates: [www.doleta.gov/wioa](http://www.doleta.gov/wioa).

As the Upstate Workforce Board and Greenville County Workforce Development Board continue to develop and refine their systems, policies, procedures and regulations, changes may occur. Bidding organizations may be requested to modify program design or the delivery of services. Should a request for a change in program design or service occur, Administrative staff will assist bidding organizations or service providers in the redesign to ensure consistency with Board policy and regulatory requirements.

The Upstate Workforce Board and Greenville County Workforce Development Board reserve the right to cancel or modify this request for proposal or the scope of funding of an approved WIOA program to any extent necessary to ensure compliance with state and/or federal guidelines. This may occur at any time prior to or during implementation of the WIOA programs for PY 2020 or any applicable extensions. Therefore, all successful proposers must demonstrate the capability and agree, in advance, to modify their program design to comply with the new regulations and/or changes to available funds.

### **B. INTRODUCTION/PURPOSE:**

The purpose of this Request for Proposals (RFP) is to solicit competitive applications for the operation of programs to serve Workforce Innovation and Opportunity Act (WIOA) – eligible Adults, Dislocated Workers as well as a One-Stop Operator. Spartanburg County is seeking proposals to provide workforce development activities and services to eligible job seekers residing in Cherokee, Greenville, Spartanburg and Union Counties, South Carolina.

WIOA was signed into law on July 22, 2014 and designed to help job seekers access employment, education, training and support services to succeed in the labor market and matched to employers with the skilled workers they need. This is the first legislative reform in fifteen years of the public workforce system. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, The Wagner-Peyser Act, and the Rehabilitation Act of 1973. Updates from the US Department of Labor will be issued over time. The website for the latest on WIOA regulations is [www.doleta.gov/wioa](http://www.doleta.gov/wioa).

Workforce development oriented organizations, with or without previous experience as a contractor with the Upstate and/or Greenville areas, are encouraged to submit proposals. Only proposals from organizations that can demonstrate that they have the ability to provide workforce development services within the region and scope set forth by Spartanburg County will be considered for funding.

### **C. LOCAL INTRODUCTION:**

The Workforce Innovation and Opportunity Act encourages regionalism. Section 106(c) of the WIOA outlines, in part, that after planning regions are identified, the local boards and chief elected officials shall engage in regional planning processes that result in preparation of a regional plan and regional service strategies, including use of cooperative delivery agreements.

The Greenville County Workforce Development Board and the Upstate Workforce Board have worked together closely since 2006. Over the years, both local boards entered into MOAs to support cost sharing of its SC Works centers and service provider staff. In 2017, the Upstate Workforce Board and Greenville County Workforce Development Board jointly procured an Operator and Adult/Dislocated Worker Service Provider. The contract that resulted from that RFP has been in place and extended from PY17 through PY2020.

For PY2020, the Greenville County Workforce Development Board and Upstate Workforce Board has extended a MOA to form a 4-county service delivery partnership, hereinafter referred to as the Upcountry Local Workforce Area Partnership (ULWAP). The ULWAP desires to solicit a vendor to provide services in the ULWAP counties and that many of the staff positions will be cost shared between the four county areas. It is also the goal for the ULWAP to align policies, procedures, etc. and to function as a seamless local workforce area. To be clear, the ULWAP is comprised of two (2) local workforce board regions – the Greenville County Workforce Development Board region and the Upstate Workforce Board region. Proposals must contain two (2) separate budgets – a budget for providing services in the designated Greenville County local area and a budget for providing services in the designated Upstate local area. The ULWAP intends to award one contract and will be requiring that a monthly invoice for reimbursement be submitted separately to each area for all related costs.

### **D. FUNDING AVAILABILITY**

The planning estimates for the purpose of this RFP are \$1,600,000 - \$2,000,000 for services to WIOA Adults, Dislocated Workers. Employment and training activities for adults and dislocated workers are similar but each has their own funding stream and eligibility requirements. **IMPORTANT NOTICE** - Funding levels identified in this RFP are preliminary estimates and are used for planning purposes only. Total final contract amounts are subject to funding levels for PY21.

The local boards will award a contract based on allocations approved by the State at the beginning of each program year. The South Carolina State Workforce Development Board has set the expectation that the local areas will reach a minimum of 70% expenditures of the total available funds each program year for each funding stream. Therefore, it is expected that the contractor will expend not less than 75% of their total budget each program year.

Bidders should propose comprehensive WIOA services to be provided to Adult, Dislocated Worker customers, but must delineate costs for One-Stop Operator.

### **E. APPLICABLE ACT AND REGULATIONS**

This RFP and programs funded as a result of it are governed by Public Law 113-128 signed into law on July 22, 2014, entitled the “Workforce Innovation and Opportunity Act of 2014,” (WIOA). Contractors shall comply with the WIOA, the Regulations, State and ULWAP Local Area Instructions, agency policies as well as other federal, state and local laws and regulations.

## F. ELIGIBLE PROPOSERS

Any governmental, non-profit or private for profit organization may apply for an award in response to this RFP. Nothing herein is intended to, nor should it be construed to, limit competition. Instead, this RFP is for the purpose of meeting the full needs of the Upstate Workforce Development Area and Greenville County Workforce Development Area using a system of fair, impartial and free competition among all Bidders. It is the intent and purpose of Spartanburg County that this RFP permit competition. To be eligible to receive funds from the Upcountry Workforce Area made available to operate the One-Stop Centers, a proposer must meet the following:

1. Be a public, private or not for profit entity that has a history of providing workforce services. (“and or another interested organization that is capable of carrying out the duties of the OneStop Operator – must demonstrate previous history”)

## G. SERVICE AREA

This RFP is specifically soliciting bids for WIOA Adult, Dislocated Worker services in Cherokee, Greenville, Spartanburg and Union counties, and Business Services and One-Stop Operator functions covering the same counties.

## H. PROPOSER’S CONFERENCE

A question and answer (Q&A) session pertaining to this RFP will be held **electronically on Tuesday, February 2, 2021 at 2:00 P.M. EST**. Local board staff will answer questions and address requests for additional information pertaining to this RFP provided that questions/requests for additional information are submitted in advance by interested Bidders. All questions and/or requests for additional information shall be submitted in via email prior to 12:00 Noon, Friday, January 29, 2021. Questions and/or requests for additional information should be submitted to Ms. Lisa Coleman, Procurement Director by email to [lcoleman@spartanburgcounty.org](mailto:lcoleman@spartanburgcounty.org).

After the bidder’s conference additional questions will be accepted in writing (by email) until 2:00 P.M EST February 12, 2021. No questions can be answered by telephone at any time during the response period. If auxiliary aids and services are necessary for this conference, requests must be made to Spartanburg County within a reasonable period of time prior to the bidder’s conference.

**Upstate Workforce Board is inviting you to a scheduled Zoom meeting.**

**Topic:** SC Works Operator/ Adult and DW Pre-Proposal Conference

**Time:** Feb 2, 2021 02:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/85373901192?pwd=cUxYUUFkRC9qWEtJUk5ZbGtRMDhIU09>

Meeting ID: 853 7390 1192

Passcode: 932809

## One tap mobile

+13017158592,,85373901192#,,,,\*932809# US (Washington D.C)

+13126266799,,85373901192#,,,,\*932809# US (Chicago)

## Dial by your location

+1 301 715 8592 US (Washington D.C)

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 408 638 0968 US (San Jose)

+1 669 900 6833 US (San Jose)

Meeting ID: 853 7390 1192

Passcode: 932809

Find your local number: <https://us02web.zoom.us/j/85373901192>**I. DELIVERY OF PROPOSALS**

Proposals in response to this RFP, **2021024**, will be received by Spartanburg County **until 11:00 A.M. EST February 25, 2021**. Any proposals received after the scheduled date and time will be immediately disqualified in accordance with the S.C. Consolidated Procurement Code and Regulations. Bidders are urged not to wait until February 25, 2021 to submit grant proposals. Grant proposals will be accepted at any time after RFP is issued. Should any errors relative to the grant application due date appear in the Grant Application Request Package, the official due date is **February 25, 2021, 11:00 A.M. EST**. Applications may be hand delivered or mailed to:

**Delivery Address:** (*Feb Ex, UPS, USPS or in person deliveries*)

Spartanburg County Government  
Attn: Lisa Coleman, Procurement Director  
366 North Church Street  
Room 1220  
Spartanburg, SC 29304

**J. KEY EVENTS AND DATES**

- |   |   |
|---|---|
| 1. Request for Proposals Issued               | Week of January 18, 2021                  |
| 2. Question due for Proposers Conference      | Friday, January 29, 2021 12:00 P.M. EST   |
| 3. Proposer's Conference                      | Tuesday, February 2, 2021, 2:00 P.M. EST  |
| 4. Deadline for Receipt of Formal Proposals   | Tuesday, February 25, 2021 11:00 A.M. EST |
| 5. Begin formal Review Process of Proposals   | Week of March 1, 2021                     |
| 6. Written Notification of Intent to Award    | Last week of April 2021                   |
| 7. Final Contract Negotiations with Proposers | May/June 2021                             |
| 8. Each Grant formalized and signed by        | no later than June 30, 2021.              |

## **K. PRESENTATIONS**

Any Bidder may be requested to make an oral presentation of their proposal to the review committee (or their authorized representatives) after the proposal opening. Such presentations provide an opportunity for the Bidder to clarify their proposal and to ensure mutual understanding. Oral presentations, if needed, are by request of the local boards only.

## **L. POLICY OF COMPETITION**

Spartanburg County staff conducts all procurement transactions in a manner providing full and open competition. This RFP identifies all evaluation factors and their relative importance. All responses will be honored to the maximum extent practical. Technical evaluations will be made of all proposals received. Awards will be made to the responsible Bidders and firms whose proposals are most advantageous to the program.

It shall be the Bidder's responsibility to advise Ms. Lisa Coleman, Procurement Director, if any language, requirements, etc., or any combinations thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source. Such notification must be submitted via email to Lisa Coleman, Procurement Director, ([lscoleman@spartanburgcounty.org](mailto:lscoleman@spartanburgcounty.org)) and must be received by Ms. Coleman no later than fifteen (15) days prior to the Grant Application opening date (February 25, 2021 at 11:00 A.M. EST). A review of such notifications will be made.

## **M. RESPONSIVENESS OF PROPOSAL**

1. Proposals will be reviewed solely on the material they contain. No modifications, alterations, additions or substitutions to any proposals will be accepted from applicants after submission.
2. Any proposal that is not in typed form will be automatically considered nonresponsive and issued a score of zero by the review committee.
3. Any proposal that is not submitted with an original signature and ten (10) copies will be automatically considered nonresponsive and issued a score of zero by the review committee.
4. Any proposal that is considered non-responsive will be issued a score of zero by the review committee. A responsive proposal must include all required forms and a complete Proposal Response Package.

## **N. CONTRACT ADMINISTRATION AND NEGOTIATION**

Contracts shall be awarded to responsive Bidder(s) whose proposals are determined to be most advantageous, taking into consideration the evaluation factors containing in this RFP. Spartanburg County, reserves the right to reject any and all proposals received. In all cases Spartanburg County will be the sole judge as to whether a Bidder's proposal has satisfactorily met the requirements of this RFP. Spartanburg County may require Bidder selected by the Board(s) to participate in cost negotiations, technical revisions or other revisions to their proposals to finalize the award. Spartanburg County may make a preliminary selection for Best and Final Bidder.

Terms and Conditions will be a part of all Contracts awarded. The State has not released Terms and Conditions for WIOA at this time but will be included as a part of contracts awarded. Terms and Conditions may be subject to changes as a result of changes in (1) Federal or State Code and/or Regulations, (2) local policy or (3) administrative procedure. Successful applicants must be able to obtain and submit, prior to finalizing the contract, insurance coverage, including liability insurance and bonding.

## O. CONTRACT DURATION

All budgets submitted for activities under this RFP are to be for costs authorized under Public Law 113-128, Title I, in support of Adult, Dislocated Worker and One-Stop Operator functions incurred between **July 1, 2021** – **June 30, 2022**. Proposed activities will be limited to those described in Title I. No guarantee for availability of these funds is made at this time.

## PART II: SCOPE OF WORK

### A. OVERVIEW

The Workforce Innovation and Opportunity Act (WIOA) developed from Vice-President Biden’s job-driven training report. The report identified seven elements of the best practices to be integrated into the service strategies for employment and training programs. The “Job-Driven Checklist” is as follows:

- **Business Outreach/Employer Engagement** – Work up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.
- **Earn and Learn** - Offer work-based learning opportunities with employers – including on-the-job training, internships, and pre-apprenticeships and Registered Apprenticeships as training paths to employment.
- **Smart Choices** – Make better use of data to drive accountability, inform what programs are offered and what is taught, and offer user-friendly information for job seekers to choose what programs and pathways work for them and are likely to result in jobs.
- **Measurement Matters** – Measure and evaluate employment and earnings outcomes.
- **Stepping Stones** – Promote a seamless progression from one educational stepping stone to another, and across work-based training and education, so individuals’ efforts result in progress.
- **Opening Doors** – Break down barriers to accessing job-driven training and hiring for any American who is willing to work, including access to supportive services and relevant guidance.
- **Regional Partnerships** – Create regional collaborations among American Job Centers, education institutions, labor and non-profits.

While the above outlines the core principles of the legislation, it is included in the RFP for understanding of those guiding principles and should not be interpreted that the Bidder would be expected to propose all of the tasks listed.

### B. DESCRIPTION OF SERVICES

#### **Adult and Dislocated Worker**

Under WIOA, Adult and Dislocated Worker core and intensive services are collapsed into “career services” and there is no required sequence of services, enabling job seekers to access training immediately. Some of these services will be provided by partner organizations and programs currently in the SC Works (One-Stop) Center and others will be provided by the grant awarded from this solicitation. It is imperative that the successful Bidder excel in collaboration of resources to ensure the full array of services is available while having no duplication of services. *Career services* to be offered include:

- Eligibility Determination for funding and services
- Outreach, intake 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
- Job search and placement assistance and, in appropriate cases, career counseling, including –
  - Information on in-demand industry sectors and occupations, and nontraditional employment;
  - Appropriate recruitment and other business services on behalf of employers
- Referrals to and coordination of activities with partner programs and services
- Workforce and labor market employment statistics information, which includes job vacancy listings, job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements, and opportunities for advancement within those career pathways



- Performance information and program cost information on eligible providers
- Information for the Center customers regarding the local performance accountability measures
- Information for the Center customers relating to the availability of supportive services or assistance provided by partners
- Referrals to supportive services or other needed assistance
- Information and assistance regarding filing claims for unemployment compensation
- Information and assistance regarding establishing eligibility for financial aid assistance for training and education programs
- Other services needed for individuals to obtain or retain employment that consists of
  - Comprehensive and specialized assessments of the skill levels and service needs of adult and dislocated workers which may include but not limited to – diagnostic testing and use of other assessment tools; in-depth interviewing and evaluation to identify employment barriers; 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;
  - Career planning;
  - Short-term prevocational services, including development of learning skills, how to job search, connecting to community resources;
  - Soft skills training: 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; or
  - English language acquisition and integrated education and training programs, and
  - Follow-up services including counseling regarding the workplace, for participants in WIOA authorized activities who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

Training Services are described as:

- Occupational skills training, including training for nontraditional employment;
- On-the-Job training;
- Incumbent worker training (as authorized by the State Workforce Development Board and local Board)
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs operated by the private sector;
- Skills upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs;
- Job readiness training provided in combination with occupational skills training;
- Adult education and literacy including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with occupational training;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

## **Business Services**

Though Business Services is an integral part of the Adult, Dislocated Worker and Youth service delivery, it is expected that the proposal will address how the Bidder intends to execute the Business Service aspect of the One-Stop (SC Works) system.

SC Works Centers shall offer a broad range of integrated services that are provided at no cost to eligible employers to support economic and workforce development efforts. The Business Services Team will be responsible for coordinating the following employer services with all necessary SC Works Partners:

- Coordinate delivery of services to employers among partners in the One-Stop System, Centers, and affiliate sites, WIOA Core partners (Adult, Dislocated Workers, Youth, Adult Education and Literacy, Wagner-Peyser, and Vocational Rehabilitation), and other One-Stop partners to achieve WIOA Business Services outcomes.
- Connect employers to the One-Stop system, gather business intelligence and assist in Regional Workforce partnership by developing relationships with local and regional businesses and other business focused organizations.
- Provide Strategic Industry Sector Services to the sectors identified by the local area and the greater region (includes Worklink and Upper Savannah).
- Provide services to the businesses in Upstate and Greenville County Workforce Development Areas (Cherokee, Greenville, Spartanburg and Union Counties).
- Develop an understanding of the needs and challenges of businesses in the local areas, and align resources to provide critical solutions in the local and regional economy.
- Promote career pathways communicating the benefits to employers of creating a talent pipeline through work-based learning opportunities.
- Deliver presentations to business and trade organizations regarding workforce related topics and services.
- Evaluate the workforce development, hiring, recruitment and retention needs of businesses, and develop solutions based strategies to meet those needs, including hiring events, career fairs and targeted position placements.
- Participate in layoff aversion activities in conjunction with SC Works partners to convene and provide Rapid Response Services to employees of businesses issuing WARN notices, including work to match employers that might be hiring with those employees who will be laid off.
- Assist employers in utilizing the SCWOS system to effectively recruit and select employees.
- Participate in community outreach events, job fairs, career fairs, and other opportunities for both employers and applicants to promote the SC Works system.
- Work with SC Works system partners to design and align high quality service delivery to both the business and job seeker customer.
- Provide reports of Business Service activities, deliverable and milestones to the local board staff as requested.
- Conduct outreach and collaboration that will result in successful work based learning opportunities for WIOA participants.
- Provide access to labor market data, demographic updates and job trends plus related information.
- Provide other information to employers such as: state and federal tax credits, Federal bonding, business start-up, retention and expansion services, etc.
- Other services as appropriate.

## **One-Stop Operator**

The role of the One-Stop Operator is equivalent to that of a managing partner. In the role, the Operator identifies issues that need to be addressed that have to do with service delivery. The Operator works with co-located partners to form a solution. Certain workforce services are integrated into the framework of the One-Stop service delivery system and are provided through partner agencies under other funding sources. The Operator will be responsible for ensuring a seamless delivery of services from all partners in Cherokee, Greenville, Spartanburg and Union Counties.

### 1. Day to Day Operations

The Operator coordinates, facilitates, promotes, designs and expedites services for the SC Works Upstate and SC Works Greenville systems. Operations include the delivery of the full array of WIOA services to include required and non-mandated partners to all interested job seekers and employers in SC Works One-Stop Centers. The Operator will work to deliver a seamless system of partner services in the ULWAP 4-county area. Activities will include:

- Enforce ULWAP operational policies including hours of operations, data confidentiality, use of Personal Identity Information, proper equipment use, health and safety, emergencies, and service delivery.
- Coordinate with partners to ensure all common areas in the Center are staffed properly.
- Ensure all Centers and services are ADA and EO compliant.
- Coordinate the use of shared equipment (copiers, printers, necessary maintenance, etc.) and supplies (ink and toner) in the Center.
- Maintain updates to the Operations Manual for each Center and coordinate training as needed.
- Implement Centers' staff development plan that includes technical training for use of SCWOS, information sharing, and team building.
- Establish, disseminate and enforce Center policies and procedures.
- Evaluate Center activities for customer satisfaction, continuous improvement and measurement achievement.
- Ensure Partner delivery and effectiveness of services.
- Develop and implement new hire orientation to acclimate new partner employees to site procedures and policies.
- Address customer complaints in a timely and efficient manner.
- Possess a thorough knowledge of building lease terms to ensure compliance and act as a liaison to the landlord.
- Convene quarterly meetings of the One-Stop Partners.
- Provide reports of Center activities, deliverable and milestones to the local board staff as requested.
- Manage other day-to-day business and facility functions of the designated One-Stop Centers.
- Ensure quality service delivery to all customers.
- Maintain partner relationships and participate in existing grant commitments and community projects related to workforce development (as funding allows).

### 2. One-Stop Certification

The One-Stop Operator must achieve the major work components and standards necessary to acquire and maintain One-Stop Certification Standards (Management, Job Seeker and Employer Services). The Operator is responsible for coordinating with the local boards to ensure the system-wide standards are achieved and utilize

continuous quality improvement assessment tools to document success. Development of additional tools may be necessary to achieve and document measurements within the Certification Standards.

### 3. Outreach and Business Services Integration

The local boards have established a Business Services Lead. The Operator will employ the lead and work closely to achieve maximum results in a seamless delivery system. The Business Services Lead coordinates the various business services available through the Center partners through outreach to area professional organizations (Chambers, trade organizations, state level partners, etc.). The lead also serves as the manager of the Regional Business Service Team (ULWAP 4-county service area).

The Operator will provide support to this division and monitor the services delivered and shared across partners and seek process improvements. In addition, the Operator will be responsible to ensure all services are ADA and EO compliant. The Operator will maintain a copy of the Limited English Proficiency (LEP) Plan and maintain up to date ADA compliant equipment. The Operator will ensure staff understands and implements the LEP plan and uses the ADA equipment as needed.

## C. CURRENT CENTER LOCATIONS

It is the expectation that centers will remain in their current locations. Moving or opening additional centers will require board approval. It is expected that centers will be open to the public Monday- Friday 8:30 A.M. to 5:00 P.M. EST.

### **ULWAP Comprehensive Centers:**

#### ***SC Works Greenville***

225 S. Pleasantburg Drive  
Suite E-1  
Greenville, SC 29607

#### ***SC Works Spartanburg***

220 East Kennedy Street  
Spartanburg, SC 29304

### **Affiliate Sites:**

#### ***SC Works Cherokee***

111- C Tiffany Park  
Gaffney, SC 29341

#### ***SC Works Union***

103 West Main Street  
Union, SC 29379

#### ***SC Works Greer***

202 Victoria Street  
Greer, SC 29651

**\*The Greer office houses a single Adult/Dislocated Worker case manager in the Greer Relief location. This site does not offer any other SC Works programs.**

## D. PERFORMANCE STANDARDS

The Bidder shall include performance outcomes that will be achieved consistent with federal performance standards and the performance expectations of the local boards. The boards expects the successful Bidder will propose performance outcomes, but more importantly, the response to this RFP must indicate how the combination of services proposed will achieve performance standards. The State negotiated Program Year 2020 and PY2021 performance measures with local areas. State measures for PY21 are as follows.

### *Adults*

- a. Employment Rate 2<sup>nd</sup> Q after exit- 78.70%
- b. Employment Rate 4<sup>th</sup> Q after exit- 76.50%
- c. Median Earnings 2<sup>nd</sup> Q after exit- \$6,429.00
- d. Credential Attainment within 4 Quarters after exit- 65.50%
- e. Measurable Skills Gains- 50.50%

### *Dislocated Workers*

- f. Employment Rate 2<sup>nd</sup> Q after exit- 81.60%
- g. Employment Rate 4<sup>th</sup> Q after exit- 78.50%
- h. Median Earnings 2<sup>nd</sup> Q after exit- \$7,400.00
- i. Credential Attainment within 4 Quarters after exit- 60.50%
- j. Measurable Skill Gains- 48.50%

## E. ELIGIBILITY

There may be additional guidance issued in regards to participant eligibility for WIOA Adult and Dislocated Worker services. There are basic eligibility criteria for both participant groups:

1. 18 years of age or older
2. US citizen or eligible non-citizen
3. In compliance with Selective Service registration requirements (for male applicants)

Beyond these criteria, each program has separate eligibility requirements. For Adults, priority of service is given to Veterans in accordance with State and Federal definitions and requirements. Beyond Veteran priority, Adult program priority will be given for:

- Recipients of public assistance and other low-income individuals; and
- Individuals who are basic skills deficient.

The South Carolina Department of Employment and Workforce (SCDEW) implemented that 70% of newly enrolled individuals must be low income, to include public assistance recipients, or basic skills deficient.

Unlike WIA that invoked Priority of Service only when funds were limited, WIOA's Priority of Service is in place at all times.

For Dislocated Workers, Veterans are also given priority. Additionally, the Dislocated Worker program must meet one of the following:

1. An individual who has been terminated or laid off from employment, or received a notice of termination or layoff, and is eligible for, or has exhausted unemployment compensation, and is unlikely to return to previous occupation.
2. An individual who has been terminated or laid off from employment, or received a notice of termination or layoff, and has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings.
3. An individual who has been terminated from employment as a result of permanent closure of a plant or facility.
4. An individual who is employed at a facility that has made a general announcement that the facility will close within 180 days.
5. An individual who is self-employed, but is unemployed as a result of general economic conditions or a natural disaster.
6. An individual who qualifies as a displaced homemaker.

## **F. PARTICIPANT TIME AND ATTENDANCE**

Successful Bidders will be required to document a participant's time and attendance throughout the period the participant is receiving training or services. Participants abide by the attendance policy of the training provider. Time sheets must be signed by the participant and verified by the case management through the training provider and maintained in the participant file.

## **G. PAYMENTS MADE ON BEHALF OF PARTICIPANTS**

Participants may be eligible to receive supportive service payments and/or needs-based payments. Successful Bidders will be required to ensure that there are checks and balances between the maintenance of timesheets and other source documents. Failure to fully document the basis for issuing any of the payments may result in disallowed costs. Any disallowed cost related to client services will be the responsibility of the grantee.

## **H. INSURANCE FOR PARTICIPANTS**

The South Carolina Department of Employment and Workforce (SCDEW) will provide accident insurance coverage for WIOA participants participating in program activities including classroom training, work experience and limited internships. The successful Bidder will be required to provide general liability insurance certificate coverage and provide verification annually as part of the compliance documents.

## **PART III: COST CATEGORIES & RELATED SERVICES**

### **A. Cost Allocation Plans**

Cost allocation plans that reflect the allocation of costs to the Adult and Dislocated Worker cost pools are required of all Bidders. A cost allocation plan is a methodology for identifying and distributing any joint costs related to a program, as well as any costs to be allocated under plans of other organizational units which are to be included in the costs of federally-sponsored programs. You will notice the required budget forms for this RFP are not broken out by funding stream because allocations are unknown at this time. However, we are interested in your methodology for distributing cost by funding stream. The final contract will clearly identify Adult and Dislocated worker funds.

### **B. Sustainability**

The local boards are particularly interested in innovative approaches that show collaboration in addressing the holistic needs of the participants to be served. Special emphasis should be given to how the private sector will play a role in this initiative. The Bidder's connections to local employers and specific plans for addressing employers' needs and eliciting their investment in the system should be provided in the application. Bidders may choose to include a summary table of new initiatives that will be started with award of this grant to include projections of numbers of adults and dislocated workers that will be served each year and annual funding levels anticipated.

### **C. Reporting**

The successful Bidder will be required to submit monthly payment invoice by the 10<sup>th</sup> calendar day of each month. Appropriate supporting backup documentation for the payment must be attached to each submitted invoice. In addition the Annual financial closeout report will be due to the local Administrative office no later than August 15. It is expected that the bidder will have a financial tracking system to track obligations and expenditures on a real-time basis. This should include Direct services to participants (training vouchers, supportive services, etc.) as well.

In addition, the successful Bidder will abide by all data entry requirements of the South Carolina Works Online Services (SCWOS) Users Guide. Local board staff will provide training to the successful Bidder on the operation of this system in regards to eligibility determination, reporting requirements, SCWOS forms, intensive services, case notes, performance, follow-up, etc. upon request. Successful Bidders are expected to comply with all Federal, State and Local instructions and guidance.

The successful Bidder must be familiar with the new OMB Circular 2 CFR 200 and be prepared to comply with the OMB Circular revisions contained within.

### **D. Monitoring and Evaluation**

Successful Bidders will be required to develop internal monitoring procedures to ensure program operations are conducted in compliance with the WIOA and its Final Rules and Regulations.

## **PART IV: SPECIAL INSTRUCTIONS AND CONDITIONS**

### **A. AMENDMENTS**

If it becomes necessary to revise any part of the RFP(s), all amendments will be provided in writing to all Bidders. **Verbal comments or discussion relative to this solicitation cannot add, delete or modify any written provision. Any alteration must be in the form of a written amendment to all Bidders.**

### **B. CONTRACT TYPE**

The local boards will consider two types of contracts either Cost Reimbursement or Fixed Price/Performance Based, as described below:

1. Cost Reimbursement. A contract or grant with a line item budget based on all authorized and legitimate costs to be incurred by the contractor in carrying out the approved training activity. The contractor is reimbursed for actual expenses according to the approved line item budget.
2. Fixed Price/Performance Based. A fixed price contract is an agreement in which full or partial payment held until performance of clear outcomes occurs such as job placement and/or the attainment of six (6) month employment retention. Such a contract is negotiated based on submission of a line-item budget and definite benchmark payments in response to this RFP. Bidders submitting fixed price/performance based proposals must complete a line item budget and a proposed payment schedule or risk being declared non-responsive. The line item budget must show actual cost and must include profit when applicable. Profit is to be separately identified and shown in a designated line item as appropriate. All fixed price/performance based contracts will be negotiated based on the Bidder's proposed performance levels. Therefore, the Contractor will earn the full-negotiated fixed price only upon achievement of these levels.

Criteria for profit must be verified and validated by board staff. Criteria for profit may be used to evaluate the Bidder request for payment of profit. Payment of profit to the Bidder may be payable on a monthly, quarterly, mid-year or end of the year (close-out) basis. Criteria for profit may be negotiated with the selected Bidder.

### **C. MULTIPLE PROPOSALS**

Proposals must be submitted to provide services/activities in the ULWAP 4-county region. One service provider/operator will be awarded. We will not accept proposals for a portion of services.

### **D. COPIES TO BE SUBMITTED UNDER SEAL AND AUTHORIZED SIGNATURES.**

Each Bidder is to submit an original and ten (10) total copies of their proposal. One with original signatures that is clearly stamped or marked with the word "ORIGINAL". Each copy of the proposal and all supporting documents should be unbound and 3 hole punched in a single volume. The name of the Bidders organization, name of person submitting the proposal, type of proposal submitted, "Request for Proposal 2021024" and the RFP date must be typed or written on the envelope or wrapping containing the proposal. The pages of the proposal must be numbered and the font size should be at least 12 point.



## **E. REQUIRED SIGNATURE**

Each grant application must be signed by an official authorized to contractually bind the Bidder and commit to the provisions of the proposal. Unsigned proposals will be rejected. The proposal shall include a statement to the effect that the request is firm for a period of at least 90 days from the closing date for submission.

## **F. ADMINISTRATIVE FISCAL CAPABILITIES**

The Bidders administrative fiscal capabilities will be assessed by a review of the completion of the Bidders Response Package. Before contracts are finalized, local board representative(s) will complete a Pre-Award survey and may visit the offering entity to affirm certain items. Any discrepancies found will be brought to the attention of the review committee prior to contract finalization and may affect award of a contract.

In general, Bidders who are awarded a contract will be required to maintain records for a time period sufficient to cover federal administrative timelines.

## **G. DOCUMENTS REQUIRED OF SELECTED PROPOSERS**

Before contracts are finalized, selected applicants shall provide additional compliance information to Spartanburg County including: federal ID number; list of Board members, charter and bylaws; certification of signatory authority; banking arrangements; current fiscal statement and most recent audit; bonding agreement; indirect cost plan (if applicable); suspension and debarment certification; certification of a drug free work place; grievance procedures; and, staff, personnel and travel policies. Some of the items mentioned above must be submitted with the proposal.

A Proposal received by Spartanburg County is considered a public document under provisions of the South Carolina Freedom of Information Act (FOIA) unless it contains information that may clearly be considered accepted and excluded from disclosure according to State statute. All information that is to be considered confidential and/or proprietary must clearly be identified, and each page containing confidential and/or proprietary information, in whole or in part, must be stamped as CONFIDENTIAL, in bold font of at least 12-point type, in the upper right hand corner of the page. The County reserves the right to determine whether this information should be exempt from disclosure and no legal action may be brought against the County or agents for its determination in this regard.

## **H. TIME FRAME**

All budgets submitted for activities under this RFP are to be for costs authorized under Public Law 113-128, Title I, in support of Adult, Dislocated Worker and One-Stop Operator Activities incurred between July 1, 2021 – June 30, 2022. No guarantee for availability of these funds is made at this time. The awarding agency's funding obligations under any agreement are contingent upon receipt of funds from the USDOL/State allocation within the awarding agency's total jurisdiction. The awarding agency is in no way obligated for any funds not received nor any decrease in funding required by allocation formulas.

## **I. INDIRECT COSTS**

All Bidders who include indirect costs in their application budget must have an indirect cost plan approved by their cognizant agency. However, this may be negotiated in the awarded budget based on final WIOA allocations for Program Year 2021.

## **J. DISCUSSION/NEGOTIATION**

By submission of a proposal, Bidders agree that during the period following issuance of a proposal and prior to final award of contract(s), the Bidder shall not discuss this proposal request with any party. All communication must be with Spartanburg County Procurement Director, Ms. Lisa Coleman. Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of their proposals, and such revisions may be permitted after submission and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing Bidders.

## **K. PROHIBITION OF GRATUITIES**

Bidders and their representatives as well as officials who review and make judgments on any award made as a result of this RFP are prohibited by South Carolina law as amended at Section 8-13-420 from making or accepting any compensation or promise of future employment to influence any action, vote, opinion, or judgment.

## **L. APPEAL/PROTEST POLICY**

Proposers who are aggrieved in connection with the solicitation or award of contract may protest in accordance with Spartanburg County Procurement Regulations. Protests shall be submitted in writing to the Procurement Office within seven (7) calendar days of the Intent to Award Notice.

NOTE: The appeal process is established to provide recourse for Bidders who think that their proposal did not receive proper consideration. Bidders entering an appeal should be prepared to document specific facts that put the aggrieved Bidder at a competitive disadvantage and document violation of specific sections(s) of the Act or Regulations. Bidders cannot appeal simply because they believe their program to be superior to any selected. Spartanburg County reserves the right to refuse to consider any appeal that does not identify specific procedural shortcomings.

## **M. PROPOSER'S RESPONSIBILITY**

All Bidders are responsible for understanding conditions relating to the scope and restrictions of work to be done as a result of this request. The failure of Bidders to acquaint themselves with instructions, conditions, and information relative to the RFP and its scope of work does not relieve them of any obligation with respect to this request or to the contract.

## **N. AFFIRMATIVE ACTION**

Bidders who are awarded contracts will comply with all Federal and State requirements concerning fair employment. As a condition to the award of financial assistance under WIOA, the grant applicant assures that it will comply with nondiscrimination and equal employment opportunity provisions of WIOA with respect to the operation of WIOA programs or activities.

## **O. OPTIONS TO EXTEND**

Based upon funding availability, the boards may extend a contract period of performance if it appears to be in the best interest of both boards and is agreeable with the contractor. If performance is satisfactory and grant administration is found to be in compliance with all program regulations, the Grant may be extended on a year-by-year basis for up to three additional years. The boards may adjust slot levels; number of participants served; and/or associated costs at any time during the contract period.

## **P. STAFF QUALIFICATIONS**

For each proposed staff position, the Bidder must provide education and experience requirements and performance standards that staff will be expected to meet. Bidders should address special computer and technological skills of staff persons that will be essential to efficient use and maintenance of the WIOA customer tracking system. The Bidder should provide information on WIOA-relevant workshops, conferences, seminars, professional organizations and/or other activities key staff members have participated in over the past two years to stay abreast of current and best practices in the employment and training field. For vacant staff positions, Bidders should attach a statement of their commitment to hire qualified staff and to ensure that staff will stay current and knowledgeable in all areas associated with their job responsibilities. If the staff person is known, a resume for that individual should be attached to the job description(s).

The ULWAP area is committed to continuous improvement and as such encourages staff development and training opportunities for professional staff. In addition to attendance at State and Regional conferences, the ULWAP area seeks to fill staff positions with highly qualified and certified individuals. Appropriate workforce

professional certifications are available at a number of vendors. It is expected that case managers will be certified as Career Development Facilitators (CDF) or Certified Workforce Development Professionals (CWDP).

## **Q. AUDIT/MONITORING EXCEPTIONS**

No contracts will be finalized with approved Bidders who have outstanding audit resolutions and/or monitoring exceptions unless negotiations have been initiated and the board staff determines that a resolution is forthcoming. Funding under this RFP may be decreased by an amount equal to costs disallowed as a result of any prior financial and compliance audit, monitoring, or otherwise.

## **R. FORMAT FOR PROPOSAL**

Proposals are to be designed to provide the board with a straightforward presentation of the Bidder's ability to satisfy the requirements of this RFP. Bidders must address the technical and cost factors associated with the proposal. The proposal must, therefore, be prepared in accordance with the format outlined in the Evaluation Criteria, Technical Response Package and Budget Response Package. Elaborate brochures and other promotional materials are not desired.

## **S. ERRONEOUS PROPOSAL**

Correction or withdrawal by the Bidder of an inadvertently erroneous proposal, before proposal opening or withdrawal by the Bidder of an inadvertently erroneous proposal afterwards based on such mistakes, may be permitted. Each written request to correct or withdraw a Grant application must document the fact that the Bidder's error would cause him substantial loss.

## **T. PROPOSAL AND PRESENTATION COSTS**

The Bidder will bear all costs associated with the preparation and any oral presentation of the proposal. The boards will pay on behalf of its own employees and agents the cost of all reasonable travel and living expenses associated with evaluation visits to a Bidder's location (if deemed necessary).

## **U. PROPOSAL CONSTITUTES OFFER**

By submitting a proposal, the Bidder agrees to be governed by the terms and conditions as set forth in this document, in the Workforce Innovation and Opportunity Act and any changes in the WIOA Federal Regulations. Any proposal containing variations from the terms and conditions of this RFP, at the sole discretion of Spartanburg County, may be determined unresponsive. Any inconsistencies between the RFP and other contractual instruments shall be governed by the terms and conditions of the RFP, except where subsequent amendments to any award resulting from this RFP are specifically agreed to in writing by the parties to supersede any such provisions of this RFP.

## **V. LOCAL BOARD RIGHTS AND OBLIGATIONS**

The local boards reserve the right to select such Bidders which it deems appropriate and are not bound to accept any proposal based on price alone, further reserving the right to reject any and all proposals if it is deemed to be in the best interest of the ULWAP Area. The Greenville County Workforce Development Board, Upstate Workforce Board, Spartanburg County nor any agent thereof, on behalf of the ULWAP Area will be obligated in any way, by any Bidder's response, to this RFP.

## **W. SPECIFICATIONS MANDATORY**

In order to have an acceptable proposal, the Bidder shall meet all of the specification requirements set forth in Parts I-VI and the Budget Sheets of this RFP. By incorporating these specifications into the proposal the Bidder is agreeing to comply with them, subject to acceptance by Spartanburg County of any amendments submitted by the Bidder.

## **X. SUBCONTRACTS/SUBTIER AGREEMENTS**

If the Bidder plans to subcontract any activities or funds pursuant to an award, a copy of the proposed subcontract agreement must be attached as a part of the proposal. No part of a proposal (or subsequent contract) may be subcontracted without prior written approval by both boards. The Bidder in subcontracting of any of the services and/or activities hereunder expressly understands that in entering such subcontracts, Spartanburg County and Greenville County is in no way liable to the subcontractor.

## **Y. CONTRACT AWARD**

Contracts shall be awarded to responsive Bidder(s) whose proposal are determined to be most advantageous, taking into consideration the evaluation factors set forth hereinafter. However, the right is reserved to reject any and all proposals received, and in all cases Spartanburg County will be the sole judge as to whether a Bidder's proposal has or has not satisfactorily met the requirements of this RFP, as governed by the SC Consolidated Procurement Code and Regulations. Terms and conditions that are included in this RFP will be part of all Contracts awarded. Terms and Conditions may be subject to changes as a result of changes in (1) Federal or State Code and/or Regulations, (2) local policy or (3) administrative procedure. Notice will be mailed to Bidders, informing them of the success or lack thereof, of their proposal to receive an award.

## **Z. ADDITIONAL INFORMATION**

The following items do not need to be considered when making a proposal. These items have been purchased previously and will be available once the contract is awarded.

- Equipment/Furniture in SC Works Centers – desks, chairs, computers for staff, phone system and copier, meeting space/classroom furniture (conference tables, chairs, computer labs).
- Estimated funds for this project range between \$1,800,000.00 - \$2,700,000.00
- It is preferred that bidders designate 30% of the proposed budget towards training and supportive services.

# ATTACHMENTS

## PROPOSER'S RESPONSE PACKAGE

SECTION 1

Evaluation Criteria

SECTION 2

Organization Experience and Financial  
Information

SECTION 3

Budget Response Package

## **SECTION 1: EVALUATION CRITERIA**

### **Narrative Instructions**

In order to provide a clear vision of the program design and planned outcomes, please address all of the following in order:

- **Executive Summary** – a brief summary highlighting details (no more than 2 pages)
- **Main Purpose** – a mission statement or statement of intention
- **Goals/Objectives/Performance Outcomes** – **Describe the recruitment process and plan to recruit while completing the service plan for WIOA participants. This should include the number of participants to be served and projected performance levels of performance.**
- **Target Group(s)** – Identify any target groups and the number of each to be served.
- **Staffing Plan** – describe the range of activities to be performed by the staff. Include a job title and job description for each WIOA funded position proposed along with any minimum qualifications. If the identity of the staff member is known, please include his/her resume. If the position has no staff member identified, please note. It is imperative that the successful Bidder employ professional staff that is committed to staying current in all areas associated with his/her job responsibilities. Right of First Refusal to staff will be required for any Bidder during the contract negotiations.
- **Facilities** – It is expected that the program(s) operate within the SC Works Centers in the ULWAP area. At this time there are five - one located in each of the service counties. 2 of the centers are considered Comprehensive (Greenville and Spartanburg). The other 3 centers are considered affiliate sites (Cherokee, Greer, and Union). Describe what activities will be provided in the Center(s). Please note the Greer site only houses one Adult/DW case manager, and it does not currently deliver any other SC Works services.
- **Partnerships** – Describe any partnerships that will be used in the project. Who is involved? What are the roles and responsibilities of each partner? Include letters of support from the partners and any MOAs already in place. Describe how you will coordinate services and collaborate with the WIOA required partners and other added partners as appropriate.
- **Description of the Proposer** – What is the legal name of the organization, the legal status, and main purpose? How is the organization funded? Include an organizational chart showing lines of authority.
- **Experience** – Outline specific programs the organization has operated funding during the last three years that demonstrates experience in operating similar projects. Give program descriptions, funding sources, performance information and references. If the relevant experience has not occurred in the last three years, include the following:
  - number of years for each population
  - coordinated activities with schools, faith-based and/or community organizations, and business/employers operating those programs and your role with those partnerships
  - Data demonstrating past experience and performance for each population in the proposal
  - Reporting documents used in past experiences
  - Success indicators for previous experience
  - Location where the service was provided. Describe the accessibility, security, program requirements.
- **Administrative Capacity**- Describe the process the organization uses to capture and report information on program participants. What monitoring and evaluation of program operations and staff are routinely carried out?
- **Fiscal Capacity** – Describe the process used to capture and report fiscal information. What systems are in place to ensure fiscal accountability and appropriate expenditure of funds?
- **Subcontracts** – Are there plans to subcontract for services and activities within the proposal? If so, describe the nature of the subcontracts, the subcontractor, the services to be provided by subcontractor and the planned cost.

- **Program Description** – Describe the overall plan of service for any activity proposed. How will you recruit? What will be the customer flow? Which services will you coordinate with partner resources and which will you provide directly? Describe how the activities will be provided. How will you address Career Pathways and focus on the priority clusters? How will you increase the number of industry recognized credentials within the clusters of training? How will you blend skills training with work-based learning? How will you address the focus on financial literacy services? Are you prepared to work with English language learners? How are you planning to provide One-Stop Operator Services?

### **Budget Instructions**

The Budget Summary is a summary of allowable cost objectives by line item. Each of the following worksheets is summarized on this worksheet to establish a project total.

The Staff Salaries, Fringe Benefit and Indirect Cost Worksheet present a detailed cost of individual allowable costs by line item. This sheet details the number of staff positions by job title or staff member, associated fringe benefits and indirect cost fee for the project.

Profit Sheet (if applicable) details what items profit is charged on and provides a summary of how profit is figured.



## **PART 2: EVALUATION CRITERIA**

The local boards will identify one eligible provider of Adult, Dislocated Worker activities and One-Stop Operator in the local area by awarding grants or contracts on a competitive basis and in consideration of recommendations of the review committee.

The proposal review committee will evaluate the project proposals received based on the evaluation criteria included in this solicitation. Proposals receiving the minimum score to be considered (70) will be discussed by the review committee to determine best fit for the area's need in regard to service area, program elements to be provided and budgetary concerns. The committee will make a recommendation of funding to the Upstate Workforce Board as well as the Greenville County Workforce Development Board. The Boards will take action on the Committee's recommendation. It is at the sole discretion of the Upstate and Greenville Workforce Boards which proposal(s), if any, may be selected. It is expected that there will be a sole provider for all services in all four counties.

The criteria that will be used to evaluate proposals are below with respective point values. An application must achieve an aggregate score of 70 to be considered for funding.

<b>A. Program Effectiveness</b>	<b>Weight 30</b>
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1. Are the target groups clearly identified? Does the Bidder identify recruitment strategies?
2. Is there a clear description of the scope of the program?
3. Does the Bidder intend to operate within the SC Works Centers? Are additional satellite locations necessary?
4. Does the proposal describe partners that will be used? Are the roles clearly defined? Are there letters of support included?
5. If the proposal includes subcontracts, are the agreements fully described?
6. Does the organization have the ability to provide or arrange appropriate supportive services or financial assistance in accordance with the service strategy?
7. How does the Bidder plan to provide services? Does the Bidder have a plan for monitoring project success? Participant/Center success?
8. Does the proposal present a logical plan for participants transitioning to the new provider and continuing his/her employment plan?
9. Does the proposal show effective strategies for providing participants a sustainable career and not remedial unsustainable jobs?
10. Does the proposal include utilization of labor market information and career pathway information to drive training priorities? Does the proposal address sector strategies?
11. Does the proposal include a strong follow-up component to ensure success for participants after exit?

<b>B. Performance (Demonstrated/Projected)</b>	<b>Weight 20</b>
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1. Has the Bidder clearly outlined the goals and objectives of the program? Are the outcomes acceptable?
2. Did the Bidder demonstrate understanding of benchmark goals as indicators of the program objectives? Did the Bidder include goals to monitor the success of the project?
3. Does the Bidder have successful experience in serving the eligible population with services related to education and employment goals?
4. If the Bidder is a current provider, is the current grant successful in terms of performance outcomes and/or monitoring visits?

<b>C. Proposer's Qualifications</b>	<b>Weight 20</b>
-------------------------------------	------------------

1. Does the Bidder have the organizational structure to administer the proposed project?
2. Does the Bidder meet the WIOA requirements to bid on the proposed project?
3. Does the Bidder have the background and experience in providing training services of a local community?
4. Does the proposal include an organizational chart and job descriptions for all budgeted staff?
5. Does the proposed staff have appropriate experience to provide the services of the project? If positions are vacant, does the proposal demonstrate an ability to recruit professional staff to operate the project on the proposed timeline?

<b>D. Fiscal Responsibility</b>	<b>Weight 20</b>
---------------------------------	------------------

1. Has the Bidder demonstrated ability to safeguard federal funds? Could the Bidder repay disallowed costs if disallowances are made during the monitoring of the grant?
2. Does the Bidder have a history not characterized by fraud and/or criminal activity of a significant nature? Has the Bidder not had a history of failure to comply with audit, monitoring, or reporting requirements?

3. For Fixed Price – Performance Based proposals, does the proposed payment schedule reflect payment based on achievement of recognized performance goals that are documented?
4. Are the costs reasonable for the activities to be provided and performance outcomes to be achieved?
5. Is the budget detailed and accompanied by a budget narrative?

<b>E. General Responsiveness</b>	<b>Weight 10</b>
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1. Does the application demonstrate an understanding of information requested and conform to the requirements of the RFP?
2. Does the proposal demonstrate an understanding of the guiding principals of WIOA?
3. Is the response complete with the items requested?
4. Is there internal consistency of data presented?
5. Is the Executive Summary clear and concise?

**SECTION 2:**  
**APPLICANT'S ORGANIZATION, EXPERIENCE AND FINANCIAL INFORMATION**

Information regarding the following items shall be furnished in sufficient detail to allow a full and complete business evaluation. If a question is not applicable or the answer is none, it should be annotated as such.

- A. Name of Agency** or organization, phone number and mailing address. If a non-governmental agency, provide the name under which you are incorporated.

\_\_\_\_\_

Name

\_\_\_\_\_

Address

\_\_\_\_\_

Phone No.

- B. Description of Method and System of Accumulating Costs** under Government Contract subject to Audit.

1. **Has your Accounting System been approved by any Government Agency?**

Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, name and location of Government Agency:

2. **Cost Accounting System** (General Description):

3. What was your overhead rate for your last completed fiscal year?

4. Has your indirect cost rate(s) been evaluated and accepted as current bidding rates by any Government Agency? Yes \_\_\_\_\_ No \_\_\_\_\_

5. Provide a general description of purchasing procedures used, including comments on selection of sources, treatment of purchase discounts, and make or buy policy should be provided.

- C.** Does your company have all the necessary personnel, experience, and equipment to perform the work required or the resources to obtain such work and is your agency prepared to perform and complete the contract within the prescribed time frame? **Make a definite statement:**

- D.** Organization's Structure and Experience

1. **Organizational Chart.** ATTACH a current organizational chart that outlines administration of proposed project. Include lines of authority and supervision for program operation.

- a. After the award of a contract, all suitable employment openings must be listed with the local office of the S.C. Department of Employment and Workforce.
- b. Changes in the approved listing of key staff represent a contract modification and should not be made without prior notification to the ULWAP Administrative staff. Notification must be submitted in writing to ULWAP Administrative staff prior to any staffing changes.

## **SECTION 3**

### **BUDGET RESPONSE PACKAGE**

*Use Microsoft EXCEL budget sheets provided as an attachment to this RFP.*

**Exhibit B**

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**INSTRUCTIONS TO PROPOSERS**

1. **Enter Proposer's name on any specifications or descriptive papers submitted with this Proposal.**
  2. Show trade name or brand of any article included in the specifications.
  3. When required, furnish samples, free of expense, prior to the Proposal opening. Label each **sample with Proposer's name and the item number. Should you wish samples returned, at your expense, when not destroyed in tests, please indicate such in writing at the time of submission of the sample.**
  4. Proposals must be submitted on this form. Proposals made otherwise will be subject to rejection.
  5. Lump sum proposal price must include the amount of ALL FEES charged by Proposer. Proposals that do not include all fees will be rejected.
  6. Lump sum proposal price must include the amount of ALL TAXES, including any South Carolina state sales tax and any use tax which may be owed by Spartanburg County as a result of this Proposal. Proposals which do not include all taxes will be rejected.
  7. Lump sum proposal price must include ALL COSTS OF TRANSPORTATION AND DELIVERY to the required destination. Proposals which do not include all costs of transportation and delivery will be rejected.
  8. This Proposal is subject to the Spartanburg County Procurement Ordinance, this Request for Proposal (RFP) and the attached County contract.
  9. If someone other than an officer of the corporation/company will be signing the contract, a corporate/company resolution **MUST** be attached to the proposal authorizing the individual to sign. Proposals that do not include a corporate/company resolution, when required, will be subject to rejection.
  10. **This RFP provides basic information regarding the County's requirements. Items that are not specifically requested in this RFP, but are necessary to provide the goods/services requested, must be included in the Lump Sum Proposal Price.**
- 
-

PROPOSAL FOR RFP # 2021024

UPCOUNTRY LOCAL WORKFORCE AREA PARTNERSHIP (ULWAP)  
ADULT, DISLOCATED WORKER TRAINING ACTIVITIES  
AND ONE-STOP OPERATOR

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Proposer has examined this Request for Proposal, the Advertisement for this Request for Proposal, and the following Addenda (receipt of which is hereby acknowledged):

Company Name: \_\_\_\_\_

By: \_\_\_\_\_ (Signature)

\_\_\_\_\_ (Printed Name)

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Check box if corporate/company resolution attached (See Instruction 9 above).

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Addenda Number: \_\_\_\_\_ Date: \_\_\_\_\_

Addenda Number: \_\_\_\_\_ Date: \_\_\_\_\_

Addenda Number: \_\_\_\_\_ Date: \_\_\_\_\_

Addenda Number: \_\_\_\_\_ Date: \_\_\_\_\_

**Exhibit C**

**Sample of Corporate / Company Resolution**

**A RESOLUTION**

FOR THE PURPOSE OF AUTHORIZING \_\_\_\_\_ TO EXECUTE AN  
CONTRACT WITH SPARTANBURG COUNTY

**WHEREAS,** \_\_\_\_\_ will or has submitted a bid/proposal to Spartanburg  
County for the purpose of providing goods or services; and

**WHEREAS,** \_\_\_\_\_ may be or has been awarded a contract to provide good  
or services to Spartanburg County; and

**NOW THEREFORE BE IT RESOLVED** that the Board of Directors (or other appropriate  
governing body) of \_\_\_\_\_ does hereby approve and authorize  
\_\_\_\_\_  
(Name of Individual) to execute a contract with Spartanburg County in an amount  
not to exceed \$ \_\_\_\_\_.

**ADOPTED AND APPROVED** this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

[INSERT NAME OF ORGANIZATION]

ATTESTED

\_\_\_\_\_

By: \_\_\_\_\_ (signature)

\_\_\_\_\_ (printed name)

Title: \_\_\_\_\_



## Exhibit D

### EVALUATION / AWARD CRITERIA

Note: The proposals will be publicly opened. Only the names of the proposers and prices will be disclosed at the opening. Contents of the proposal shall not be disclosed during the evaluation or negotiation phases. Proposals shall be available for public inspection after award of the agreement. Proposals must be clearly marked "*CONFIDENTIAL*" for each part of the proposal that is considered to be proprietary information that could be exempt from disclosure under Section 30-4-40, Code of Laws of South Carolina, 1976, *as amended* ("South Carolina Freedom of Information Act"). If any part is designated as "*CONFIDENTIAL*", there must be attached to that part an explanation of how this information fits within one or more categories listed in Section 30-4-40. The County reserves the right to determine whether this information should be exempt from disclosure.

Spartanburg County shall evaluate each written proposal, determine whether oral discussions are necessary, then based on the content of the written proposal and any oral discussion, select the proposer best qualified for the project and which is most advantageous to Spartanburg County, based on the following factors listed below.

Proposers must achieve an aggregate score of 70 or above to be considered for funding.

- Program Effectiveness: 30%
- Performance (Demonstrated/Projected): 20%
- Proposer's Qualifications: 20%
- Fiscal Responsibility: 20%
- General Responsiveness: 10%

Spartanburg County reserves the right to accept and/or reject any and all proposals received as a result of this request, and to negotiate with any and all qualified proposers. An award resulting from this request shall be made to the responsive and responsible proposer whose proposal is determined to be in the best interests of Spartanburg County, taking into consideration the cost and the evaluation factors set forth herein. Spartanburg County will be the sole judge as to whether a proposal has satisfactorily met the requirements of this request for proposal.

*Representatives of Spartanburg County will evaluate individual proposals. Any proposer determined to be technically unqualified, or whose proposal is deemed unresponsive, will not be considered further. Any proposer that has demonstrated poor performance during either a current or previous agreement with Spartanburg County may be considered as an unqualified source and their proposal may be rejected. Spartanburg County reserves the right to exercise this option as is deemed proper or necessary.*

**Exhibit E**

# Spartanburg County

## Proposer's Fraud Acknowledgement Form

<b>RFP No: 2021024</b>
<b>Proposal Name: Upcountry Local Workforce Area Partnership (ULWAP) Adult, Dislocated Worker Training Activities and One-Stop Operator</b>
<b>Proposer Information:</b>
Proposer: _____
Address: _____
City, State, Zip: _____
Contact: _____
Telephone: _____
Email: _____

The signature below acknowledges that I am aware of and have read the Spartanburg County Fraud Policy adopted by Spartanburg County Council on July 18, 2005. As a Proposer engaged in a business relationship with Spartanburg County, I understand that I am responsible for aiding in the protection against fraudulent acts (which are defined in the Fraud Policy) by complying with all aspects of the Fraud Policy.

\_\_\_\_\_  
(Name of Corporation or Entity)

By: \_\_\_\_\_ (Signature)

\_\_\_\_\_  
(Print name)

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Copies of Spartanburg County's Fraud Policy can be obtained as follows:

1. Spartanburg County's website at [www.spartanburgcounty.org](http://www.spartanburgcounty.org) under the link to Auditor/Internal.
2. Request a copy from the Internal Auditor at 864-596-3538.

**Exhibit F**

**DRUG FREE WORKPLACE ACT STATEMENT**

The undersigned hereby certifies on behalf of the company listed below that it is in full compliance with the requirements set forth in Title 44, Code of Laws of South Carolina, 1976, Chapter 107, Paragraph 47 and the Drug-Free Workplace Act of 1988 (Public Law 100-690, title V, Sec. 5153, as amended by Public Law 105-85, Div. A, Title VIII, Sec. 809, as codified at 41 U.S.C. § 702) and Department of Commerce implementing regulations published at 15 CFR Part 29, “Government-wide Requirements for Drug-Free Workplace (Financial Assistance)” (published in the Federal Register on November 23, 2003, 68 FR 66534).

\_\_\_\_\_  
(Name of Corporation or Entity)

By: \_\_\_\_\_ (Signature)

\_\_\_\_\_  
(Print name)

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Exhibit G

EXAMPLE OF CERTIFICATE OF INSURANCE

ACORD <sup>TM</sup> CERTIFICATE OF LIABILITY INSURANCE				DATE (MM/DD/YYYY)	
PRODUCER		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.			
INSURED		INSURERS AFFORDING COVERAGE		NAIC #	
		INSURER A:			
		INSURER B:			
		INSURER C:			
		INSURER D:			
		INSURER E:			
<b>COVERAGES</b>					
THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
INSR ADD'L TR ISSNO	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PER-JECT <input type="checkbox"/> LOC				EACH OCCURRENCE: 1,000,000 DAMAGE TO RENTED PREMISES (Ex occurrence): \$ MED EXP (Any one person): \$ PERSONAL & ADV INJURY: \$ GENERAL AGGREGATE: \$ PRODUCTS-COMP/OP AGG: \$
	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ex accident): 1,000,000 BODILY INJURY (Per person): \$ BODILY INJURY (Per accident): \$ PROPERTY DAMAGE (Per accident): \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EX ACCIDENT: \$ OTHER THAN SA ACC: \$ AUTO ONLY - AGG: \$
	EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE  <input type="checkbox"/> DEDUCTIBLE RETENTION: \$				EACH OCCURRENCE: \$ AGGREGATE: \$ \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR OR PART-TIME EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS BELOW				<input checked="" type="checkbox"/> INSTANT-TERM LIMITS <input type="checkbox"/> OTHER \$ - PAIN/ACCIDENT: 500,000 \$ - DISEASE - EA EMPLOYEE: 500,000 \$ - DISEASE - POLICY LIMIT: 500,000
OTHER					
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS					
SPARTANBURG COUNTY IS LISTED AS AN ADDITIONAL INSURED WITH RESPECT TO GENERAL LIABILITY FOR WORK PERFORMED FOR THEM BY THE NAME INSURED. WORKERS' COMPENSATION POLICIES ARE TO BE ENDORSED TO INCLUDE A WAIVER OF SUBROGATION IN FAVOR OF THE COUNTY, ITS OFFICERS, OFFICIALS, EMPLOYEES AND AGENTS.					
CERTIFICATE HOLDER			CANCELLATION		
SPARTANBURG COUNTY 366 N. CHURCH STREET SPARTANBURG, SC 29303			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <u>30</u> DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE		

**Exhibit H**

**EXISTENCE OF SUBCONTRACTORS FORM**

Will you subcontract any part of this Work? Yes \_\_\_ No \_\_\_ If so, please list the names, addresses and licenses of the subcontractors to be used for the portions of the work listed below.

1. SUBCONTRACTOR NAME \_\_\_\_\_

SUBCONTRACTOR DUTY \_\_\_\_\_

TYPE OF LICENSE: \_\_\_\_\_  
(Attach copy of subcontractor license)

2. SUBCONTRACTOR NAME \_\_\_\_\_

SUBCONTRACTOR DUTY \_\_\_\_\_

TYPE OF LICENSE: \_\_\_\_\_  
(Attach copy of subcontractor license)

3. SUBCONTRACTOR NAME \_\_\_\_\_

SUBCONTRACTOR DUTY \_\_\_\_\_

TYPE OF LICENSE: \_\_\_\_\_  
(Attach copy of subcontractor license)

4. SUBCONTRACTOR NAME \_\_\_\_\_

SUBCONTRACTOR DUTY \_\_\_\_\_

TYPE OF LICENSE: \_\_\_\_\_  
(Attach copy of subcontractor license)

**Exhibit I**

**EXPERIENCES/ REFERENCES**

List five jobs, similar in size, completed by Proposer, within 100 miles of Spartanburg County, **for Governmental entities**. List dollar amount, brief description reference name and phone number for each job.

- a: Name of Project: \_\_\_\_\_  
Owner/Engineer: \_\_\_\_\_  
Telephone No.: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date Started: \_\_\_\_\_ Date Completed: \_\_\_\_\_  
Value of Contract: \_\_\_\_\_  
Project Description: \_\_\_\_\_
  
- b: Name of Project: \_\_\_\_\_  
Owner/Engineer: \_\_\_\_\_  
Telephone No.: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date Started: \_\_\_\_\_ Date Completed: \_\_\_\_\_  
Value of Contract: \_\_\_\_\_  
Project Description: \_\_\_\_\_
  
- c: Name of Project: \_\_\_\_\_  
Owner/Engineer: \_\_\_\_\_  
Telephone No.: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date Started: \_\_\_\_\_ Date Completed: \_\_\_\_\_  
Value of Contract: \_\_\_\_\_  
Project Description: \_\_\_\_\_

d. Name of Project: \_\_\_\_\_

Owner/Engineer: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Address: \_\_\_\_\_

Date Started: \_\_\_\_\_ Date Completed: \_\_\_\_\_

Value of Contract: \_\_\_\_\_

Project Description: \_\_\_\_\_

e. Name of Project: \_\_\_\_\_

Owner/Engineer: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Address: \_\_\_\_\_

Date Started: \_\_\_\_\_ Date Completed: \_\_\_\_\_

Value of Contract: \_\_\_\_\_

Project Description: \_\_\_\_\_



**Exhibit J**  
**County Of Spartanburg, SC**  
**VENDOR LIST APPLICATION**

**FOR OFFICE USE ONLY:**

VENDOR #: \_\_\_\_\_

Company Name: \_\_\_\_\_  
**(MUST MATCH THE NAME THAT WILL APPEAR ON INVOICES & W-9 SUBMITTED FOR PAYMENT)**

Mailing Address: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Payment Remittance Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Telephone: (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_ Extension: \_\_\_\_\_

Fax No. (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_: E-Mail: \_\_\_\_\_

Federal Tax ID number: \_\_\_\_\_ Is this a personal Social Security #? yes \_\_\_ no \_\_\_

**(NOTE – A completed W-9 Form must be returned with this application)**

Is this a Corporation? Yes \_\_\_ No \_\_\_ Small Business? Yes \_\_\_ No \_\_\_ Owned by- Male \_\_\_ or Female \_\_\_

Physical Presence in S.C.? Yes \_\_\_ No \_\_\_ Method of Delivery: \_\_\_ UPS \_\_\_ FedEx \_\_\_ Other

SC Retail License \_\_\_\_, or SC Sales Tax \_\_\_\_, or SC Use Tax \_\_\_ Number \_\_\_\_\_

Minority Vendor? Yes \_\_\_ No \_\_\_ (If yes, attach Certification Certificate.)

**CATEGORY FOR SERVICES OFFERED (CHECK ALL THAT APPLY)**

Architecture/Engineering <input type="checkbox"/>	Environmental Services <input type="checkbox"/>	Maintenance Repair <input type="checkbox"/>
Auto – Parts/Repairs/Body Shop <input type="checkbox"/>	Equipment Rental <input type="checkbox"/>	Medical Supplies <input type="checkbox"/>
Clothing/Uniforms <input type="checkbox"/>	Inmate Services <input type="checkbox"/>	Printing <input type="checkbox"/>
Construction - Major <input type="checkbox"/>	Information Technologies <input type="checkbox"/>	Safety <input type="checkbox"/>
Construction – Minor <input type="checkbox"/>	Landscaping <input type="checkbox"/>	Tele Communications <input type="checkbox"/>
Copier/Printer Equipment <input type="checkbox"/>	Law Enforcement <input type="checkbox"/>	Trade Contractors – HVAC/Plumbing/Electrical <input type="checkbox"/>
Other (not listed) <input type="checkbox"/>	{describe}	

Provide a brief commodity/service description of your business: \_\_\_\_\_

**NOTE:** Placement on the bidders list is a service provided for your convenience. Inclusion is not a binding assurance of future solicitation. To insure bid participation, check our official website at [www.spartanburgcounty.org](http://www.spartanburgcounty.org) to review posted projects that may be of interest to you.

**INSURANCE:** General Liability & Worker's Compensation coverage is required for vendors that perform work for Spartanburg County. If not required by South Carolina State Law to have Worker's Comp, a waiver must be submitted.

Return this completed form and W-9 to:

Mail: Spartanburg County, Purchasing Department, PO Box 5666, Spartanburg, SC 29304 or Fax: 864-596-2297

**ALL PURCHASES MUST BE MADE WITH SIGNED PURCHASE ORDER PRIOR TO AN ORDER BEING PLACED**



# Exhibit K

Form <b>W-9</b> (Rev. October 2018) Department of the Treasury Internal Revenue Service	<h2 style="margin:0;">Request for Taxpayer Identification Number and Certification</h2> <p style="margin:0;">▶ Go to <a href="http://www.irs.gov/FormW9">www.irs.gov/FormW9</a> for instructions and the latest information.</p>	Give Form to the requester. Do not send to the IRS.
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Print or type. See Specific Instructions on page 3.	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:100%; border-bottom: 1px solid black;"> <b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.                 </td> </tr> <tr> <td style="width:100%; border-bottom: 1px solid black;"> <b>2</b> Business name/disregarded entity name, if different from above                 </td> </tr> <tr> <td style="width:100%; border-bottom: 1px solid black;"> <table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:65%;"> <b>3</b> Check appropriate box for federal tax classification of the person whose name is entered on line 1. 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<b>Part I Taxpayer Identification Number (TIN)</b> Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later.  <b>Note:</b> If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; padding: 2px;">Social security number</td> </tr> <tr> <td style="border: 1px solid black; text-align: center;"> <table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:25%; border: 1px solid black; height: 20px;"></td> <td style="width:5%; border: 1px solid black; text-align: center;">-</td> <td style="width:25%; border: 1px solid black; height: 20px;"></td> <td style="width:5%; border: 1px solid black; text-align: center;">-</td> <td style="width:40%; border: 1px solid black; height: 20px;"></td> </tr> </table> </td> </tr> <tr> <td style="border: 1px solid black; padding: 2px;">or</td> </tr> <tr> <td style="border: 1px solid black; padding: 2px;">Employer identification number</td> </tr> <tr> <td style="border: 1px solid black; text-align: center;"> <table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> </tr> </table> </td> </tr> </table>	Social security number	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:25%; border: 1px solid black; height: 20px;"></td> <td style="width:5%; border: 1px solid black; text-align: center;">-</td> <td style="width:25%; border: 1px solid black; height: 20px;"></td> <td style="width:5%; border: 1px solid black; text-align: center;">-</td> <td style="width:40%; border: 1px solid black; height: 20px;"></td> </tr> </table>		-		-		or	Employer identification number	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> <td style="width:10%; border: 1px solid black; height: 20px;"></td> </tr> </table>										
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<b>Part II Certification</b> Under penalties of perjury, I certify that:
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and 3. I am a U.S. citizen or other U.S. person (defined below); and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.
<b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	Signature of U.S. person ▶	Date ▶
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
  - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
  - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
  - Form 1099-S (proceeds from real estate transactions)
  - Form 1099-K (merchant card and third party network transactions)
  - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
  - Form 1099-C (canceled debt)
  - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.
- If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*

**Exhibit L**

## SPARTANBURG COUNTY WORKERS' COMPENSATION STATEMENT OF INDEPENDENT CONTRACTOR

I, \_\_\_\_\_, ( \_\_\_\_\_ ) owner of  
 (Name of Contractor) (Federal ID# or SSN)  
 \_\_\_\_\_ hereby make the following statement about  
 (Name of Business)  
 my relationship with Spartanburg County:

1. I employ three or fewer people and I understand that I am not required by state law to carry workers' compensation insurance.
2. I have agreed to perform certain contract work for Spartanburg County. That work is:  
 \_\_\_\_\_  
 (Brief description of work you are contracted to do)  
 When I complete the work, I will then expect to be paid \_\_\_\_\_  
 (Amount) in a lump sum. Neither I, nor my employees, will be paid by Spartanburg County on an hourly basis.
3. To the extent that I need equipment or supplies to perform the work I have been contracted to do, I have my own equipment and supplies that I will use to perform the work. I will not use any equipment or supplies owned by Spartanburg County.
4. I will start and stop work and perform the work according to my own methods, means, plans and desires. I will not be supervised or instructed on how or when to perform the work. As long as I complete the work in a workman-like manner and to the satisfaction of Spartanburg County by the agreed time, I can and will do the work when I desire and in the manner I desire. I also understand that if I do not perform to the level of expectation or in a timely manner, that failure will be a breach of contract. I cannot be "fired" because I am not an employee.
5. I do not expect Spartanburg County to withhold any amount that is due me to pay for state or federal income taxes, Social Security contributions, or Employment Security or Workers' Compensation premiums. I expect to receive a 1099 from Spartanburg County at the end of the year showing the amount I received this year from my contract work.
6. When I complete the work that I have agreed to do and receive the payment to which I am entitled, according to the contract, which will terminate my working relationship with Spartanburg County on this contract.
7. My employees and I are not entitled to workers' compensation benefits under Spartanburg County Workers' Compensation coverage.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Exhibit M****SPARTANBURG COUNTY CONTRACT FOR GOODS AND SERVICES**

THIS CONTRACT is made this \_\_\_\_ day of \_\_\_\_\_, 20\_\_ by and between SPARTANBURG COUNTY, a political subdivision of the State of South Carolina, hereinafter referred to as the "COUNTY"; and, \_\_\_\_\_, a \_\_\_\_\_ Corporation, hereinafter referred to as "CONTRACTOR".

NOW THEREFORE FOR AND IN CONSIDERATION of the mutual promises stated in this Agreement, the COUNTY and CONTRACTOR agree as follows:

**ARTICLE 1 - CONTRACT DOCUMENTS:**

1.1. The documents listed in Section 1.2 of this Article shall constitute the contract documents. These contract documents shall represent the entire agreement and understanding between the parties. All other statements, discussions and negotiations, whether oral or written, are hereby merged into these contract documents. Any oral or written understanding not incorporated in these contract documents is not binding on any of the parties. The contract documents are presented in descending order of priority with the first document listed being of the highest priority and governing over subsequently listed documents, in case of conflict or ambiguity.

1.2. The Contract Documents consist of:

1. Spartanburg County Contract for Goods and Services;
2. [Addenda or Addendum \_\_ to RFP # \_\_\_\_ (attached hereto as Exhibit A and incorporated herein by reference);]
3. Request for Proposal Number ("RFP") # \_\_\_\_ (attached hereto as Exhibit B and incorporated herein by reference); and
4. Proposal in response to RFP # \_\_\_\_ submitted by the CONTRACTOR (attached hereto as Exhibit C and incorporated herein by reference).

Collectively, these materials shall comprise the "CONTRACT DOCUMENTS."

1.3. It is the intent of the CONTRACT DOCUMENTS to describe a functionally complete whole contract to be constructed in strict accordance with the CONTRACT DOCUMENTS. Any labor, services, documentation, materials, or equipment that may reasonably be inferred from the CONTRACT DOCUMENTS or from prevailing custom or trade usage as being required to produce the intended result shall be provided by the CONTRACTOR whether or not specifically called for without increase in the Contract Price or Contract Period, as described in Articles 3 and 4 below.

1.4. MODIFICATION / CHANGE ORDERS. Any change orders, alteration, amendments or other modifications hereunder shall not be effective unless reduced to writing, signed by the County Administrator and CONTRACTOR, and executed with the same formality as this contract.

**ARTICLE 2 – SCOPE OF SERVICES:**

2.1 COUNTY has employed CONTRACTOR to provide services for the Upcountry Local Workforce Area Partnership (ULWAP) Adult, Dislocated Worker Training Activities and One-Stop Operator.

2.2 These services to be provided by CONTRACTOR are set forth more fully in the CONTRACT DOCUMENTS.

**ARTICLE 3 – CONTRACT PERIOD**

3.1. NOTICE TO PROCEED. This Agreement shall begin on the effective date of the Notice to Proceed. In compliance with Request for Proposal and subject to all conditions, thereof, the undersigned offers and agrees, to furnish the services and/or complete the installation of all items for the base Proposal and all Proposal voluntary adds, at the prices as set forth, within \_\_\_\_ days after fax or electronic receipt of purchase order.

3.2. FORCE MAJEURE. Neither party shall be liable hereunder by reason of any failure or delay in the performance of its obligations hereunder (except for the payment of money) on account of strikes, industry wide material shortages, riots, insurrection, fires, flood, storm, explosions, earthquakes, pandemic flu, acts of God, war, governmental action and labor conditions. In the case of an industry wide material shortage the CONTRACTOR shall provide to the County within 24 hours of CONTRACTOR's determination that there exists an industry wide material shortage, the following in order for the COUNTY, or its authorized representative, to concur that there is an industry wide shortage of the specific material so identified by CONTRACTOR: 1) A written description of the specific material alleged to be in short supply; 2) a written list of all manufacturers, wholesalers, suppliers and/or retailers from which CONTRACTOR has attempted to obtain, and/or contracted to obtain, said material; 3) a written description detailing all actions taken by CONTRACTOR to obtain said materials; 4) a written statement, signed by an authorized representative of CONTRACTOR, that CONTRACTOR has used due diligence to secure said materials in the most expeditious manner; and 5) a written time frame in which CONTRACTOR anticipates that it will obtain said materials.

**ARTICLE 4 - CONTRACT PRICE AND TERMS OF PAYMENT:**

4.1. APPROPRIATION / NON-APPROPRIATION. The COUNTY shall pay for these services out of appropriated funds. It is understood and agreed by the parties that in the event funds are not appropriated in the current fiscal year or any subsequent fiscal years, this contract will become null and void and the County will only be required to pay for services completed to the satisfaction of the County.

4.2. CONTRACT PRICE. The COUNTY agrees to pay a total contract price that shall not exceed \_\_\_\_\_ (\$\_\_\_\_\_).

4.3. PAYMENT TERMS. Payments shall occur as follows:  
CONTRACTOR will submit invoices to COUNTY, which shall include a detailed listing of charges and a final bill upon completion of services. Within ten (10) business days of receipt of an invoice COUNTY shall notify CONTRACTOR of any dispute with the invoice and CONTRACTOR, upon such notice, shall provide to COUNTY back-up data supporting the invoice. COUNTY and CONTRACTOR will, thereafter, promptly resolve any disputed items.

Payment on undisputed invoice amounts is due upon receipt of the invoice by COUNTY and is past due thirty (30) days from the date the invoice is received. If payment remains past due sixty (60) days from the date the invoice is received by the COUNTY, then CONTRACTOR shall have the right to either suspend all services provided pursuant to this Agreement, without prejudice, or terminate this Agreement in accordance with the provisions of Article 8. No deposit nor advance sums shall be paid. NO INTEREST OR OTHER LATE PENALTIES SHALL ACCRUE ON LATE PAYMENTS.

#### **ARTICLE 5 - INDEMNIFICATION.**

CONTRACTOR agrees to save, defend, indemnify and keep harmless the COUNTY and all COUNTY officers, agents and employees from and against any loss, damage, claim, injury, fines, penalties, costs, including court costs, attorney's fees, charges, liability and exposure, however caused, arising from any negligent acts or omissions by CONTRACTOR, its agents, staff, consultants and contractors employed by it, in the performance or non-performance of the terms under this Agreement. CONTRACTOR shall not be responsible for any loss, damage, or liability to the extent arising from acts of the COUNTY, its agents, staff, and other consultants employed by it. This section shall survive the termination of this Agreement.

#### **ARTICLE 6 - RIGHTS AND RESPONSIBILITIES OF CONTRACTOR:**

6.1. NON-DISCRIMINATION. During the performance of this Agreement, CONTRACTOR agrees that:

1. It will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, status as a service disabled veteran, or any other basis prohibited by state law relating to discrimination in employment except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of CONTRACTOR; that it will post in conspicuous places, available to employees and applicants for employment, notices setting forth non-discrimination practices, and that it will state, in all solicitations or advertisements for employees placed by or on behalf of the CONTRACTOR, that it is an equal opportunity employer. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient to meet this requirement; and
2. It will include the provisions of the foregoing paragraph in every subcontract or purchase order of over \$10,000.00, so that the provisions will be binding upon each subcontractor or vendor.

6.2. DRUG FREE WORKPLACE. During the performance of this Agreement, the CONTRACTOR agrees to comply with Section 44-107-30 of the South Carolina Code of Laws, 1976 as amended.

6.3. ILLEGAL IMMIGRATION REFORM ACT. The CONTRACTOR providing goods or services to the COUNTY under this Agreement represents and warrants to the COUNTY that it is in compliance with Section 8-14-10 *et seq.* of the South Carolina Code of Laws, 1976 as amended, or that this law is inapplicable to CONTRACTOR and its subcontractors. This is required of all CONTRACTORS and subcontractors.

6.4. COMPLIANCE WITH APPLICABLE LAWS. The CONTRACTOR providing goods or services to the COUNTY under this Agreement represents and warrants to the COUNTY that it is in compliance with federal, state and local laws and regulations applicable to the performance of the services procured.

6.5. SOUTH CAROLINA ETHICS ACT. The CONTRACTOR providing goods or services to the COUNTY under this Agreement represents and warrants to the COUNTY that it is in full compliance with the South Carolina State Ethics, Government Accountability and Campaign Reform Act, codified as Sections 8-13-100 through 8-15-1520, of the South Carolina Code of Laws, 1976 as amended.

6.6. SAFETY AND HEALTH. The CONTRACTOR providing goods or services to the COUNTY under this Agreement represents and warrants to the COUNTY that the Contractor's safety, health and security programs shall be in compliance with all regulatory requirements and shall furnish, upon request, accident, incident, injury, and other records and reports required by Federal or State law or as required by the COUNTY.

6.7. COMPLIANCE WITH CODES AND STANDARDS. CONTRACTOR's professional services shall incorporate those federal, state and local laws, regulations, codes and standards that are applicable at the time CONTRACTOR rendered its services. CONTRACTOR shall not be responsible for any claim or liability for injury or loss allegedly arising from CONTRACTOR's failure to abide by federal, state or local laws, regulations, codes and standards that were not in effect or publicly announced at the time CONTRACTOR rendered its services.

6.8. AUDIT. The CONTRACTOR hereby agrees to retain all books, records, and other documents relative to this engagement for five (5) years after final payment for services. Spartanburg County Government, its authorized agents, and agents of the State and federal government shall have full access to documents and the right to examine any materials during the said period.

6.9. LITIGATION. CONTRACTOR agrees to produce documents, witnesses and/or general assistance to any litigation, arbitration or mediation involving the COUNTY, if the COUNTY requests such documents, witnesses and/or general assistance. The COUNTY shall reimburse CONTRACTOR for all direct expenses incurred and time according to CONTRACTOR's rate schedule as of the date of the execution of this Agreement.

6.10. CONFIDENTIALITY. CONTRACTOR will maintain as confidential any documents or information provided by the COUNTY and will not release, distribute or publish same to any third party without prior written permission from the COUNTY, unless compelled by law or order of a court or regulatory body of competent jurisdiction. CONTRACTOR shall provide written notice to the COUNTY in sufficient time to allow the COUNTY to intervene as necessary.

6.11. PUBLIC RESPONSIBILITY. The COUNTY has a duty to conform to applicable codes, standards, regulations and ordinances with regard to public health and safety. CONTRACTOR will at all times alert the COUNTY to any matter of which Contractor becomes aware and believes requires the COUNTY to issue a notice or report to certain public officials, or to otherwise conform with applicable codes, standards, regulations or ordinances.

6.12. SUBCONTRACTOR INSURANCE. The CONTRACTOR shall agree to cause each subcontractor employed by CONTRACTOR to purchase and maintain insurance of the type specified herein, unless the CONTRACTOR'S insurance provides coverage on behalf of the subcontractor. Evidence of subcontractor insurance shall be made available to the County upon request of the County.

#### **ARTICLE 7 – RIGHTS AND RESPONSIBILITIES OF COUNTY:**

7.1. DEFAULT. In case of default by the CONTRACTOR for failure to deliver or perform in accordance with the Contract specifications or terms and conditions and CONTRACTOR'S failure to cure the default within thirty (30) calendar days of CONTRACTOR'S receipt of notice from the COUNTY of the default, the COUNTY may procure the articles or services from other sources and hold the defaulting CONTRACTOR responsible for any resulting additional purchase and administrative costs, in addition to recovery of fees and charges of engineers, architects, attorneys, and other professionals and all court or other dispute resolution costs. If the completion of the contract work results in increased costs to the COUNTY, a letter will be sent to the defaulting CONTRACTOR requiring payment for these costs. The CONTRACTOR will be removed from future bidding until the payment has occurred. Provided further, that the COUNTY reserves the right to debar CONTRACTOR from doing further business with the COUNTY. Failure of a CONTRACTOR'S source to deliver is not considered to be an unavoidable cause. The burden of proof rests with the CONTRACTOR to demonstrate that CONTRACTOR should not be debarred. Nothing in the section shall be construed to limit or waive CONTRACTOR'S ability to avail itself of remedies available under applicable laws.

7.2. RIGHT OF ENTRY. The COUNTY will provide for the right of entry for CONTRACTOR, its subcontractors, and all necessary equipment in order to complete the work under this Agreement. CONTRACTOR agrees to be responsible for any damage to property that is caused by CONTRACTOR, its subcontractors and/or equipment and further agrees to take all necessary corrective action for any damage to property that is caused by CONTRACTOR, its subcontractors and/or equipment.

#### **ARTICLE 8 – TERMINATION:**

8.1. TERMINATION BY COUNTY. The COUNTY may terminate this Agreement and project for any reason upon seven (7) calendar days notice. Anything contained in the Agreement to the contrary notwithstanding a termination under this section shall not waive any right or claim to damages which COUNTY may have with respect to work performed by the CONTRACTOR which has been completed prior to the date of termination, and COUNTY may pursue any cause of action which it may have by law or under this Agreement on account of such completed work.

8.2 STOP WORK UPON NOTICE OF TERMINATION. After receipt of a notice of termination, except as otherwise directed, the CONTRACTOR shall stop work on the date of receipt of the notice of termination or other date specified in the notice; place no further order or subcontracts for materials, services, or facilities except as necessary for completion of such portion of the work not terminated; terminate all vendor and subcontracts; and settle all outstanding liabilities and claims.

8.3 COMPENSATION TO CONTRACTOR IF TERMINATED. In the event of a termination under section 8.1 of this Agreement, CONTRACTOR acknowledges and agrees that it shall not

be entitled to any compensation in excess of the value of the work performed plus its settlement and close-out costs. Under no circumstances shall CONTRACTOR, or any subcontractor, be entitled to anticipatory or unearned profits, unabsorbed overhead, opportunity costs or consequential or other damages as a result of a termination under this section. Payment to CONTRACTOR of any and all sums already earned by CONTRACTOR under the terms of Article 4 constitutes CONTRACTOR's exclusive remedy for a termination hereunder.

## **ARTICLE 9 – WARRANTIES:**

9.1. WORK PERFORMED TO INDUSTRY STANDARDS. CONTRACTOR warrants to COUNTY that the work performed pursuant to the Agreement shall conform to all professional principles generally accepted as standards of the industry in the State.

9.2. MATERIALS AND EQUIPMENT FURNISHED. CONTRACTOR warrants to COUNTY that any new materials and equipment furnished under this Agreement shall be of good quality and in working condition.

9.3. WARRANTY. CONTRACTOR warrants to COUNTY that all services and labor furnished to progress the work under this Agreement will be performed in accordance with the standard of care and diligence normally practiced by recognized firms of this type in performing services of a similar nature, free from defects which would not normally be found in work of this nature, and that the work will be of good quality, and in strict conformance with this Agreement. All work not conforming to these requirements may be considered defective.

## **ARTICLE 10 – MISCELLANEOUS:**

10.1. NOTICES. The following persons shall be contact persons for the parties, and notices given them, by certified mail return receipt requested to the addresses shown, shall constitute valid notice under the requirements of this Agreement. The parties may amend such addresses by written notice to the opposite party at the given address.

1. For COUNTY:

B. Cole Alverson  
County Administrator  
P.O. Box 5666  
Spartanburg, SC 29304-5666

With a copy to:

Ginny Dupont  
Spartanburg County Attorney  
P.O. Box 5666  
Spartanburg, SC 29304-5666

2. For CONTRACTOR: (Name)  
(Address)  
(City, State, Zip)

10.2 INVOICE / PAYMENT ADDRESSES. The following persons shall be contact persons for the parties, for the purpose of submitting invoices and payments under this Agreement by depositing the same in the United States mail with postage prepaid, to the addresses shown:

1. For COUNTY: (Name)  
(Title)  
P.O. Box 5666  
Spartanburg, SC 29304-5666



2. For CONTRACTOR: (Name)  
(Address)  
(City, State, Zip)

10.3. CHOICE OF LAW / VENUE. The parties agree that this Agreement is governed by and shall be interpreted in accordance with the laws of the State of South Carolina, and that proper venue, in the event of litigation concerning this matter, is in the state or federal courts located in Spartanburg County, South Carolina. The parties agree that any litigation involving this Agreement shall be brought only in such courts. The parties herein each consent to the jurisdiction of such courts and hereby waive any jurisdictional or venue defenses otherwise available.

10.4. SEVERABILITY. In the event that any provision of this Agreement is unenforceable, then the parties agree that all other provisions of this Agreement have full force and effect and shall not be affected thereby.

10.5. WAIVER. Any failure of the COUNTY or CONTRACTOR to demand rigid adherence to one or more of the terms and provisions as set forth in this Agreement, on one or more occasions, shall not be construed as a waiver nor deprive the COUNTY or CONTRACTOR of the right to insist upon compliance with the terms of this Agreement. Any waiver of a term of this Agreement, in whole or in part, must be in writing and signed by the party granting the waiver to be effective.

10.6. SUCCESSORS AND ASSIGNS. The provisions of this Agreement shall be binding upon and shall inure to the benefit of the parties hereto, their successors, transferees and assigns. No party may assign this Agreement nor the rights and obligations hereunder to any other third party without the prior express written consent of the other parties.

10.7. HEADINGS. CONTRACTOR and County agree that the Article and Paragraph headings are for convenience only and are not a part of this Agreement.

10.8. SPARTANBURG COUNTY PROCUREMENT ORDINANCE. CONTRACTOR acknowledges that the Spartanburg County Procurement Ordinance is applicable to this Agreement. Contractual claims and disputes shall be conducted pursuant to the Spartanburg County Procurement Ordinance.

10.9. NO JOINT VENTURE. Neither this Agreement nor any agreements, instruments, documents or transactions completed hereby shall in any respect be interpreted, deemed or construed as making any party a partner or joint venture with any other party or as creating any similar relationship or entity. No party has the authority to act on behalf of or bind any other party concerning the transactions related to this Agreement.

10.10. FACSIMILE/SCANNED SIGNATURE. The parties agree that use of a fax or scanned signature and the signatures, initials, and handwritten or typewritten modifications to any of the foregoing shall be deemed to be valid and binding upon the parties as if the original signature, initials and handwritten or typewritten modifications were present on the documents in the handwriting of each party.

10.11. COUNTERPARTS. This Agreement (and any amendments or modifications) may be executed in multiple counterparts, each of which shall be an original, and all of which shall be one and the same Agreement.

WITNESS the following signatures and seals in agreement with the above terms:

[SIGNATURES ON FOLLOWING PAGE]

**BY-LAWS OF  
GREENVILLE COUNTY WORKFORCE DEVELOPMENT BOARD**

**ARTICLE I**

**PURPOSE**

Consistent with section 108 of the Workforce Innovation and Opportunity Act (WIOA), the functions of the Greenville County Workforce Development Board (hereinafter call "GCWDB") shall include the following:

- A. In partnership with the chief elected official, develop and submit a local plan to the Governor that meets the requirements of section 108.
- B. With respect to the local plan, conduct workforce research and regional labor market analysis.
- C. Convene local workforce development system stakeholders to assist in the development of the local plan and identify non-Federal expertise and resources to leverage support for workforce development activities.
- D. Lead efforts to engage with a diverse range of employers and with other entities to ensure that workforce development activities meet the needs of employers and support economic growth.
- E. Lead efforts to develop and implement industry sector career pathways by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly the individuals with barriers to employment.
- F. Lead efforts to identify and promote proven and promising strategies and initiatives for meeting the needs of employers.
- G. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers, and job seekers.
- H. In partnership with the chief elected official, conduct oversight of local WIOA programs, the local one-stop delivery system, and ensure appropriate management of local funds to provide employment and training activities under section 129(c) and subsections (c) and (d) of section 134.
- I. In conjunction with the chief elected official and Governor, negotiate and reach agreement on local performance accountability measures as described in section 116(c).
- J. Consistent with section 121(d) and with the agreement of the chief elected official, designate or certify one-stop operators; terminate for cause the eligibility of such operators.
- K. Consistent with section 123, identify eligible providers of youth workforce investment activities by awarding grants or contracts on a competitive basis (except as provided in section 123(b)) based on recommendations of the youth standing committee.
- L. Coordinate activities with local education and training providers, including providers of workforce investment activities, providers of adult education and literacy activities under title II, and providers of career and technical education.

**ARTICLE II****MEMBERSHIP**

1. Appointment. The WDB is appointed by the chief local elected official in each local area in accordance with State criteria established under WIOA section 107(c)(1), and is certified by the Governor every two (2) years, in accordance with WIOA section 107(c)(2)(A).
2. Terms of Office. Appointments will be staggered and up to three-year incremental terms based on the program year calendar starting in July. Except in the case of death, resignation or removal, a member shall serve until his/her successor shall have been duly appointed.
3. Categories of Membership. Membership of the WDB shall be comprised in accordance with WIOA section 107(b).
4. Nomination of Members. Members of the WDB shall be nominated in accordance with WIOA section 107(b).
5. Resignations. Any member may resign by written notice to the Chairperson of the WDB and the Chairperson of Greenville County Council, in which the resignation shall be effective at the time specified in said notice.
6. Removal of Members. Any member of the WDB may be removed for cause by affirmative vote of seventy-five (75) percent of the entire membership of the WDB at a specifically called meeting which shall consider only removal of such member. The written notice of such a meeting shall state the purpose of the meeting. "Cause" for removal of a member under this section shall be fraudulent or dishonest acts or gross abuse of authority and discharge of duties to the WDB and shall be established after written notice of specific charges and opportunity to meet and refute such charges.  
  
The chief elected official may also remove board members if determined to be in the best interest of the WDB to do so. WIOA implies that such standards for removing board members derive from the authority to appoint them.
7. Vacancies. Any vacancy in the membership of the WDB shall be filled in the same manner as the original appointment for the un-expired term.

**ARTICLE III****MEETINGS AND ATTENDANCE**

1. Meetings. Regular meetings shall be held bi-monthly during the year and at such times and at such places as it deems necessary. Special meetings of the WDB may be called at any time by the chairperson or upon the written request of not less than two-thirds (2/3) of the WDB membership, pursuant to the notice requirements of this Article.

2. Notice of Meetings. Regular meeting schedules will be published on the WDB website. Reminder notices of scheduled WDB meetings will be emailed at least ten (10) days prior to the meeting. Reminder notices will include information stating the place, date, and hour of the meeting. All regular meetings of the WDB shall be announced publicly and shall be open to the public.
3. Quorum. At any meeting of the WDB, the presence of a majority of the active members shall constitute a quorum for the transaction of business.
4. Attendance. Members are expected to attend all meetings of the full membership of the WDB. Members should notify the Chairperson of the WDB if circumstances prevent their attendance at any meeting of the entire membership of the WDB. A member with three (3) absences from regular meetings in a calendar year shall be conclusively presumed to have resigned from the WDB and shall be notified accordingly by the Chairperson; the resulting vacancy shall be filled pursuant to these by-laws.

## ARTICLE IV

### VOTING

1. Voting Authority. Each member of the WDB shall have one (1) vote, and only members of the WDB may cast votes on matters of WDB business. Except as specifically provided herein, a vote of the majority of the members present at a meeting at which a quorum is present shall be the act of the WDB.
2. Conflict of Interest. No member of the WDB may cast a vote on any matter in which that member or the organization that such members represent has a direct interest. WDB members will be provided with the WDB Conflict of Interest Instructions and a Conflict of Interest Form to be completed annually.

## ARTICLE V

### OFFICERS

1. Chairperson. The chairperson of the WDB must be elected by its members from among the business representatives and appointed by the Chairperson of Greenville County Council. The Chairperson shall preside at all meetings of the entire membership of the WDB, and shall have such powers and duties as are provided by these By-laws. The Chairperson may sign, on the behalf of the WDB, contracts or other instruments which the membership has authorized to be executed, shall, subject to the direction of the membership, supervise and control the staff, and in general shall perform all duties incident to the position of the Chairperson and those additional duties which may be prescribed by the membership of the WDB.
2. Vice-Chairperson. The Vice-Chairperson shall be elected by the WDB.
3. Terms of Office. The terms of office for the Chairperson, Vice-Chairperson shall run the course of two consecutive calendar years from January 1 to December 31. The

Chairperson and Vice-Chairperson shall hold office until their successors have been duly appointed, or until their earlier resignation, removal from office, death or incapacity.

4. Resignation or Removal of Officers. The Chairperson and Vice-Chairperson of the WDB may resign by written notice to the WDB that shall be effective upon the date specified therein. The Chairperson or Vice-Chairperson may be removed for cause by affirmative vote of seventy-five (75) percent of the entire membership of the WDB at a specially called meeting, which shall consider only removal of the Chairperson or Vice-Chairperson. The written notice of such a meeting shall state the purpose of the meeting. "Cause" for removal of the Chairperson or Vice-Chairperson under this section shall be fraudulent or dishonest acts of gross abuse of authority and discharge of duties to the WDB and shall be established after written notice of specific charges and opportunity to meet and refute such charges.

5. Vacancies. The Chairperson of Greenville County Council shall fill any vacancy in the office of the Chairperson, however occurring, for the duration of the term. The Chairperson shall fill any vacancy in the office of Vice-Chairperson, however occurring, for the duration of the term.

**ARTICLE VI**

**COMMITTEES**

1. Appointment. The WDB shall have the following standing committees: One-Stop Delivery System Committee, Youth Committee, Services to Individuals with Disabilities Committee, and Executive Committee. The Chairperson may form such other committees from time to time as deemed necessary. The Chairperson shall make committee appointments.

2. Committee Quorum. Any committee meeting of the WDB where a majority is present shall constitute a quorum for the transaction of business.

3. Notice of Meetings. All standing committees of the WDB shall give notice to the entire membership of the WDB of the date, place, and hour of any committee meeting.

4. Relationship to the WDB. Per Section 107(b)(4)(A), standing committees shall be chaired by a member of the local board, may include other members of the local board, and shall include other individuals appointed by the local board who are not members of the local board and who the local board determines have appropriate experience and expertise.

5. Committee Designation. Pursuant to the provisions of Section 107(b)(4)(A) of the Workforce Innovation and Opportunity Act, a local WDB may appoint the following standing committees:

- a. One-Stop Delivery System - to provide information and assist with operational and other issues relating to the one-stop delivery system, which may include as members representatives of the one-stop partners.

b. Youth - to provide information and to assist with planning, operational, and other issues relating to the provision of services to youth, which shall include community-based organizations with a demonstrated record of success in serving eligible youth.

c. Services to Individuals with Disabilities - to provide information and to assist with operational and other issues relating to the provision of services to individuals with disabilities, including issues relating to compliance with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 regarding providing programmatic and physical access to the services, programs, and activities of the one-stop delivery system, as well as appropriate training for staff on providing supports for or accommodations to, and finding employment opportunities for, individuals with disabilities.

d. Executive Committee - to serve as an additional standing committee designated by the board. The Executive Committee is comprised of the chairs of each subcommittee and will be responsible for board level approvals in the event the full membership is unavailable to meet.

## ARTICLE VII

### STAFF

The WDB shall employ and maintain a staff to support the following activities of the WDB: implementation and planning, budgeting, marketing, contract approval, financial program oversight, and general administrative duties.

## ARTICLE VIII

### CONTRACTS, CHECKS, AND DEPOSITS

1. Contracts. The membership of the WDB may authorize the Chairperson to enter into any contract or to execute and deliver any instrument in the name of and on the behalf of the WDB, and such authority may be general or confined to specific instances.
2. Checks, Drafts, etc. All checks, drafts, or other orders for payment of money, notes or other evidences of debt issued in the name of the WDB shall be approved by the board Director and processed according to the County of Greenville Finance department procedures.
3. Deposits. All funds of the WDB shall be deposited according to the County of Greenville Finance department procedures.

**ARTICLE IX****RULES OF PROCEDURE**

Meetings of the full membership of the WDB, and committee meetings, shall be governed by Robert's Rules of Order, Newly Revised, in all cases to which they are applicable and in which they are not inconsistent with the By-Laws and any special rules of order adopted by the WDB.

**ARTICLE X****RULES OF CONDUCT – PROHIBITIONS**

1. Use of public materials, personnel, or equipment for private use;
2. Use of public office for personal benefit; taking action to influence personal economic benefit \$50 or more;
3. Acceptance of anything of value to influence an official action; (felony - \$10,000 fine and 10 years);
4. A lobbyist or lobbyist principal employing on retainer a public officeholder, member of household, or organization in which there is an economic interest;
5. Acceptance of anything of value from a lobbyist principal, except under certain conditions;
6. Acceptance of an honorarium from a lobbyist;
7. Acceptance of anything of value for speech in an official capacity; public officials or members may be reimbursed for out-of-state speeches with prior approval of the chief executive officer;
8. Disclosure of confidential information;
9. Service on regulatory board with which regulates a business with which associated; nor employee if there is a frequent conflict;
10. Making agency decisions affecting personal economic benefit of \$50 or more if on agency board and also agency employee;
11. Nepotism-hiring, promoting or advancement of a family member;
12. Accepting employment for one year from a business if the business was regulated by former agency and if the employee participated directly and substantially in matters affecting the prospective employer;
13. Acceptance of employment with contractor if procurement duties involved that contractor;



14. An interest in a contract if authorized to perform an official function relating to the contact.

## **ARTICLE XI**

### **AMENDMENTS**

These By-Laws may be amended, altered or repealed by a majority vote of the entire membership of the WDB at any meeting of the WDB at which a quorum is present; provided, however, that written notices of the proposed amendment shall be included in the notice of the meeting at which the amendment will be voted upon. This By-Laws shall be deemed to be automatically amended at any time to conform to applicable state or federal statutes and regulations.

## Greenville County Workforce Development Board 2025 Meeting Calendar

### Greenville WDB (2<sup>nd</sup> Wednesday every other month)\*

Date	Time	Location
January 8, 2025	11:30 a.m. – 1:00 p.m.	SC Works Greenville – Foothills Room
March 12, 2025	11:30 a.m. – 1:00 p.m.	SC Works Greenville – Foothills Room
May 14, 2025	11:30 a.m. – 1:00 p.m.	SC Works Greenville – Foothills Room
July 9, 2025	11:30 a.m. – 1:00 p.m.	SC Works Greenville – Foothills Room
September 10, 2025	11:30 a.m. – 1:00 p.m.	SC Works Greenville – Foothills Room
November 12, 2025	11:30 a.m. – 1:00 p.m.	SC Works Greenville – Foothills Room

### Executive Committee (2<sup>nd</sup> Wednesday every other month)\*

Date	Time	Location
February 12, 2025	11:30 a.m. – 1:00 p.m.	Virtually via Zoom until further notice
April 9, 2025	11:30 a.m. – 1:00 p.m.	
June 11, 2025	11:30 a.m. – 1:00 p.m.	
August 13, 2025	11:30 a.m. – 1:00 p.m.	
October 8, 2025	11:30 a.m. – 1:00 p.m.	
December 10, 2025	11:30 a.m. – 1:00 p.m.	

### Youth Committee (3<sup>rd</sup> Wednesday every other month)\*

Date	Time	Location
January 15, 2025	9:00 a.m. – 10:30 a.m.	TBD
March 19, 2025	9:00 a.m. – 10:30 a.m.	TBD
May 21, 2025	9:00 a.m. – 10:30 a.m.	TBD
July 16, 2025	9:00 a.m. – 10:30 a.m.	Virtually via Zoom
September 17, 2025	9:00 a.m. – 10:30 a.m.	TBD
November 19, 2025	9:00 a.m. – 10:30 a.m.	TBD

### SC Works Committee (Quarterly)

Date	Time	Location
January 28, 2025	12:00 p.m. – 1:00 p.m.	Virtually via Zoom until further notice
April 22, 2025	12:00 p.m. – 1:00 p.m.	
July 22, 2025	12:00 p.m. – 1:00 p.m.	
October 28, 2025	12:00 p.m. – 1:00 p.m.	

### Committee on Services to Individuals with Disabilities (Quarterly)\*

Date	Time	Location
February 20, 2025	9:00 a.m. – 10:00 a.m.	Project SEARCH Office
May 15, 2025	9:00 a.m. – 10:00 a.m.	Thrive Upstate
August 21, 2025	9:00 a.m. – 10:00 a.m.	Project Hope
November 20, 2025	9:00 a.m. – 10:00 a.m.	TBD

\*Unless otherwise noted

For more information, contact Dean Jones at (864) 467-3620 or [dejones@greenvillecounty.org](mailto:dejones@greenvillecounty.org).

**Greenville Workforce Development Board - 2025 Meeting Calendar**

**2025**

January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
29	30	31	1	2	3	4	26	27	28	29	30	31	1	23	24	25	26	27	28	1	30	31	1	2	3	4	5
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8	6	7	8	9	10	11	12
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15	13	14	15	16	17	18	19
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22	20	21	22	23	24	25	26
26	27	28	29	30	31	1	23	24	25	26	27	28	1	23	24	25	26	27	28	29	27	28	29	30	1	2	3
2	3	4	5	6	7	8	2	3	4	5	6	7	8	30	31	1	2	3	4	5	4	5	6	7	8	9	10

May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
27	28	29	30	1	2	3	1	2	3	4	5	6	7	29	30	1	2	3	4	5	27	28	29	30	31	1	2
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
25	26	27	28	29	30	31	29	30	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	29	30
1	2	3	4	5	6	7	6	7	8	9	10	11	12	3	4	5	6	7	8	9	31	1	2	3	4	5	6

September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
31	1	2	3	4	5	6	28	29	30	1	2	3	4	26	27	28	29	30	31	1	30	1	2	3	4	5	6
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
28	29	30	1	2	3	4	26	27	28	29	30	31	1	23	24	25	26	27	28	29	28	29	30	31	1	2	3
5	6	7	8	9	10	11	2	3	4	5	6	7	8	30	1	2	3	4	5	6	4	5	6	7	8	9	10

- Greenville WDB Meeting (2nd Wednesday every other month)
- Executive Committee Meeting (2nd Wednesday months opposite of GCWDB Meetings)
- Youth Committee Meeting (3rd Wednesday every other month)
- SC Works Committee Meeting (Quarterly)
- Committee on Services to Individuals with Disabilities Meeting (Quarterly)

**GREENVILLE COUNTY WORKFORCE DEVELOPMENT BOARD (GCWDB)  
PY 2024 WIOA BUDGET**

Item	Administration	Adult Program	DW Program	Youth Program	Total
<b>PY24 Allocation</b>	\$164,106	\$447,306	\$568,100	\$461,548	\$1,641,060
<b>PY23 Projected Carryover Funds</b>	\$ 37,925	\$234,763	\$67,557	\$104,271	\$444,516
<b>Total Projected Funds Available</b>	<b>\$202,031</b>	<b>\$682,069</b>	<b>\$635,657</b>	<b>\$565,819</b>	<b>\$2,085,576</b>
<b>Deductions:</b>					
<b>Staffing Costs (Salaries, Fringe, Indirect Costs)</b>	\$201,424	\$65,523	\$66,517	\$60,417	\$393,881
<b>Operational Costs (Rent, Utilities, Travel)</b>	\$607	\$51,531	\$51,531	\$18,453	\$122,122
<b>SC Works Operator/WIOA A/DW/BS Contract (Equus Workforce Services)</b>		\$547,732	\$500,326		\$1,048,058
<b>WIOA Youth Program Contract (Eckerd Connects)</b>				\$486,212	\$486,212
<b>SC Works Infrastructure Funding Agreement (IFA)</b>		\$17,283	\$17,283	\$738	\$35,304
<b>Transfer from A to DW</b>					
<b>Transfer of Funds from DW to A</b>					
<b>Total</b>	<b>\$202,031</b>	<b>\$682,069</b>	<b>\$635,657</b>	<b>\$565,819</b>	<b>\$2,085,576</b>
<b>Balance</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

- \* A – Adult
- \* DW – Dislocated Worker
- \* Y – Youth
- \* BS – Business Services

- NOTE:** 1. Budget figures are based on projected carryover amounts and appropriate adjustments will be made once actual PY23 carryover has been determined.
2. Budget approval authorizes one-year extensions on the WIOA service provider contracts.
3. The WIOA service provider contract amounts are subject to final negotiations.

<b>Name</b>	<b>Date &amp; Time</b>
WIOA Adult & Dislocated Worker Programs (Equus)	02/04/2025-02/05/2025 10:00 A.M.
WIOA Youth Program (Eckerd Connects Greenville)	02/25/2025-02/26/2025 10:00 A.M.
Resource Center (EO)	03/14/2025

***\*Official notification will be sent no less than 2 weeks prior to the onsite visit. Depending on environmental issues or health concerns at the specified date, monitoring may be virtual and/or hybrid. However, the Opening Interview and Closing Review will be conducted via Video Conference/Conference Calls.***

**WIOA Local Workforce Development Board Membership**

Total Seats            19                            Seats Occupied            19                            Seats Vacant            0

**Business (per Section 107(b)(2)(A))**

No.	Name	Affiliation and Title	Contact Phone and Email	Address	Term
1	Edwards, Kathleen	Lockheed Martin/ Senior Quality Engineer	(864) 354-5190 <a href="mailto:Kathleen.p.edwards@lmco.com">Kathleen.p.edwards@lmco.com</a>	244 Terminal Road Greenville, SC 29605	7/1/2015-12/31/2025
2	Gill, Vernita Harris	Grand Bohemian Lodge/Director of Human Resources	(864) 901-4002 <a href="mailto:vernita.gill@kesslercollection.com">vernita.gill@kesslercollection.com</a>	44 East Camperdown Way Greenville, SC 29601	1/20/2022-12/31/2024
3	Kinley, Craig	Wireless Prowess, LLC/Principal and Founder	(616) 308-9741 <a href="mailto:ckinley@wiprowess.com">ckinley@wiprowess.com</a>	2407 W. North Avenue Anderson, SC 29625	11/1/2021-12/31/2025
4	Knox, Robyn (Chair)	The HR Business Connect, LLC/President	(800) 936-9592 <a href="mailto:Robyn@theHRBConnect.com">Robyn@theHRBConnect.com</a>	713 E. Greenville Street, Suite D, #177 Anderson, SC 29621	7/1/2015-12/31/2024
5	Mogan, Jared	MAU Workforce Solutions/ Director of Recruiting and Staffing	(864) 272-3110 <a href="mailto:jared.mogan@mau.com">jared.mogan@mau.com</a>	7993 Pelham Road Greenville, SC 29615	11/16/2021-12/31/2025
6	Sabol, Benjamin	Lockheed Martin/Workforce Integration Manager	(864) 243-7697 <a href="mailto:Benjamin.m.Sabol@lmco.com">Benjamin.m.Sabol@lmco.com</a>	244 Terminal Road Greenville, SC 29605	5/18/2023-12/31/2025
7	Serpa, John	TPM, Inc & TrebleHook/Director of Human Resources	(864) 679-3081 <a href="mailto:johnserpa@tpm.com">johnserpa@tpm.com</a>	1003 Laurens Road Greenville, SC 29607	1/6/2022-12/31/2024
8	Shumaker, Kelly (Vice Chair)	Shumaker Business Solutions/Human Resources Business Partner	(864) 907-0921 <a href="mailto:shumaker.kelly@yahoo.com">shumaker.kelly@yahoo.com</a>	235 Hunt Club Drive Simpsonville, SC 29680	11/1/2021-12/31/2025
9	Smith, Shan	Good Sense Automation, LLC/Chief Operating Officer	(864) 437-1762 <a href="mailto:shan@goodsenseautomation.com">shan@goodsenseautomation.com</a>	101 N. Main Street Greenville, SC 29601	1/13/2022-12/31/2024
10	Waldrop, Ben	Century Printing and Packaging/President	(864) 848-0100 <a href="mailto:benw@cpandp.com">benw@cpandp.com</a>	PO Box 2358 Greer, SC 29652	11/20/2019-12/31/2024

**Not Less Than 20% (per Section 107(b)(2)(B))**

No.	Name	Affiliation and Title	Contact Phone and Email	Address	Term
1	McLeroy, Patty (Apprenticeship)	Communications Workers of America/President	(864) 787-4412 <a href="mailto:pemgnvl@aol.com">pemgnvl@aol.com</a>	5 Century Drive Suite 152 Greenville, SC 29607	5/1/2023-12/31/2025
2	McLeroy, Patty (Labor)	Communications Workers of America/President	(864) 787-4412 <a href="mailto:pemgnvl@aol.com">pemgnvl@aol.com</a>	5 Century Drive Suite 152 Greenville, SC 29607	5/1/2023-12/31/2025
3	Michaels, Patrick (Community Based Organization)	Goodwill Industries of the Upstate/Midlands South Carolina/ CEO – Executive Director	(864) 351-0135 <a href="mailto:pmichaels@goodwillsc.org">pmichaels@goodwillsc.org</a>	115 Haywood Road Greenville, SC 29607	7/1/2015-12/31/2024
4	Stoller, Scott (Labor)	Greenville County Fraternal Order of Police/Past President	(864) 844-3008 <a href="mailto:sjstoller@gmail.com">sjstoller@gmail.com</a>	P.O. Box 311 Greenville, SC 29602	7/27/2020-12/31/2025

**Education & Training (per Section 107(b)(2)(C))**

No.	Name	Affiliation and Title	Contact Phone and Email	Address	Term
1	Burns, Weyland	Greenville County Schools-Lifelong Learning/Director	(864) 355-6088 <a href="mailto:jwburns@greenville.k12.sc.us">jwburns@greenville.k12.sc.us</a>	206 Wilkins Street Greenville, SC 29605	8/1/2023-12/31/2025
2	Moorefield, Jennifer	Greenville Technical College/Assoc. VP Corporate and Continuing Ed.	(864) 423-4508 <a href="mailto:jennifer.moorefield@gvlttec.edu">jennifer.moorefield@gvlttec.edu</a>	101 Corrine Drive Greenville, SC 29607	2/26/2024-12/31/2025

**Governmental, Economic, and Community Development (per Section 107(b)(2)(D))**

No.	Name	Affiliation and Title	Contact Phone and Email	Address	Term
1	Galindo, Tammy	South Carolina Vocational Rehabilitation/ Area Supervisor	(864) 297-3066 <a href="mailto:tgalindo@scvrd.state.sc.us">tgalindo@scvrd.state.sc.us</a>	105 Parkins Mill Road Greenville, SC 29607	6/18/2024-12/31/2026
2	Panasko, Michael	City of Greenville Economic Development/ Business Development Manager	(864) 467-4442 <a href="mailto:mpanasko@greenvillesc.gov">mpanasko@greenvillesc.gov</a>	P.O. Box 2207 206 South Main Street Greenville, SC 29602	5/20/2016-12/31/2025
3	Shuman, Deric	South Carolina Department of Employment and Workforce/ Employment Services Area Director	(864) 736-5815 <a href="mailto:dshuman@dew.sc.gov">dshuman@dew.sc.gov</a>	225 S. Pleasantburg Drive Suite E-1 Greenville, SC 29607	9/16/2024-12/31/2026

<b>Others as Chief-Elected Officials Determine Appropriate (per Section 107(b)(2)(E))</b>					
No.	Name	Affiliation and Title	Contact Phone and Email	Address	Term

Denote multiple representation with an asterisk (\*).

Total Number of Seats Filled	19
Number of Seats Filled Representing Business	10
Percentage of Seats Filled Representing Business	53%
Number of Seats Filled Representing Not Less than 20%	4
Percentage of Seats Filled Representing Not Less than 20%	20%
Number of Seats Filled Representing Education & Training	2
Number of Seats Filled Representing Gov't, Economic & Comm. Dev.	3
Number of Seats Filled Representing Others by Chief Elected Officials	0



**Local Administrative Entity  
Roster of Workforce Staff**  
(Non-operational Staff)

<p><b>Name:</b> Dean Jones</p>	<p><b>Workforce Job Duties/Responsibilities:</b> The Workforce Development Director is responsible for planning, organizing, directing, coordinating and evaluating Workforce Development Board (WDB) activities. These duties may include, but are not limited to,</p>
<p><b>Job Title:</b> Workforce Development Director</p>	<p>to, developing strategies and policies on workforce development issues; works with the WDB and standing committees to develop performance goals for the local area and the negotiation of those goals with the State officials; manages the WDB's budget and implements expenditure authority, prepares and presents budget recommendations and modifications for the entire WIOA allocations to the Board's fiscal agent, develops measures of outcomes and financial performance and ensures federal and state requirements are met; collaborates with local and regional partners to develop regional workforce development policies; represents the WDB to the private sector and assists with the cultivation and recruitment of private sector decision makers for involvement in WDB activities; prepares proposals and seeks alternative funding to support the programs, goals and objectives of the WDB; provides oversight, monitoring and evaluation of operators, service providers, training providers and other entities that become part of the SC Works One-Stop delivery system; provides staff support for all WDB board and standing committee meetings and recruit and select all administrative staff who directly provide support to the WDB; links workforce development with economic development.</p>
<p><b>Name:</b> Angela Smith</p>	<p><b>Workforce Job Duties/Responsibilities:</b> Accounts Payable, Financial Reporting, Reconciliation of Procurement Cards, Procurement, Grants/Accounts Management, Monthly Financial Status Reports, Payroll,</p>

<b>Job Title:</b> Finance Manager	SC DEW Financial Monitoring, County of Greenville Financial Audit, Monitoring, Staff Performance Evaluations, Human Resources, Supplies, Open Enrollment Staff Coordinator, Work Order Coordinator, Staff Travel Coordinator, Family Medical Leave Act (FMLA) Coordinator, and GCWDB Support.
<b>Name:</b> Shelia Harper	<b>Workforce Job Duties/Responsibilities:</b> SCWOS Coordination (including maintaining local data in SCWOS system, compiling/running reports for GCWDB and staff, providing technical assistance and training for staff and contractors, etc.); WIOA Programmatic Compliance Monitoring (including conducting onsite and/or desktop file reviews and submitting reports of findings, reviewing and distributing program performance reports, and tracking program performance); Equal Opportunity Officer (including handling written customer grievances and providing staff assistance with Limited English Proficiency (LEP) and Americans with Disabilities Act (ADA) compliance; ETPL Coordinator.
<b>Job Title:</b> Program Coordinator (SCWOS Coordinator and EO Officer)	<b>Workforce Job Duties/Responsibilities:</b> Assisting the Workforce Development Director with any combination of the following: oversight and management of the WIOA program, recruitment of new employees, program operations, addressing and advising groups on workforce development programs, engaging economic development agencies, facility operations, and staff support to the GCWDB.
<b>Name:</b> Eva Anagnostis	<b>Workforce Job Duties/Responsibilities:</b> Assisting the Workforce Development Director with any combination of the following: oversight and management of the WIOA program, recruitment of new employees, program operations, addressing and advising groups on workforce development programs, engaging economic development agencies, facility operations, and staff support to the GCWDB.
<b>Job Title:</b> Workforce Development Assistant Director	<b>Workforce Job Duties/Responsibilities:</b> Assisting the Workforce Development Director with any combination of the following: oversight and management of the WIOA program, recruitment of new employees, program operations, addressing and advising groups on workforce development programs, engaging economic development agencies, facility operations, and staff support to the GCWDB.

## Comprehensive/Affiliate/Specialized SC Works Center

(Use one form for each Center)

<b>Name:</b>	SC Works Greenville McAlister Square
<b>Address:</b>	225 S. Pleasantburg Dr., Suite E-1, Greenville, SC 29607
<b>Phone Number:</b>	(864) 467-8080
<b>Fax Number:</b>	(864) 467-8855
<b>Website:</b>	<a href="http://www.scworksgreaterupstate.com">www.scworksgreaterupstate.com</a>
<b>Hours of Operation:</b>	8:30 a.m. – 5:00 p.m. Monday – Friday
<b>List of All Co-located Partners and Available Center Services:</b>	<ul style="list-style-type: none"> <li>• WIOA Title I Adult and DW Training Programs</li> <li>• SC Department of Employment and Workforce <ul style="list-style-type: none"> <li>○ Wagner Peyser</li> <li>○ Trade Adjustment Assistance (TAA)</li> <li>○ Disabled Veteran’s Outreach Program (DVOP)</li> <li>○ Reemployment Services and Eligibility Assessment (RESEA)</li> </ul> </li> <li>• SC Vocational Rehabilitation Department</li> <li>• SC Department of Social Services – Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&amp;T) and Temporary Assistance for Needy Families (TANF)</li> <li>• Job Corps</li> <li>• Shared partner space: WIOA Youth Program; Adult Education (Lifelong Learning/Greenville Literacy Association); South Carolina Commission for the Blind; Sunbelt Human Resources (Community Block Grant); The Greenville Housing Authority (HUD)</li> </ul>

**Comprehensive/Affiliate/Specialized SC Works Center**

(Use one form for each Center)

<b>Name:</b>	Eckerd Connects Youth Site (Specialized Center)
<b>Address:</b>	225 S. Pleasantburg Dr., Suite E-7, Greenville, SC 29607
<b>Phone Number:</b>	(864) 399-5939
<b>Hours of Operation:</b>	8:00 a.m. – 5:00 p.m. Monday – Friday
<b>List of All Co-located Partners and Available Center Services:</b>	WIOA Title I Youth Program

**SC Works Access Point(s)**

<b>Host Name (E.g. Goodwill, Library, etc.)</b>	<b>Address</b>	<b>Phone Number</b>	<b>Fax Number</b>	<b>Days and Hours of Operation (for workforce services)</b>	<b>Workforce Services Available</b>
<b>Greenville County Library – Hughes Main</b>	<b>25 Heritage Green Place Greenville, SC 29601</b>	864-242- 5000	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p Sun 2:00p-6:00p	Use of Computers with Internet
<b>Greenville County Library – Anderson Road</b>	<b>2625 Anderson Road Greenville, SC 29611</b>	864-269- 5210	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet
<b>Greenville County Library – Augusta Road</b>	<b>100 Lydia Street Greenville, SC 29605</b>	864-277- 0161	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet
<b>Greenville County Library – Berea</b>	<b>111 N Hwy 25 Bypass Greenville, SC 29617</b>	864-246- 1695	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet
<b>Greenville County Library – Five Forks</b>	<b>104 Sunnydale Drive Simpsonville, SC 29681</b>	864-234- 4904	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p Sun 2:00p-6:00p	Use of Computers with Internet
<b>Greenville County Library – Fountain Inn</b>	<b>311 N Main Street Fountain Inn, SC 29644</b>	864-862- 2576	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet
<b>Greenville County Library – Greer</b>	<b>505 Pennsylvania Avenue Greer, SC 29650</b>	864-877- 8722	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet
<b>Greenville County Library – Mauldin</b>	<b>800 W Butler Road Greenville, SC 29607</b>	864-277- 7397	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet

<b>Greenville County Library – Pelham Road</b>	<b>1508 Pelham Road Greenville, SC 29615</b>	864-288- 6688	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet
<b>Greenville County Library – Simpsonville</b>	<b>626 NE Main Street Simpsonville, SC 29681</b>	864-963- 9031	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet
<b>Greenville County Library – Taylors</b>	<b>316 W Main Street Taylors, SC 29687</b>	864-268- 5955	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet
<b>Greenville County Library – Travelers Rest</b>	<b>17 Center Street Travelers Rest, SC 29690</b>	864-834- 3650	n/a	M-Th 9:00a-9:00p F-Sat 9:00a-6:00p	Use of Computers with Internet

**Local Plan Comments:**

<b>Comment 1</b>	
<b>Originating Entity:</b>	
<b>Comment:</b>	
<b>Comment 2</b>	
<b>Originating Entity:</b>	
<b>Comment:</b>	
<b>Comment 3</b>	
<b>Originating Entity:</b>	
<b>Comment:</b>	
<b>Comment 4</b>	
<b>Originating Entity:</b>	
<b>Comment:</b>	

### Local Workforce Development Area Service Providers

<b>Entity Name</b>	<b>Contract Period</b>	<b>Program/Function</b>
Equus Workforce Solutions	7/1/24 – 6/30/25	WIOA Adult and Dislocated Worker Program Business Services SC Works Operator
Eckerd Connects	7/1/24 – 6/30/25	WIOA Youth Program



**Workforce Innovation and Opportunity Act  
Regional Plan  
July 1, 2024 – June 30, 2028**

**Planning Region Name:**

Link Upstate WIOA Region

**Local Areas within the Planning Region:**

Greenville County, Upper Savannah, Upstate, and WorkLink

**Local Area Administrators and Contact Information:**

**Dean E. Jones, Director Development**  
Greenville County Workforce Development  
225 S. Pleasantburg Drive, Suite C-11  
Greenville, SC 29607  
Phone: (864) 467-3620  
Fax: (864) 467-3603  
Email: [dejones@greenvillecounty.org](mailto:dejones@greenvillecounty.org)

**Kalen J. Kunkel, Director of Workforce**  
Upper Savannah Council of Governments  
430 Helix Road  
Greenwood, SC 29646  
Phone: (864) 941-8074  
Fax: (864) 941-8074  
Email: [kkunkel@uppersavannah.com](mailto:kkunkel@uppersavannah.com)

**Ann Angermeier, Executive Director**  
Upstate Workforce Board  
P.O. Box 5666  
Spartanburg, SC 29304  
Phone: (864) 596-2028  
Email: [ann@upstatewb.org](mailto:ann@upstatewb.org)

**Jennifer Kelly, Executive Director**  
WorkLink Workforce Development Board  
1376 Tiger Boulevard, Suite 102  
Clemson, SC 29631  
Phone: (864) 646-5898  
Fax: (864) 646-2814  
Email: [jkelly@worklinkweb.com](mailto:jkelly@worklinkweb.com)

*Link Upstate WIOA Region***Attachment A: Regional Plan Requirements**

The regional plan serves as an action plan to develop, align, and integrate service delivery strategies and resources among multiple local workforce development areas (LWDAs) within a region. Local Workforce Development Boards (LWDBs) and chief elected officials (CEOs) in each planning region are required to engage in a regional planning process that results in the preparation and submission of a single regional plan. Regional plans must incorporate the local plans for each LWDA within the planning region. The following guiding principles are priorities to be included in responses throughout the document:

- Partnership and collaboration
- Increased access to resources and services through the use of technology
- Innovation and cost efficiencies.

The regional plan must include:

1. **A description of how each LWDA within the region was afforded the opportunity to participate in the regional planning process, along with a description of the planning process undertaken to produce the regional plan. The description must include how the CEOs and LWDBs were involved in the development of the plan.**

Each of the four Workforce Development Directors appointed a staff member to coordinate responses for the 2024-2028 Regional Plan on behalf of their respective workforce areas. This group developed the groundwork, tasks list, and timeline for completing the regional plan. Each local area had opportunity to submit responses for consideration of the group. These responses highlighted the similarities and ongoing partnerships within the region, while also identifying areas of opportunity. The effort, coordinated by the four local areas, was an inclusive one, and all submissions evaluated to ensure inclusion of each local area's unique perspective and views. We provided a draft of the plan to the county administrators in order to ensure that signatory officials and chief elected officials were included in the process.

The process for including the chief elected official(s) and local WDBs may vary from local area to local area.

- In the **Greenville County** area, the chief elected official and Greenville County WDB are involved in the development of the plan via:
  - The Chief Elected Official, the County Administrator, and the Greenville County WDB receive the planning guidance and have opportunity to review and provide feedback to the WDB Executive Director during development.
  - The Chief Elected Official, the County Administrator, and the Greenville County WDB receive an executive summary of the plan draft version and have opportunity to provide feedback to the WDB staff.
  - The plan draft version is available for a ten (10)-business day public comment period on the GCWDB website to ensure community stakeholder input, and comments sited and incorporated within the attachment section of the plan final version. Staff ensures the plan final version presented to the Greenville County WDB, Chief Elected Official, and the County Administrator.

***Link Upstate WIOA Region***

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- In the **Upper Savannah** area, Workforce Board Members were invited to take part in the planning sessions with Board Staff and included a cross section of Partners outside of the Board such as economic developers, county/city managers, and chamber leaders. Chief elected officials are part of the plan review and feedback during the Public Comment Period.
  - The full regional plan is sent to each of the seven County Councils (Abbeville, Edgefield, Greenwood, Laurens, McCormick, Newberry, and Saluda) for information at each County Council meeting. Any comments received from the seven Councils and their members will be provided by the Clerk to Council or via the Public Comment Form available online as part of the public comment period. The regional plan will be made available for a 10-day public comment period. Any comments received will be incorporated as attachments to the regional plan and sent to the County Councils.
  
- In the **Upstate area**, consisting of Cherokee, Spartanburg and Union Counties, the Upstate Workforce Board Executive Director sent the local plan in sections to 147 individuals and invited them to attend three zoom meetings to review and discuss the document. There were 147 representatives from businesses, non-profits, government, education, labor, local Upstate Workforce Board members and elected leaders. The Regional Plan and the Local Plan were posted for review and for a 10-day comment period. Ads were placed in three newspapers (one in each of our counties) about the three public hearings for individuals to provide comments and ask questions. Each County Council member on the three County Councils in our workforce area received a copy of the document or a link to the document and an invitation to join zoom meetings and/or to attend a public hearing. We asked for an email from each County Administrator stating that their Council members had an opportunity to review the plans and that the plans are approved for submittal.
  
- In the **WorkLink area**, elected officials of Anderson, Oconee, and Pickens Counties, County Administrators, and WorkLink Workforce Development Board (WDB) members were involved in the development of the regional plan in the following ways:
  - The elected officials, County Administrators, and WorkLink WDB members received the planning guidance and had the opportunity to review and provide feedback to the WDB Executive Director during the plan's development.
  - An executive summary of the draft regional plan was provided to each of our stakeholders, along with access to the full draft plan, allowing them to thoroughly review and offer additional feedback before finalization.
  - The full regional plan was presented as an item for information to each County Council member. Any feedback received was captured by the WorkLink WDB staff and shared with the other areas in the Link Upstate region.
  - The regional plan was made available for a 10-day public comment period. All comments received during this period were documented as attachments to the plan and presented to the WorkLink WDB for final approval.

Regional planning and collaboration began during the 2016 Regional Planning process and continues through the life of the 2024-2028 Regional Plan. The collaboration among the four regions has led to innovation, cross-region sharing of resources and continues to promote positive changes in the way things are done across the Link Upstate Region.

## *Link Upstate WIOA Region*

For the 2024-2028 plan, each of the four Workforce Development areas appointed a staff member to coordinate responses and solicit input for the new plan. The lead for consolidating responses from all four areas for this modification was the Upper Savannah Workforce Board. The Upper Savannah Workforce Board Director forwarded updates received to the plan periodically throughout the modification writing process to ensure that all modification responses were shared and agreed upon by all four Workforce Development Area Directors. This was also done so that each Workforce Development Area could share and gather input from those involved in the workforce system to include the local elected officials.

**2. An analysis of regional labor market data and economic conditions, to include existing and emerging in-demand industry sectors and occupations, and the employment needs of employers in those existing and emerging in-demand industry sectors and occupations. The analysis must include the following:**

- **The knowledge and skills necessary to meet the employment needs of the employers in the region, including those in in-demand industry sectors and occupations**
- **An analysis of the current workforce in the region, including employment and unemployment data, labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment; and**
- **An analysis of workforce development activities in the region, including available education and training opportunities. This analysis must indicate the strengths and weaknesses of workforce development activities necessary to address the education and skill needs of job seekers, including individuals with barriers to employment, and the employment needs of employers in the region.**

Upstate WIOA Region



### INTRODUCTION TO THE LINK UPSTATE REGION

Link Upstate, the Upstate WIOA region, consists of the Greenville, Upper Savannah, Upstate, and WorkLink Workforce Development Areas, and covers fourteen counties in the northwestern most corner of South Carolina: Abbeville, Anderson, Cherokee, Edgefield, Greenville, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Spartanburg, and Union.

The Link Upstate region is stimulated due to its access to the I-85 corridor that connects Atlanta, Georgia with Charlotte, North Carolina, and serves as an economic driver for the region. The Inland Port, located in Greer, has provided additional access to the port in Charleston, SC, roughly 200 miles away, and has bolstered transportation and logistics for companies located in the Upstate. The Inland Port's growth is part of a larger trend of increased intermodal cargo at South Carolina Ports (SC Ports). In 2023, 23% of all marine containers were moved by rail, which is back to pre-pandemic levels. This growth is due to SC Ports' investment in rail infrastructure and the expansion of Inland Port Greer from the \$28 million expansion in May of 2021 and another \$50 million for expansion beginning in 2023. The Inland Port has continued to be the largest asset for economic development. The port is on pace in 2024 to exceed the 2023 numbers.

### REGIONAL INDUSTRY OVERVIEW

**Link Upstate WIOA Region**

SC Department of Employment and Workforce reported **45,727** employers in the Link Upstate region for the last quarter of 2024. Small Business, defined as having less than 49 employees, makes up 94.24% of the employer community whereas medium business (50 to 500 employees) makes up 5.40% and large business (501+ employees) makes up .36%. However, medium businesses employ the most individuals at 40.79% followed by small business at 32.22% and large business at 26.99%.

**Employers & Employees by Size of Establishment**

Business Description	Employers	%	Employees	%
Small Businesses (0-49)	45,727	94.24%	258,667	32.22%
Medium Businesses (50-500)	2,621	5.40%	327,408	40.79%
Large Businesses (501+)	173	0.36%	216,619	26.99%
Total Businesses	48,521		802,694	
<i>Source: SCDEW Community Profile 2024 Q4</i>				

The top five employing industries as of Quarter Four of 2024 are Manufacturing (18.4% of those employed work in this industry); Healthcare and Social Assistance (14.2%); Retail Trade (11.5%); Accommodation and Food Services (9.4%); and Administrative and Support and Waste Management and Remediation (6.5%).

The following five industries experience the least amount of turnover: Utilities (-4.8%), Mining, Quarrying, and Oil and Gas Extraction (-3.0%), Educational Services (2.4%), Construction (2.6%), Agriculture, Forestry, Fishing and Hunting (2.7%) and Management of Companies and Enterprises (5.2%). Those five industries that experienced the most are as follows: Arts, Entertainment, and Recreation (39.2%), Administrative and Support and Waste Management and Remediation (23.0%), Information (19.1%), Health Care and Social Assistance (16.9%), and Accommodation and Food Services (16.1%). Staffing services are included in the Administrative and Support and Waste Management and Remediation industry including those employed at manufacturing facilities as temporary employees who may also be hired into permanent manufacturing positions.

INDUSTRIES	# of Employees	% of Employed	% Change	Average Annual Wage
Accommodation and Food Services	64,539	9.4%	16.1%	22,763
Administrative and Support and Waste Management and Remediation Services	44,642	6.5%	23.0%	44,111
Agriculture, Forestry, Fishing and Hunting	2,432	0.4%	2.7%	46,771
Arts, Entertainment, and Recreation	9,845	1.4%	39.2%	21,920
Construction	32,902	4.8%	2.6%	73,425
Educational Services	56,775	8.3%	2.4%	51,539
Finance and Insurance	19,119	2.8%	3.7%	10,143
Health Care and Social Assistance	97,506	14.2%	16.5%	65,611

***Link Upstate WIOA Region***

Information	7,158	1.0%	19.1%	82,911
Management of Companies and Enterprises	7,837	1.1%	5.2%	110,750
Manufacturing	126,004	18.4%	7.0%	72,929
Mining, Quarrying, and Oil and Gas Extraction	317	0.0%	-3.0%	90,935
Other Services (except Public Administration)	16,129	2.3%	11.1%	44,391
Professional, Scientific, and Technical Services	32,456	4.7%	11.4%	86,429
Public Administration	24,100	3.5%	20.5%	51,767
Real Estate and Rental and Leasing	7,410	1.1%	8.3%	61,191
Retail Trade	78,921	11.5%	5.6%	36,110
Transportation and Warehousing	27,677	4.0%	18.4%	61,765
Utilities	3,359	0.5%	-4.8%	85,245
Wholesale Trade	27,284	4.0%	12.2%	83,730
<b>Total</b>	<b>686,412</b>		<b>11%</b>	
<i>Source: SC Department of Employment and Workforce, Community Profile (September 2024)</i>				

The five industries that pay the highest annual wages are as follows: Management of Companies and Enterprises (\$110,750); Mining, Quarrying, and Oil and Gas Extraction (\$90,935); Professional, Scientific, and Technical Services (\$86,429); Utilities (\$85,245); Wholesale Trade (\$83,730). Those that pay the least in annual wages are Finance and Insurance (\$10,143); Arts, Entertainment, and Recreation (\$21,920); Accommodation and Food Services (\$22,763); Retail Trade (\$36,110); Other Services (except Government) (\$44,391). It is worth noting that the wages have gone up slightly since the last plan update.

***Existing and Emerging Industries***

Manufacturing is the leading industry for the area. This industry has several specialty types that are significant to the Link Upstate Region: Automotive, Advance Materials, Biosciences, and Aerospace. Other major existing and emerging industries include Healthcare and Distribution & Logistics.

**AUTOMOTIVE**

The automotive industry is a cornerstone of the Link Upstate Region's economy. Upstate SC is home to more than 250 automotive-related companies. BMW, a tier-1 automotive manufacturer, has established its sole North American facility along the I-85 corridor. To date, BMW has invested \$13.3 billion in the Upstate of South Carolina. The Spartanburg plant is the company's largest worldwide production facility. Currently, BMW employs over 11,000 individuals. The plant assembles more than 1,500 vehicles each day. BMW Manufacturing currently assembles nine gas-powered models and two plug-in hybrids, and they are gearing up to assemble six (6) new electric vehicles by 2030. BMW's most recent investment for electric vehicles

### ***Link Upstate WIOA Region***

includes \$1 billion at the Spartanburg facility and \$700 million for a high-voltage battery assembly plant in the city of Woodruff.

Other key contributors to the region's automotive industry include Michelin North America, Inc., headquartered in Greenville, SC, since the early 1970s. Michelin employs 7,800 South Carolinians across eight Upstate facilities. Upstate is home to ZF's largest facility, which produces fuel-efficient 8- and 9-speed automatic transmissions for the passenger car and light truck market. At 1.4 million square feet and with more than 3,000 employees, the Upstate SC auto plant produces more than 1.2 million transmissions per year. In 2025, the facility will begin manufacturing the 8-speed plug-in hybrid transmission. They are among the region's top 25 employers. Oshkosh Defense is a tactical vehicle manufacturer and is establishing a \$155 million Upstate production facility for zero-emission battery electric vehicles and fuel-efficient low emission internal combustion engine vehicles used in the US Postal Service. Robert Bosch, operating in Anderson, SC, since 1985, is a leader in automotive technology with a workforce of approximately 1,100 employees.

### **ADVANCED MATERIALS**

Advanced manufacturing plays a pivotal role in the Upstate economy, extending beyond the automotive industry into sectors such as fiber-related technology, ceramic technology, coatings, and film. There are 1,038 businesses in the Upstate representing the advanced material industry. According to the South Carolina Department of Employment and Workforce's Community Profile (2024 Q1), the manufacturing sector employs 126,004 individuals in the Link Upstate Region. Of these, approximately 40,487 are specifically engaged in the advanced materials and composite industry.

The advanced manufacturing sector includes employers specializing in plastics and rubber products, such as Cryovac Sealed Air, one of the region's largest employers. Other areas of specialization include chemicals, fabricated metal products, computer and electronic components, and aerospace and transportation equipment. Milliken, a major employer in the region, employs over 2,500 individuals in the production of textiles, floor coverings, performance materials, and specialty chemicals. Other key employers include 3M, Mitsubishi Polyester Film, Sterilite, and Kemet Electronics Corporation (YAGIO).

In terms of workforce concentration, the Upstate region demonstrates a competitive advantage. The Upstate Alliance's 2019 Workforce Availability report cites a manufacturing location quotient of 2.05 for the region. This is significantly higher than Charleston, SC (0.92), Charlotte, NC (1.09), Atlanta, GA (0.76), New York, NY (0.44), and Los Angeles, CA (0.94), underscoring the Upstate's prominence as a manufacturing hub.

### **BIOSCIENCES**

The bioscience sector has established a strong foothold within the manufacturing industry in the Link Upstate Region, showing robust growth potential. There are 460 life sciences companies in the Upstate of SC and 12,229 STEM graduates. South Carolina ranked #1 in employment growth in life sciences among Southeastern States since 2017. From 2017 to 2022, companies in medical equipment and supplies manufacturing experienced job growth of 60%. According to the National Association of Manufacturers (NAM), the bioscience industry was projected to grow by 8.3% in 2018. The Upstate is home to leading pharmaceutical and medical device manufacturers such as Nutra Manufacturing, St. Jude Medical, Ortec

## *Link Upstate WIOA Region*

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Inc., Arthrex, and Bausch & Lomb. Additionally, smaller but significant companies like IRIX Manufacturing, Inc. and Pharmaceutical Associates enhance the region's bioscience ecosystem.

### Key Career Pathways

Bioscience, automotive, and advanced manufacturing industries offer diverse career pathways, including:

- **Production:** Assembly, manufacturing, and creation of goods and products.
- **Maintenance, Installation, and Repair:** Ensuring operational efficiency of machinery and systems.
- **Quality Assurance:** Maintaining regulatory compliance and high-quality standards.
- **Logistics and Inventory Management:** Overseeing supply chains, storage, and distribution.
- **Health, Safety, and Environmental Assurance:** Promoting workplace safety, sustainability, and compliance.

### Key Occupations

These industries support a wide array of roles, including:

- **Technical and Production Roles:** Assembler, Automated Manufacturing Technician, Machine Operator, Welder, and Biomedical Equipment Technician.
- **Engineering and Quality Control:** Industrial Engineer, Manufacturing Engineer, Quality Engineer, Precision Inspector, and Process Control Technician.
- **Maintenance and Repair:** Industrial Machinery Mechanic, Maintenance Technician, Facility Electrician, Electrical Equipment Installer/Repairer, and Industrial Maintenance Electrician.
- **Leadership and Management:** Production Manager, Industrial Electronic Manager, and Safety Team Leader.
- **Specialized Technicians:** Electrical and Electronic Technician, Quality Control Technician, Safety Technician, and Computer Maintenance Technician.

### Key Skills and Abilities

Professionals in these industries require a range of technical and interpersonal skills, including:

- **Communication Skills:** Proficiency in written and oral communication.
- **Problem Solving and Critical Thinking:** The ability to address challenges and implement solutions effectively.
- **Technology Proficiency:** Competence in using information and technology applications.
- **Team Collaboration:** Understanding team dynamics and effectively fulfilling team roles.
- **Health, Safety, and Environmental Procedures:** Adhering to workplace safety and sustainability protocols.
- **Leadership and Teamwork:** Inspiring and collaborating with team members effectively.
- **Ethics and Legal Responsibilities:** Maintaining integrity and compliance with industry regulations.
- **Technical Expertise:** Specialized knowledge and hands-on technical skills specific to the industry.

These foundational pathways, occupations, and skills highlight the dynamic opportunities and critical contributions of the bioscience and advanced manufacturing sectors to the Link Upstate Region's economy.

## HEALTHCARE

- The Link Upstate Region is home to several prominent healthcare systems, making healthcare a cornerstone of the local economy. Prisma Health, the largest healthcare provider in the region, treated 1.5 million unique patients across their network this year (2024) and employs 29,309 individuals, according to its website. With an extensive network of hospitals and medical offices, Prisma Health meets a wide range of medical needs for residents. Other significant healthcare providers in the region include AnMed Health, Bon Secours St.



## *Link Upstate WIOA Region*

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Francis Health System, Self-Regional Hospital, and Spartanburg Regional Healthcare System. Together, these systems ensure comprehensive healthcare services across the region.

### **Key Career Pathways in Healthcare**

The healthcare industry in the Link Upstate Region offers diverse career pathways, including:

- **Therapeutic Services:** Direct patient care aimed at improving health outcomes, such as physical therapy and nursing.
- **Diagnostic Services:** Performing tests and procedures to diagnose health conditions.
- **Support Services:** Roles that ensure healthcare facilities operate efficiently and safely.
- **Health Informatics:** Managing patient information, records, and healthcare technology.
- **Biotechnology Research and Development:** Innovating and advancing medical science and technologies.

### **Key Occupations in Healthcare**

The healthcare sector provides opportunities in various roles, such as:

- **Technologists and Technicians:** Surgical Technologists, Diagnostic Medical Sonographers, Magnetic Resonance Imaging (MRI) Technologists, Nuclear Medicine Technologists, Radiation Therapists, Radiologic Technologists, and Ophthalmic Medical Technicians.
- **Therapists and Assistants:** Physical Therapist Aides and Assistants, Occupational Therapy Aides and Assistants, and Respiratory Therapists.
- **Dental and Medical Support Roles:** Dental Hygienists, Dental Assistants, Phlebotomists, and Medical Assistants.
- **Nursing and Caregiving:** Nurse Practitioners, Nursing Assistants, Home Health Aides, and Personal Care Aides.
- **Administrative and Support Staff:** Medical Secretaries, Health Technologists, and Technicians.

### **Key Skills and Abilities for Healthcare Professionals**

Success in healthcare requires a combination of technical expertise and interpersonal skills, including:

- **Soft Skills:** Interpersonal skills, integrity, professionalism, dependability, adaptability, flexibility, and teamwork.
- **Problem-Solving Skills:** Creative thinking, initiative, and decision-making abilities.
- **Organizational Skills:** Planning, organizing, scheduling, coordinating, and maintaining accurate records.
- **Technical Proficiency:** Working with tools and technology, examining and recording data, and implementing sustainable practices.
- **Customer Focus:** Providing patient-centered care with a focus on excellent service.
- **Health and Safety:** Adhering to health and safety regulations to ensure patient and workplace well-being.
- **Lifelong Learning:** Staying current with advancements in healthcare and continuously improving skills.

The healthcare industry's robust infrastructure, career opportunities, and emphasis on skills development make it a vital and dynamic sector within the Link Upstate Region.

## **DISTRIBUTION & LOGISTICS**

With Link Upstate's strategic location at the intersection of I-85 and I-385, the distribution and logistics industry has become a cornerstone of the region's economy. The area's connectivity is further enhanced by the Inland Port of Greer, proximity to multiple airports including Greenville-Spartanburg International Airport,

## *Link Upstate WIOA Region*

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and railroad access via Norfolk-Southern and CSX Transportation. These assets make Link Upstate an attractive hub for distribution and logistics companies.

Major employers in distribution include Walmart Distribution, Atlas Cold Food Storage, Colgate/Palmolive, Diversified Distribution Systems, Greenco Beverage Company, Pet Dairy, Scansource, Sunland Logistics Solutions, Synnex, and WW Grainger. Additionally, Walgreens operates a significant pharmaceutical distribution center in Anderson County, known for actively recruiting individuals with disabilities.

The logistics sector is supported by companies such as AAA Cooper Transportation, Am-Can Transport, DMX Transportation, Greenwood Motor Lines, SAIA Motor Freight Lines, Estes Express Lines, Quickway Carriers, and Southeastern Freight Lines, which collectively enhance the region's transportation infrastructure.

### **Key Career Pathways in Distribution & Logistics**

The industry offers diverse career pathways, including:

- **Facility and Mobile Equipment Maintenance:** Maintaining and repairing machinery and vehicles.
- **Health, Safety, and Environmental Management:** Ensuring compliance with safety and environmental regulations.
- **Logistics Planning and Management Services:** Optimizing supply chain efficiency and operations.
- **Sales and Services:** Managing customer relationships and sales within logistics operations.
- **Transportation Operations:** Overseeing the movement of goods via various modes of transport.
- **Transportation Systems and Infrastructure:** Managing and maintaining transportation networks.
- **Planning, Management, and Regulation:** Establishing strategies and ensuring compliance within the logistics system.

### **Key Occupations in Distribution & Logistics**

The industry supports a variety of roles, including:

- **Management and Coordination Roles:** Communications, Transportation, and Utilities Manager; Dispatcher.
- **Operations Roles:** Freight, Stock, and Material Mover; Industrial Truck and Tractor Operator; Traffic, Shipping, and Receiving Clerk.
- **Logistics and Engineering Roles:** Logistical Engineer; Logistician; Process Improvement Technician.
- **Materials Management Roles:** Materials Associate, Materials Handler, and Materials Mover.
- **Quality and Warehousing Roles:** Quality Control Technician; Warehousing and Distribution Center Operator.

### **Key Skills and Abilities**

Professionals in this sector need a combination of technical expertise and soft skills, including:

- **Core Skills:** Interpersonal skills, integrity, professionalism, dependability, adaptability, and teamwork.
- **Problem-Solving Skills:** Initiative, critical thinking, and decision-making capabilities.
- **Organizational and Business Skills:** Planning, organizing, and understanding business fundamentals.
- **Technical Proficiency:** Working with tools and technology, checking, examining, and recording data.
- **Customer Focus:** Ensuring excellent service and responsiveness to client needs.
- **Lifelong Learning:** Staying updated with industry trends and technological advancements.

***Link Upstate WIOA Region***

With its unmatched connectivity, robust infrastructure, and diverse opportunities, the distribution and logistics industry continue to thrive as a vital component of the Link Upstate economy.

**REGIONAL WORKFORCE OVERVIEW*****Population***

Link Upstate is home to 1,686,132 individuals (U.S. Census July 2023). Projected population totals for 2030 are expected to reach 1,777,825.

***Demographics***

According to the American Community Survey, Link Upstate demographics broken down by age, race, and gender are as follows.

**AGE**

Under the age of 20	26%	438,394
Working age 20-74	68%	1,146,570
Seniors age 75+	6%	101,168

**RACE**

White	75.3%	1,269,657
Black	18.5%	311,934
American India/Alaskan Native	0.2%	3,372
Asian	1.4%	23,606
Native Hawaiian/Other Pacific Islander	0.1%	1,686
Two or more races	3.1%	52,270
Other	1.4%	23,606

**GENDER**

Female	51.3%	864,986
Male	48.7%	821,146

***Labor Force: Employed & Unemployed***

The total civilian labor force (not seasonally adjusted) for Link Upstate in November 2024 was 781,460, of which 745,075 were employed, and 36,385 were unemployed. The unemployment rate was 4.7%.

Area	Labor Force	Employed	Unemployed	Unemployment Rate
Greenville	273,982	262,055	11,927	4.4%
Upper Savannah	114,646	108,930	5,716	5.0%
Upstate	199,014	189,072	9,942	5.0%
WorkLink	193,818	185,018	8,800	4.5%

**Link Upstate WIOA Region**

<b>Total</b>	<b>781,460</b>	<b>745,075</b>	<b>36,385</b>	<b>4.7%</b>
<i>November 2024, SCDEW Community Profile</i>				

**Labor Market Trends****Estimated and Projected Employment (Growth/Decline by Industry)**

The largest sector in the Link Upstate WIOA region is Manufacturing, employing 127,426 workers. The next-largest sectors are Health Care and Social Assistance (98,979 workers) and Retail Trade (80,185 workers). High location quotients (LQs) highlight sectors with strong regional concentrations of employment compared to the national average. The sectors with the largest LQs are Manufacturing (LQ = 2.13), Utilities (1.22), and Administrative and Support and Waste Management and Remediation Services (1.12).

Sectors with the highest average wages in the region are Management of Companies and Enterprises (\$103,832), Utilities (\$86,784), and Finance and Insurance (\$82,973). Over the past five years, the sectors with the most notable job growth were Health Care and Social Assistance (+8,050 jobs), Manufacturing (+5,611 jobs), and Construction (+5,188 jobs).

Looking ahead, employment in the Link Upstate WIOA region is projected to grow by 9,113 jobs over the next year. The fastest-growing sector by percentage is expected to be Management of Companies and Enterprises (+2.1% year-over-year growth). The strongest job growth by number is forecasted in Health Care and Social Assistance (+1,748 jobs), Manufacturing (+1,073 jobs), and Accommodation and Food Services (+777 jobs).

**Link Upstate WIOA, 2023Q4**

NAICS	Industry	Empl	Current Avg Ann Wages	LQ	5-Year History		Total Demand	1-Year Forecast			Ann % Growth
					Empl Change	Ann %		Exits	Transfers	Empl Growth	
31	Manufacturing	127,426	\$66,808	2.13	5,611	0.9%	13,956	5,156	7,726	1,073	0.8%
62	Health Care and Social Assistance	98,979	\$61,163	0.91	8,050	1.7%	11,480	4,687	5,045	1,748	1.8%
44	Retail Trade	80,185	\$35,799	1.09	2,680	0.7%	11,621	4,901	6,139	581	0.7%
72	Accommodation and Food Services	65,889	\$21,947	1.02	4,378	1.4%	12,460	5,264	6,418	777	1.2%
61	Educational Services	58,589	\$48,497	0.98	4,977	1.8%	6,204	2,717	2,817	670	1.1%
56	Administrative and Support and Waste Management and Remediation Services	52,386	\$40,246	1.12	-9,919	-3.4%	6,691	2,596	3,436	659	1.3%
23	Construction	41,455	\$64,660	0.93	5,188	2.7%	4,091	1,459	2,137	495	1.2%
54	Professional, Scientific, and Technical Services	35,886	\$79,343	0.66	4,906	3.0%	3,574	1,192	1,749	633	1.8%
81	Other Services (except Public Administration)	32,951	\$32,850	1.05	309	0.2%	4,195	1,649	2,127	419	1.3%
48	Transportation and Warehousing	30,221	\$54,743	0.82	3,477	2.5%	3,856	1,450	1,873	533	1.8%
42	Wholesale Trade	28,038	\$76,209	1.00	2,164	1.6%	3,129	1,143	1,703	283	1.0%
92	Public Administration	23,489	\$50,452	0.68	574	0.5%	2,404	957	1,211	235	1.0%
52	Finance and Insurance	19,906	\$82,973	0.67	1,379	1.4%	1,948	704	971	273	1.4%
71	Arts, Entertainment, and Recreation	11,813	\$22,773	0.79	1,150	2.1%	1,975	749	1,018	207	1.8%
53	Real Estate and Rental and Leasing	9,832	\$58,850	0.74	762	1.6%	1,091	456	497	139	1.4%
55	Management of Companies and Enterprises	8,306	\$103,832	0.72	989	2.6%	886	292	423	171	2.1%
51	Information	7,932	\$71,220	0.54	-1,512	-3.4%	830	281	432	117	1.5%
11	Agriculture, Forestry, Fishing and Hunting	6,015	\$29,727	0.65	-261	-0.8%	743	351	369	24	0.4%
22	Utilities	4,675	\$86,784	1.22	-45	-0.2%	433	168	242	24	0.5%
21	Mining, Quarrying, and Oil and Gas Extraction	427	\$74,892	0.16	-84	-3.5%	45	15	25	5	1.2%
99	Unclassified	3	\$111,862	0.00	-4	-15.3%	0	0	0	0	1.4%
<b>Total - All Industries</b>		<b>744,404</b>	<b>\$53,703</b>	<b>1.00</b>	<b>34,767</b>	<b>1.0%</b>	<b>90,651</b>	<b>35,959</b>	<b>45,579</b>	<b>9,113</b>	<b>1.2%</b>

Source: Link Upstate Economic Overview, JobsEQ

**Link Upstate WIOA Region**

A cluster refers to a geographic concentration of interrelated industries or occupations. In the Link Upstate WIOA region, the Textile/Leather cluster has the highest relative concentration, with a location quotient of 6.31. This cluster employs 9,583 workers in the region and offers an average wage of \$52,819. However, employment in the Textile/Leather cluster is projected to decline slightly, contracting at a rate of 0.1% per year over the next ten years.

**Occupational Growth**

The largest major occupation group in the Link Upstate WIOA region is Office and Administrative Support Occupations, employing 91,155 workers (JobsEQ Link Upstate Report). The next-largest groups are Production Occupations with 85,046 workers and Transportation and Material Moving Occupations with 69,622 workers. High location quotients (LQs) indicate regional strengths compared to the national average. The groups with the largest LQs in the region are Production Occupations (LQ = 2.05), Architecture and Engineering Occupations (1.22), and Installation, Maintenance, and Repair Occupations (1.12).

Occupation groups with the highest average wages are Management Occupations (\$114,600), Legal Occupations (\$102,200), and Healthcare Practitioners and Technical Occupations (\$97,700). Unemployment rates vary by group, from 0.8% among Legal Occupations to 4.9% among Transportation and Material Moving Occupations.

Over the next year, the fastest-growing occupation group is projected to be Healthcare Support Occupations, with a +2.2% growth rate. The strongest growth in job numbers is expected in Transportation and Material Moving Occupations (+1,048 jobs) and Food Preparation and Serving Related Occupations (+745 jobs). Additionally, the highest separation demand is forecasted in Food Preparation and Serving Related Occupations (12,420 jobs) and Office and Administrative Support Occupations (10,524 jobs).

**Link Upstate WIOA, 2023Q4: Occupational Overview**

SOC	Occupation	Current				5-Year History				1-Year Forecast				
		Empl	Mean Ann Wages <sup>1</sup>	LQ	Unempl	Unempl Rate	Online Job Ads <sup>2</sup>	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
43-0000	Office and Administrative Support	91,155	\$43,000	1.02	2,418	2.5%	3,643	-338	-0.1%	10,853	4,930	5,594	329	0.4%
51-0000	Production	85,046	\$47,000	2.05	3,102	3.6%	2,472	-255	-0.1%	9,988	3,717	5,711	560	0.7%
53-0000	Transportation and Material Moving	69,622	\$41,200	1.07	3,749	4.9%	3,774	3,420	1.0%	10,294	3,734	5,512	1,048	1.5%
41-0000	Sales and Related	68,435	\$45,200	1.04	2,590	3.5%	6,797	1,515	0.4%	9,895	4,226	5,116	554	0.8%
35-0000	Food Preparation and Serving Related	62,812	\$28,600	1.04	3,131	4.6%	3,753	3,143	1.0%	13,164	5,632	6,788	745	1.2%
11-0000	Management	48,525	\$114,600	0.87	719	1.4%	4,933	7,245	3.3%	4,631	1,519	2,389	724	1.5%
29-0000	Healthcare Practitioners and Technical	42,948	\$97,700	0.98	492	1.1%	6,606	3,424	1.7%	3,257	1,416	1,118	722	1.7%
25-0000	Educational Instruction and Library	36,844	\$53,900	0.93	709	1.9%	1,928	3,028	1.7%	3,794	1,697	1,626	471	1.3%
13-0000	Business and Financial Operations	32,939	\$78,100	0.70	756	2.0%	3,175	4,339	2.9%	3,298	1,056	1,729	513	1.6%
49-0000	Installation, Maintenance, and Repair	32,503	\$53,700	1.12	689	2.0%	2,898	1,527	1.0%	3,444	1,320	1,648	476	1.5%
47-0000	Construction and Extraction	30,582	\$48,900	0.90	1,504	4.3%	1,120	2,042	1.4%	3,118	1,101	1,614	404	1.3%
31-0000	Healthcare Support	28,936	\$34,600	0.86	803	2.6%	1,900	3,050	2.3%	4,896	1,943	2,304	649	2.2%
37-0000	Building and Grounds Cleaning and Maintenance	23,016	\$33,700	0.94	1,079	4.2%	1,462	-528	-0.5%	3,508	1,497	1,725	287	1.2%
39-0000	Personal Care and Service	17,508	\$33,100	0.95	599	3.3%	643	499	0.6%	3,509	1,265	1,954	289	1.7%
17-0000	Architecture and Engineering	14,640	\$88,000	1.22	241	1.6%	2,042	163	0.2%	1,252	438	581	233	1.6%
15-0000	Computer and Mathematical	13,903	\$91,000	0.58	284	1.7%	1,528	1,529	2.4%	1,185	335	553	298	2.1%
21-0000	Community and Social Service	12,432	\$50,200	0.93	246	1.9%	1,264	354	0.6%	1,336	509	615	212	1.7%

*Link Upstate WIOA Region*

SOC	Occupation	Current					5-Year History			1-Year Forecast				
		Empl	Mean Ann Wages <sup>1</sup>	LQ	Unempl	Unempl Rate	Online Job Ads <sup>2</sup>	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
33-0000	Protective Service	11,369	\$43,100	0.71	302	2.4%	602	800	1.5%	1,430	594	714	123	1.1%
27-0000	Arts, Design, Entertainment, Sports, and Media	10,456	\$57,300	0.76	314	2.8%	862	713	1.4%	1,256	484	624	148	1.4%
19-0000	Life, Physical, and Social Science	4,667	\$76,900	0.71	122	2.4%	789	325	1.5%	509	104	333	73	1.6%
23-0000	Legal	4,178	\$102,200	0.69	35	0.8%	305	385	2.0%	344	129	146	70	1.7%
45-0000	Farming, Fishing, and Forestry	1,887	\$40,900	0.43	92	4.4%	35	11	0.1%	292	106	175	11	0.6%
<b>Total - All Occupations</b>		<b>744,404</b>	<b>\$54,700</b>	<b>1.00</b>	<b>23,976</b>	<b>3.0%</b>	<b>52,532</b>	<b>36,389</b>	<b>1.0%</b>	<b>95,339</b>	<b>37,749</b>	<b>48,567</b>	<b>9,022</b>	<b>1.2%</b>

Source: Economic Overview of the Link Upstate Region, 2023Q4, JobsEQ

**Occupational Decline**

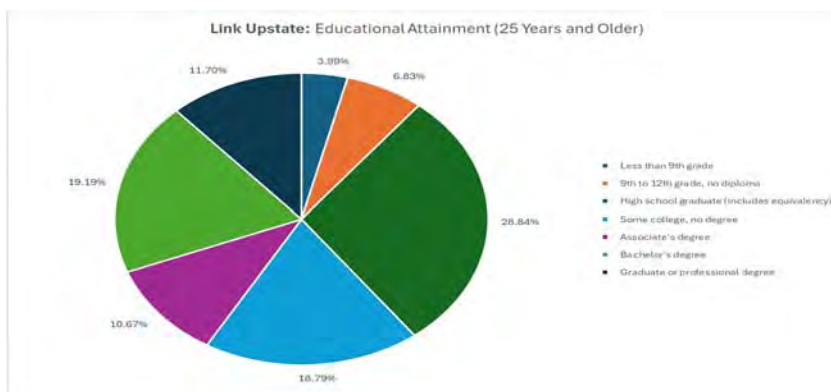
According to SC DEW’s dashboard updated in January 2024, several occupations in the Link Upstate WIOA region are projected to decline. These include:

- Textile, Apparel, and Furnishings Workers: Expected to decrease by 3.06%, representing a loss of 359 workers.
- Retail Sales Workers: Anticipated decline by 5.93%, with a reduction of 30 positions.
- Financial Clerks: Projected to decrease by 1.68%, amounting to a loss of 33 positions.
- Other Office and Administrative Support Workers: Expected to decline by 1.35%, with a reduction of 23 positions.

These declines reflect shifts in industry demand, technological advancements, and evolving workforce dynamics in the region.

**Skills and Knowledge**

The American Community Survey estimates educational attainment (of those 25 years or older) for the Link Upstate workforce to be as follows: 10.8% (123,467) have less than a High School Diploma (HSD) or equivalency; 58.3% (665,613) have a HSD or equivalency, some college, or an Associate’s Degree; and 30.9% (352,646) have a Bachelor’s Degree or higher.



## Link Upstate WIOA Region

Source: American Community Survey, US Census Bureau (2023, 1 yr. estimate). Population 25 years old & older

### Barriers to Employment

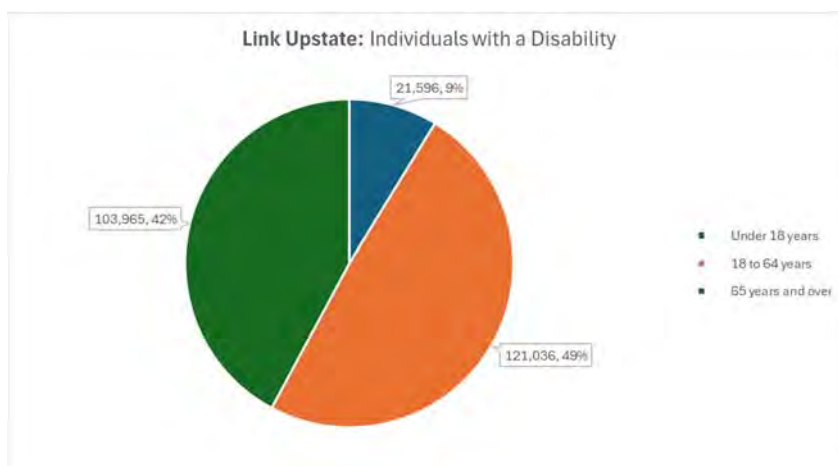
The Link Upstate region is home to a growing and diverse population. The groups of individuals provided here have been identified as having specific needs or challenges that may cause barriers to becoming employed. These groups also align with the State Workforce Development Board's identified priority populations.

#### 1. Individuals with a Disability

According to the most recent data, there are 246,597 individuals in the Link Upstate region identified as having a disability, representing 15.0% of the total population. Among these, individuals aged 18 to 64 years account for 49.1% (121,036), while those 65 years and older make up 42.2% (103,965). This data highlights the significant challenges these populations face in accessing employment opportunities, support services, and resources needed for workforce inclusion.

##### *Youth with a Disability*

In the Link Upstate region, there are 21,596 individuals under the age of 18 with a disability, comprising 8.8% of this age group. Ensuring access to education, training, and specialized support systems remains crucial to fostering long-term employment outcomes and opportunities for this population.



US Census: American Community Survey (2023 -1 Yr estimate)

These individuals have disabilities, which include hearing difficulties, vision difficulties, cognitive difficulties, ambulatory difficulties, self-care difficulties, and independent living difficulties. These individuals may need additional or specialized assistance when searching for employment.

#### 2. VETERANS

Of the total Link Upstate population aged 18 and above, approximately 5.3% are veterans, accounting for 89,173 individuals (Source: American Community Survey, U.S. Census Bureau, 2019-2023). While a portion of these veterans have retired and are no longer part of the workforce, many transition successfully into productive civilian careers. However, some veterans face challenges in translating their military experience into civilian skills that align with workplace demands.

Additionally, many veterans seek to enhance their employability by pursuing degrees or certifications. As workforce development entities, it is essential to remain informed about the extensive network of nonprofits

**Link Upstate WIOA Region**

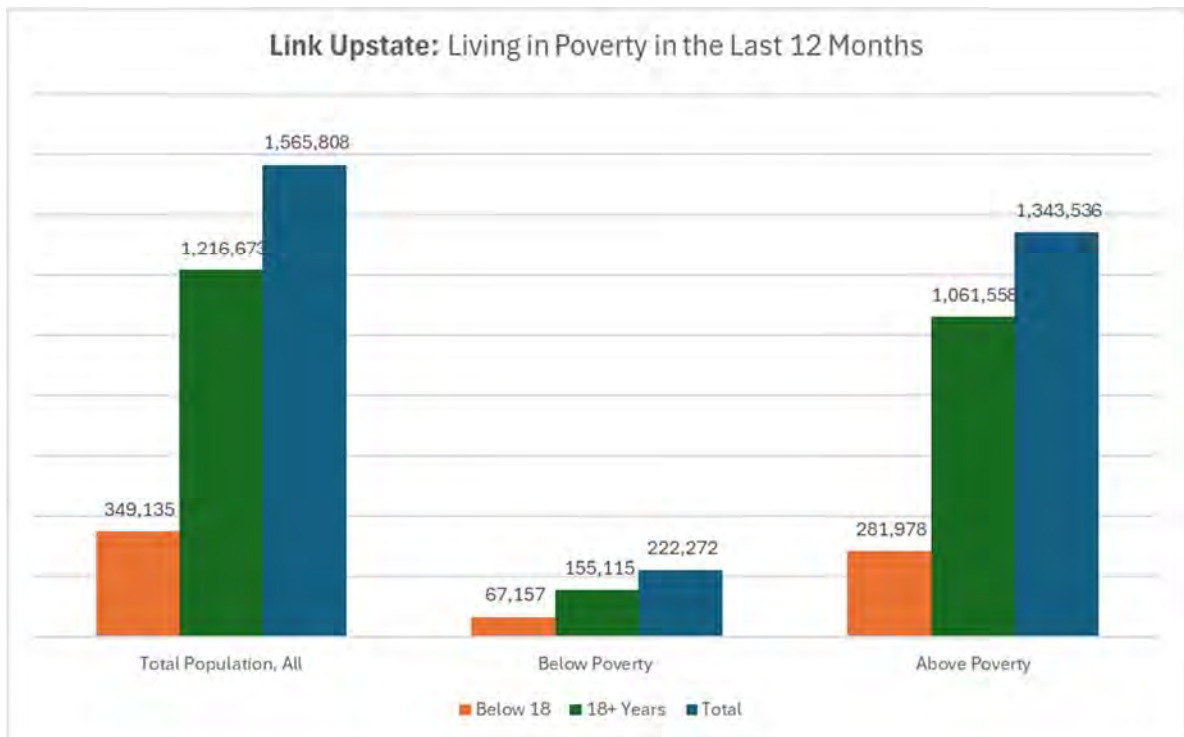
and government organizations dedicated to serving veterans. This awareness ensures that veterans are effectively connected to the resources and services they need for a successful transition.

SC Department of Employment and Workforce recently launched The STAYS Program. This program encourages veterans to “Stay to Apply Your Skills in South Carolina” by offering five interview opportunities to veterans who use the SC Works system. Employers will be highlighted as a STAYS Employer with a logo on their SC Works account. Employers registering with SC Works can opt-in as a “STAYS Employer.” Employers in this program understand that veterans have transferable skills that are not always shown on an application or resume but are demonstrated in interviews. These employers understand the benefit of interviewing veterans for their positions.

To further support these efforts, the South Carolina Department of Veterans’ Affairs (SCDVA) has launched the Combined Arms platform, a comprehensive tool designed to help veterans access critical services and resources efficiently. By leveraging platforms like Combined Arms and fostering collaboration across service providers, workforce development entities can play a pivotal role in empowering veterans to achieve their career and education goals.

**3. POVERTY/LONG TERM UNEMPLOYED**

There are approximately 222,272 people living in poverty in the Link Upstate region, which equates to about 14% of the population. This means that approximately 1.4 out of 10 individuals in the region live in poverty. Poverty can be a significant barrier to employment, as individuals who cannot afford stable housing, transportation, phone/internet access, and other essential needs will face greater challenges in finding and maintaining a job. Additionally, poverty makes pursuing further education and training much more difficult, limiting opportunities for career advancement and long-term stability.



US Census: American Community Survey (2023 -1 Yr estimate)



Link Upstate WIOA Region**4. YOUTH WITH BARRIERS**

- **Low-Income**

Link Upstate has a population of youth under 18 years of age equaling 349,135, which is 22.3% of the total population. There are approximately 67,157 youth below the age of 18 living in poverty. This equates to about 19.2% of all youth living in poverty in the region, which means nearly 1 in 5 youth in the Link Upstate region experience poverty. Poverty for youth can be a barrier to employment because an individual who cannot afford stable housing, transportation, phone/internet, and many other needs will likely have a harder time finding and keeping a job. Poverty also makes attending school for additional training and education much more difficult.

- **Dropouts**

In the 2022 school year, SC Department of Education reported that 70,135 students enrolled in the K-12 Link Upstate school system. Twenty-seven school districts serve the Link Upstate region. Approximately 1,874 students dropped out before graduating, equaling a dropout rate of 2.7% for the year. This reflects a downward trend year after year of students completing high school. COVID-19 contributed to the dropout increase. Potential challenges dropout face: dealing with social stigma, fewer job opportunities, lower salaries, and higher probability of involvement with the criminal justice system.

DISTRICT	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
ENROLLMENT FOR GRADES 9-12	65,289	64,885	65,166	66,107	68,051	70,135
DROPOUTS FOR GRADES 9-12	1,593	1,583	1,442	5,894	1,905	1,874
PERCENTAGE FOR GRADES 9-12	2.4	2.4	2.2	1.9	2.8	2.7

*Source: Dept of Education School Dropout Tables*

- **Crime**

SC Department of Juvenile Justice released data for juvenile cases for the 2018-2019 fiscal year. In the Link Upstate Region, there were a total of 3,268 juvenile cases representing 27.6% of the State's total number of Juvenile offenders. Year over year, the total number of juvenile cases has dropped.

Those classified as "Violent or Serious," and "Detention Center Cases" have decreased, but "Status of Offense Cases" has increased. Challenges faced by youth that have been detained by the justice system include lack of education, lack of housing, mental health and substance abuse, and reconnecting with families can all present barriers to employment. (*Re-Entry: Key issues, Juvenile Justice Information Exchange*)

- **Foster Care**

According to the SC Department of Social Services, in December 2024, 973 youth were served through foster care in the Link Upstate area. This equates to 29.4% of the 3,307 foster care youth served by the state of South Carolina.

SC Foster Care 2024	0-6 YO	7-12 YO	13-17 YO	Total

*Link Upstate WIOA Region*

STATE TOTAL	1267	925	1115	3307
<i>Link Upstate Total</i>	365	270	338	973
% of State Total	28.8%	29.2%	30.3%	29.4%
<i>Source: SC Department of Social Services, Foster Care Dashboard 2024</i>				

According to “Young Adults Formerly in Foster Care: Challenges and Solutions,” a Foster Care Youth Brief published by youth.gov, individuals in or aging out of foster care face these possible challenges: unstable housing or homelessness, lack of adequate elementary and secondary education, lack of employment and job training, problems with physical health, behavioral health, and general well-being, lack of access to health care, justice system involvement, lack of social connections. These can be barriers to finding and keeping sustainable employment. It is important that we are intentional in meeting with those in Foster Care before they are released as they need case management as they obtain jobs, attend adult education or attend post-secondary education.

- *Teen parent*

SC Department of Public Health tracks teen pregnancy statistics and released the following data for 2022:

<b>2022 Teen Birth Rates and Numbers by Age Group</b>						
	<b>Ages 15-19</b>		<b>Ages 15-17</b>		<b>Ages 18-19</b>	
<b>County</b>	<b>Number</b>	<b>Rate*</b>	<b>Number</b>	<b>Rate*</b>	<b>Number</b>	<b>Rate*</b>
Abbeville	9	45.8	2	4.1	7	87.5
Anderson	171	29.3	44	11.0	127	47.6
Cherokee	64	40.0	22	20.8	42	59.2
Edgefield	9	16.0	2	5.0	7	26.9
Greenville	363	23.8	110	10.7	253	36.9
Greenwood	72	30.2	19	11.7	53	48.6
Laurens	89	49.7	22	17.7	67	81.7
McCormick	5	33.3	3	33.3	2	33.3
Newberry	42	35.0	15	19.0	27	50.9
Oconee	77	38.9	26	19.7	51	58.0
Pickens	71	13.3	21	5.8	50	20.7

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Saluda	26	56.6	722.6	19	90.5
Spartanburg	252	25.6	608.8	192	42.3
Union	27	41.1	1228.6	15	53.6
<b>Link Upstate Total</b>	<b>1,277</b>	<b>34.2</b>	<b>36515.6</b>	<b>912</b>	<b>52.7</b>
<b>State Total</b>	<b>3,919</b>	<b>26.6</b>	<b>1,13911.4</b>	<b>2,780</b>	<b>41.7</b>
Source: SC Department of Public Health, Teen Birth Rates *Rates calculated per 1,000 female population					

The State's teen pregnancy rate for those 15-19 years old was 26.6% or 3,919 pregnancies. Of those ages 15-17, the rate averaged 11.4% or 1,139 pregnancies. In the Link Upstate Area, the number of pregnancies for ages 15-19 1,277 or a rate of 34.2%. Potential challenges that pregnant and parenting youth face include poverty, homelessness, malnutrition, complications of pregnancy, emotional problems such as depression or drug and alcohol use, lack of a support system, lack of childcare, and lack of education.

#### 5. EX-OFFENDERS

In FY2023, there were 6,881 individuals on the Probation, Pardon and Parole caseloads in the Upstate Link region, constituting approximately 41.3% of the State's Probation, Pardon, and Parole caseload. These individuals may have been out of the workforce for a substantial amount of time and may need additional assistance with job search and interviewing skills.

#### 6. HOMELESS

According to 2024 SC State of Homelessness Report provided by the SC Interagency Council on Homelessness, there are 1,424 homeless individuals in the Link Upstate region, which make up approximately 35.1% of the estimated total state homeless population. Approximately 21% of the counted population is chronically homeless, 9.7% are Veterans, 10.6% are survivors of domestic violence, and 39% have a disability. Approximately 7,181 children experienced homelessness during the reporting period. Individuals who are homeless may have difficulty finding and keeping a job, and they may have difficulty attending training to obtain new skills and increase their employability.

### WORKFORCE DEVELOPMENT ACTIVITIES & ANALYSIS

Developing a workforce to meet the demands of business is vitally important to the Link Upstate economy. Each Local Workforce Development Area in the Link Upstate Region has similar partners to the rest of the state. Wagner-Peyser and the Workforce Innovation and Opportunity program provide services for the public. Partners, including SC Vocational Rehabilitation Department, Adult Education, and the Department of Social Services have additional services and support of targeted groups of job seekers. The technical college system is an important partner in our workforce system, as they provide training for our participants.

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Many of the training programs offered at the two-year Colleges are no longer on the eligible training provider list which prohibits us from utilizing WIOA funds for the training; however, many of the programs have free tuition. Some training providers find the eligible training provider listing requirements too invasive to the personal information of their students and too cumbersome, so they elect not to participate.

This is especially true in the Upstate Workforce Development Area as most all training programs are now free at Spartanburg Community College. Spartanburg Methodist College also provides free tuition. Union County Government will pay students to attend USC Union tuition free. The Upstate Workforce Board now focuses on on-the-job training with local employers along with co-enrolling students to provide supportive services in need of these services along with providing case management. These WIOA services greatly help with college retention.

Promoting lifelong learning in the Greenville County Workforce Development Area provides opportunities for students and adult workers to further their educational goals. Our robust technical college system is incomparable to none and the benefits of lottery tuition-assistance programs and other state-funded workforce training scholarships leaves no stone unturned for growing our economy and aligning workforce skills with industry demand. Individuals with post-secondary training histories who never finished their degree have linkages to continuing education resources such as the South Carolina Student Loan (SCSL) BOLD Career Pathways Program. The GCWDB has collaborated with the BOLD Program to promote how adult learners can have their college loans paid for by a future employer. The programs enable workers to graduate with less debt and a job lined up. The SCSL also offers Teacher Loans and Forgiveness programs for undergraduates or graduate students pursuing a degree in education or who chose career paths as teachers. The GCWDB is also excited to collaborate with the Hollingsworth Foundation in support of establishing a local College Unbound Program. College Unbound (CU) is a non-profit educational institution based in Providence, RI, with additional student cohorts in Chicago, IL, Camden, NJ, **Greenville, SC**, Philadelphia PA, Wilmington, DE, and Washington State. CU helps adults re-enter and stay in college and earn their Bachelor of Arts degree with a unique approach and comprehensive wrap around support services. CU's academic content and instruction build on a student's prior studies, life experiences, and interests to create a student-driven curriculum.

Additional scholarships offered through the State legislature have allowed WorkLink to serve additional participants through cost-sharing expenses for students. Tri-County Technical College covers a portion and WorkLink covers a portion of an eligible student's continuing education programs of study. This has also allowed WorkLink to provide additional supportive services and focus on work-based learning opportunities.

Upper Savannah applied for a National Dislocated Worker Grant through U.S. DOL called CAREERS to serve most in need Dislocated Workers and those with significant longer-term barriers to employment. Our region also collaborated with the Pee Dee Region on an H1B Rural Healthcare Initiative Grant where we served 120 EMT's, Paramedics and Nurses in the Upper Savannah Region over the past 2 years with great success and outcomes.

Although not comprehensive, below are key workforce development activities and programs offered in the Link Upstate region.

### **CLASSROOM BASED EDUCATION & TRAINING ACTIVITIES**

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### **K-12 SYSTEM**

#### *Career and Technology Centers*

Career and Technical Education Centers for the K-12 system are offered throughout the State of South Carolina. Link Upstate K-12 students have access to eighteen Career and Technical Education Centers and a variety of programs of study. Career pathways are clearly identified for students to be able to identify the skills and knowledge they will need to pursue to be able to succeed on the job, in the military, or in post-secondary education in their career field of choice.

#### *Dual Enrollment*

High School Juniors and Seniors can enroll in post-secondary classes while completing their high school education. They will receive college credit towards an Associate's Degree or Bachelor's Degree for successfully completing college courses. These courses may include English, Computer Technology, History, Mathematics, Psychology, Allied Health Sciences, Welding, Automotive Technology, Engineering Graphics Technology, Building Construction Technology, among others. Many of the local colleges (including private, public, two-year and four-year) in the Link Upstate region offer dual enrollment opportunities for students, including the four Technical Colleges that serve the Link Upstate region: Greenville Technical College, Piedmont Technical College, Spartanburg Community College, and Tri-County Technical College. The Link Upstate Region has collaborated with our Regional Workforce Advisors to provide services to students getting ready to graduate from K-12 so they are connected to SC Works Services that will help prepare them for their Next Steps to College, Advanced Vocational Training, Apprenticeships, or work. Upper Savannah created a Next Steps Resource Guide that has been given to all K-12 Seniors for the past three years alerting them to all services available in the community. WorkLink will be adopting this Next Step resource model to release to graduating Seniors in 2025.

#### *Career Readiness Assessments*

The State of South Carolina has re-engaged WIN as our statewide Career Readiness Assessment. WIN, much like WorkKeys, provides a Skill Gap Analysis to better understand Job Seekers strengths and skill gaps. Link Upstate partners with Adult Education in all 14 counties to deliver WINS Testing.

### **SOFT SKILLS**

#### *Soft Skills: WIN Learning Software*

In addition to students having access to the Ready to Work career assessments, Link Upstate promotes the three core assessments to adults in the region. As a result, the WIN Learning software is available to help individuals prepare for the career readiness assessments through a variety of partners, such as SC Works, Adult Education, the Technical Colleges, and SC Vocational Rehabilitation.

### **ADULT EDUCATION**

#### *Integrated English and Literacy*

A variety of partners offers Literacy and English as a Second Language instruction in the Link Upstate region. Each program seeks to improve the skills of the students they serve in writing, reading comprehension and, in the case of those with Limited English Proficiency, in understanding the spoken word. Both have integrated components of workforce preparation, workforce training, and concurrent and contextualized learning, meaning that students will read passages relevant to the world of work and be introduced to words and phrases that are common in the

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workplace. In the Link Upstate Region, the primary provider of English as a Second Language and Literacy is Adult Education, a division of the Department of Education; however, other public or private partners may also be providers, such as Greenville Literacy.

***Integrated Education and Training***

Adult Education, a division of the SC Department of Education, is the primary provider of education for those that have dropped out of traditional K-12 learning and wish to pursue a High School Diploma or its equivalent. Each Adult Education Center offers instruction to students to allow them to finish their High School Diploma requirements or prepare them to take the High School equivalency exam. Instruction includes workforce preparation, workforce training, and concurrent and contextualized learning. In the WorkLink area, i-Best programs offered at the Adult Education Centers allow GED students to earn an occupational credential through Tri-County Technical College as they study for the GED exam.

**COLLEGES, UNIVERSITIES AND PROFESSIONAL SCHOOLS**

In total, the Link Upstate region offers 31 providers of training. Among those include three 4-year public universities: Clemson University, University of South Carolina (Upstate and Union), and Lander University. Other training providers include: eight private 4-year universities and twelve colleges, four technical colleges, and eight training providers that offer programs of study leading to credentials, but do not result in associate's or higher-level degree.

***Technical College System***

There are four technical colleges that serve the Link Upstate Region: Greenville Technical College, Piedmont Technical College, Spartanburg Community College, and Tri-County Technical College. The overarching mission of the Technical Colleges is to prepare students for the workplace. Each college offers programs of study relevant to businesses in the region, including credit courses that lead to an associate's degree or higher and continuing education courses for short-term training opportunities that lead to a credential such as an occupational license, certification, or credential.

***Research Universities***

Among the Universities and Colleges in South Carolina, two that are found in the Link Upstate region have been designated as research universities: Clemson University and University of South Carolina. Clemson University's research is based on the following innovation clusters: Advanced Materials; Cyber Infrastructure and Big Data Science; Energy, Transportation, and Advanced Manufacturing; Health Innovation; Human Resilience; and Sustainable Environment. Because of the BMW relocation and Clemson's focus on research, CU-ICAR (a 250-acre campus) developed in partnership with automotive manufacturers to research innovative manufacturing solutions, but also to develop the workforce to meet the demands of business by engaging students in the process. Link Upstate is partnered with our Technical Colleges and Clemson University on a large Electric Vehicle grant that will, if awarded, enable the region to design and deploy EV Curriculums in various disciplines. The goal is to upskill ASE Certified Technicians to work on EV's, accelerate the numbers for new ASE EV Technicians needed, develop the courses to train EV Battery Production workers and train First Responders on how to combat EV Battery fires.

CU-ICAR is home to a graduate Department of Automotive Engineering. Here, over 200 Clemson University students are pursuing Master of Science and/or Ph.D. degrees in Automotive Engineering. Graduate students learn

### ***Link Upstate WIOA Region***

in an innovative research-and-educational program that focuses on the vehicle and its infrastructure from a systems-integration perspective. CU-ICAR has conferred more than 1,000 graduate degrees in the 15 years since the program was launched.

The University of South Carolina has two satellite campuses in the region, Union and Upstate. The hub of the University is in the Midlands area, and therefore, does not have the research presence that Clemson University does. However, students can participate in research through the University of South Carolina through one of their four focus areas: Health Sciences, Advanced Materials, Energy, and Environment and Sustainability.

## **WORK-BASED LEARNING AND TRAINING PROGRAMS**

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

Offered by WIOA programs, SC Vocational Rehabilitation and SC Department of Social Services, On-the-Job Training offsets a portion of a new worker's wages that an employer will pay while the employee learns the skills required to perform necessary job duties. Seen as a monetary benefit to the employer to compensate for lost production while the individual is in the process of learning the skills needed to be proficient, the employee also benefits by earning while they learn.

### ***Incumbent Worker Training (IWT)***

Workforce Development Boards (or their contracted service providers) offer incumbent Worker Training to employers that wish to Skill Up their workforce (when funds are available). Employees participate in training to learn new skills, allowing them to retain their jobs and upgrading their skills necessary for advancement. Employers can be reimbursed for a portion of the classroom training cost, offsetting company losses caused by taking employees away from their duties. Link Upstate Region has collaborated with SC MEP and our Technical Colleges to develop customized curriculums to support a variety of needs across multiple sectors.

### ***readySC™***

A program offered by the technical college system, readySC™ provides business solutions to companies relocating to Link Upstate. A project manager is assigned to work with the company to identify the necessary solutions. Solutions may include assisting with coordinated recruitment, training the potential workforce to meet their needs, locating instructors to provide relevant training, and arranging for training to be conducted in offsite facilities. The SC Works Business Services teams often collaborate with readySC™ on recruitment. Employers that readySC™ has served in recent years include Michelin, First Quality, Bosch, Borg Warner, Prodigy Cabinetry, Lockheed Martin, Oshkosh Defense, and ZF Transmissions.

### ***Apprenticeship Carolina™***

A division of the Technical College system, Apprenticeship Carolina™ stands as a key resource for employers to create and maintain registered apprenticeships within their businesses. Individuals learn while employed, both on-the-job and in a classroom setting. At appropriate training benchmarks, such as attainment of a credential, apprentices may receive wage increases. Apprenticeships are available to all age groups; however, employers may have dedicated apprenticeships specifically for youth. Some successful Apprenticeships in the Link Upstate region include positions at BASF, Greenfield Industries, King Asphalt, Lonza, Renewable Water Resources, and ATS Logistics.

*Link Upstate WIOA Region***TAX CREDITS***E-Zone*

The Enterprise Zone Retraining Program (E-Zone) offers a tax incentive through the Technical College system to employers that retrain their workforce on new equipment or technology in an effort to remain competitive. The business can claim the tax credit for retraining for up to \$1,000 per person per year. According to the Legislative Annual Report for Enterprise Zone Retraining Program, during calendar year 2022-23, six Upstate Link businesses were approved for the Job Retraining Tax Credit and were projected to retrain 8,550 employees.

**PROGRAM AND SERVICES FOR PRIORITY POPULATIONS****INDIVIDUALS WITH DISABILITIES**

The SC Vocational Rehabilitation Department (SCVRD) is the primary provider of employment and training services to those with Disabilities. SCVRD provides counselling and rehabilitation to individuals with cognitive, mental, or physical disabilities. A division of SCVRD, the SC Commission for the Blind serves those with low vision or blindness.

*Job Readiness Training Centers*

The South Carolina Department of Vocational Rehabilitation (SCVRD) has established Job Readiness Training Centers to equip job seekers with the skills needed for successful employment. These centers offer a dual benefit, supporting both job seekers and employers through hands-on training and collaboration.

Job Seekers gain valuable experience by working in a simulated manufacturing environment where they learn essential job duties and develop critical soft skills such as teamwork, communication, and professionalism. This practical training ensures they are well prepared to transition into the workforce.

Employers can collaborate with SCVRD through job readiness contracts, which provide mutually beneficial opportunities. Job Seekers perform real work tasks, including assembling products, giving them firsthand experience with specific manufacturing processes. In return, employers gain access to a pipeline of potential hires who are already familiar with their operations and trained to meet their standards. Additionally, employers benefit from completed assembly work, which can support their production needs.

The Job Readiness Training Centers exemplify SCVRD's commitment to bridging the gap between job seekers and employers, fostering workforce readiness while addressing the needs of local industries.

SC Department of Vocational Rehabilitation has established training centers to prepare job seekers for employment. Offering dual benefit to the job seeker and the employer, job seekers work for an established period of time, learning how to perform job duties in a manufacturing environment while learning essential soft skills. The employer can benefit by entering into a job readiness contract with SCVRD. The contracts provide work opportunities to job seekers within the Job Readiness Training Centers and provides in return to the employer opportunities to hire individuals that have experience with assembling their products as well as the finished product itself.

*Job Try Outs/Work Experiences*



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The South Carolina Department of Vocational Rehabilitation (SCVRD) provides Job Tryouts, a program similar to On-the-Job Training, to help consumers develop the skills needed for specific roles at employer host sites. During these tryouts, individuals earn a stipend while gaining hands-on experience and learning job-specific skills in a real world work environment.

Similarly, Workforce Innovation and Opportunity Act (WIOA) programs offer Work Experience opportunities, particularly within Youth Programs. These initiatives provide young participants with practical work exposure, helping them build foundational skills and improving their employability while addressing the needs of local employers.

**OUT-OF-SCHOOL YOUTH**

WIOA out-of-school youth program strategies focus on equipping participants with the tools they need to succeed, emphasizing secondary school completion for dropouts, work maturity skills training, and occupational skills development in high-demand areas such as MSSC certification, forklift operation, technology, and healthcare.

Youth service providers are encouraged to design classroom-training programs that integrate hands-on learning components, supporting the local area's goal of meeting work-based training expenditure requirements. While securing suitable worksites to sponsor work-based learning activities has been a challenge, we are optimistic that enhanced business engagement efforts will encourage more employers to offer these valuable opportunities to youth participants.

It is important to note that WIOA Youth training programs in the region are closely aligned with our sector strategies and career pathway models. This alignment ensures that youth participants receive training relevant to in-demand industries, preparing them for long-term success in the workforce.

***Regional Workforce Advisors***

The four local workforce boards maintain varying levels of partnership with their SC DEW Regional Workforce Advisors (RWAs). Many RWAs actively collaborate with local boards and youth service providers to enhance efforts in bridging the gap between secondary education and adult workforce development. Their contributions include offering technical expertise and guidance on career counseling and career pathways, as well as fostering business involvement within the secondary education system whenever possible.

While detailed information about these partnerships may be outlined in individual local area plans, it is important to recognize the existing relationships between local boards and RWAs as a valuable asset for strategic planning and workforce development initiatives.

**VETERANS**

The South Carolina Department of Employment and Workforce (SCDEW) provides specialized support for veterans through its Veteran Representatives, who assist individuals transitioning from military service to civilian employment. These representatives identify job opportunities and facilitate the placement of veterans into meaningful employment.

Additionally, Disabled Veterans Outreach Program (DVOP) Specialists focus on supporting veterans with service-connected disabilities. They provide tailored resources, guidance, and assistance to help these individuals

### Link Upstate WIOA Region

successfully navigate the transition into civilian careers. Through these dedicated programs, SCDEW ensures that veterans receive the tools and support they need to achieve long-term employment success.

### LOW INCOME

SC Department of Social Services provides several services that assist families with financial stability. Those that qualify for Temporary Assistance for Needy Families (TANF) may be eligible for cash assistance, employment and training services; those that qualify for Supplemental Nutrition Assistance Program (SNAP) can receive food stamps, employment and training services; those that qualify for Food and Nutrition Programs receive emergency food assistance, programs for seniors, healthy eating activities; and those that qualify for SC Voucher Program can gain access to childcare assistance.

### EX-OFFENDERS

The Link Upstate Region is committed to supporting the successful reintegration of individuals transitioning from incarceration into the community. Through collaboration with community organizations, detention centers, and local employers, the region provides tailored resources and services designed to reduce barriers to employment and promote long-term success.

Programs within the region engage individuals pre- and post-release, offering job readiness training, career counseling, and connections to educational opportunities and supportive services. These initiatives focus on equipping participants with the skills and tools necessary to secure meaningful employment and achieve financial stability.

By fostering partnerships with employers, the Link Upstate region creates pathways for formerly incarcerated individuals to contribute to the workforce and their communities. These efforts not only reduce recidivism but also strengthen the local economy by expanding the pool of skilled workers and supporting inclusive workforce development practices.

The Link Upstate region has piloted successful Re-Entry Programs and Service Models funded by the State Workforce Development Board in previous years. Although the program designs and overall outcomes may be different, the overall goal of reducing the rate of recidivism was achieved.

## **STRATEGIES AND ANALYSIS OF WIOA ADULT/DISLOCATED WORKER ACTIVITIES**

The Link Upstate Region, encompassing 14 counties, is dedicated to implementing Workforce Innovation and Opportunity Act (WIOA) programs that effectively address the needs of adult and dislocated workers. Through targeted strategies, innovative approaches, and ongoing analysis, the region seeks to enhance workforce outcomes, drive economic growth, and support equitable access to opportunities.

### **1. Data-Driven Workforce Planning**

- **Labor Market Analysis:** Utilize labor market data and real-time analytics to identify high-demand occupations and skills shortages across the region, focusing on industries such as advanced manufacturing, healthcare, IT, logistics, and construction.
- **Participant Profiling:** Assess the skills, education levels, and barriers faced by program participants to design tailored interventions.

## *Link Upstate WIOA Region*

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### 2. Enhanced Access to Services

- **SC Works Centers:** Reduce brick and mortar costs of SC Works Centers and introduce new virtual services to provide easily accessible resources for job seekers, including career counseling, job placement assistance, and training opportunities.
- **Digital Access:** Leverage virtual platforms to offer online workshops, job fairs, and training modules, ensuring accessibility for rural and underserved communities.
- **Mobile Services:** Deploy mobile workforce services to reach participants in remote areas, providing career support and training at their doorstep when needed.

### 3. Customized Training and Upskilling

- **Individualized Training Accounts (ITAs):** Continue providing ITAs to support training in high-demand fields aligned with regional labor market needs.
- **On-the-Job Training (OJT):** Expand OJT programs to help participants gain practical, job-specific skills while earning income.
- **Apprenticeships and Internships:** Strengthen partnerships with employers to increase apprenticeship and internship opportunities, particularly in growing sectors.
- **Short-Term Certifications:** Promote short-term credential programs in areas as if forklift operation, welding, medical coding, and IT support to quickly upskill participants for in-demand jobs.

### 4. Employer Engagement

- **Business Advisory Councils:** Collaborate with regional employers to align training programs with industry needs and address specific workforce challenges.
- **Sector Strategies:** Develop sector partnerships to connect employers, educators, and workforce boards in identifying and solving industry-specific issues.
- **Workforce Incentives:** Provide wage subsidies, tax incentives, and hiring support to encourage employers to hire and retain WIOA participants.

### 5. Supportive Services for Success

- **Barrier Mitigation:** Offer wraparound services such as transportation assistance, childcare support, and housing referrals to remove barriers to employment.
- **Financial Literacy and Soft Skills:** Provide training in financial management, communication, and workplace etiquette to ensure participants are workplace ready.
- **Case Management:** Implement personalized case management to track participant progress, provide ongoing support, and increase professional development training for staff.

### 6. Addressing Equity and Inclusion

- **Targeted Outreach:** Focus outreach efforts on underserved populations, including individuals with disabilities, veterans, justice-involved individuals, and long-term unemployed workers.
- **Diversity Initiatives:** Partner with community-based organizations to ensure programs are culturally sensitive and inclusive.

### 7. Collaboration and Regional Alignment

- **Interagency Partnerships:** Strengthen collaboration with local government agencies, educational institutions, and non-profits to provide comprehensive services as well as regional cost saving approaches among the four Workforce Boards.
- **Shared Best Practices:** Facilitate knowledge sharing among workforce boards in the region to improve program effectiveness.

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- **Grant Opportunities:** Pursue state and federal funding to support innovative workforce initiatives.

### 8. Performance Metrics and Continuous Improvement

- **Outcome Tracking:** Regularly monitor key performance indicators such as job placement rates, credential attainment, and participant earnings.
- **Program Evaluation:** Conduct periodic evaluations of WIOA activities to identify areas for improvement and implement data-informed adjustments.
- **Participant Feedback:** Gather feedback from participants to refine service delivery and enhance program effectiveness.

## STRENGTHS OF WORKFORCE DEVELOPMENT ACTIVITIES IN THE LINK UPSTATE REGION

The Link Upstate Region excels in workforce development through its innovative strategies, collaborative partnerships, and targeted initiatives designed to meet the needs of employers and job seekers. These strengths reflect the region's commitment to fostering economic growth and building a skilled workforce ready to meet the demands of a dynamic labor market.

### 1. Strong Partnerships and Collaboration

The region benefits from well-established partnerships with key stakeholders, including local employers, educational institutions, economic development agencies, and community organizations. These partnerships:

- Enhance service delivery by leveraging resources and expertise.
- Strengthen the connection between workforce development and economic development initiatives.
- Foster alignment between industry needs and training programs.
- The four Link Upstate Workforce Board Staff are active participants in the Workforce Development Administrator's group. This group meets monthly to learn about State initiatives and to collaborate with peers from across the State.

Collaboration among the four local workforce boards—Greenville, Upstate, Upper Savannah, and WorkLink—ensures consistency and shared best practices across the region. This group meets quarterly.

### 2. Innovative Service Design and Delivery

The region prioritizes a customer-centric approach to workforce development, offering:

- **Comprehensive SC Works Centers:** Accessible locations providing job seekers and employers with career services, training resources, and hiring support.
- **Virtual Services:** Online workshops, virtual job fairs, and remote career counseling expand access to services, particularly for rural and underserved communities.
- **Mobile Workforce Units:** These units bring essential services to areas where access may be limited, ensuring inclusivity.

### 3. Targeted Initiatives for Specific Populations

The Link Upstate Region tailors programs to address the unique needs of diverse populations, including:

- **Veterans:** Specialized services to support transitioning military personnel and those with service-connected disabilities.
- **Youth:** Out-of-school youth programs that provide training, work experience, and career counseling aligned with sector strategies.
- **Re-Entry Populations:** Successful re-entry programs help justice-involved individuals reintegrate into the workforce, reducing recidivism.
- **Dislocated Workers:** Targeted initiatives support individuals impacted by layoffs, providing rapid-response services and retraining opportunities.

## *Link Upstate WIOA Region*

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### 4. Job Fairs and Employer Engagement

The region organizes regular job fairs and hiring events, offering direct connections between job seekers and employers. These events:

- Address immediate hiring needs for local industries.
- Promote opportunities in high-demand sectors such as healthcare, advanced manufacturing, IT, and logistics.
- Strengthen employer engagement by displaying workforce development resources available to businesses.

### 5. Pilot Programs and Innovative Approaches

Pilot programs across the region serve as testing grounds for innovative workforce strategies. Examples include:

- Re-Entry pilot projects that engage pre-release individuals in workforce training and provide post-release support. Example is the pilot project during 2024 in the Upstate Workforce Area. The Upstate Workforce Board collaborated with SC Department of Employment and Workforce (SCDEW) on a grant for a pilot project at the Department of Juvenile Justice (DJJ) in Union County. The funds allowed us to conduct career services for several cohorts of at-risk youth incarcerated in the DJJ facility so that they were more prepared when they were released or transferred.
- Youth-focused Pre-Apprenticeship and Apprenticeship programs integrating classroom learning with hands-on training leading to immediate employment
- Industry-specific training pilots, such as apprenticeships and certification programs in advanced manufacturing and healthcare.

These programs inform future workforce initiatives, allowing for data-driven improvements and scaling of successful models.

### 6. Sector Strategies and Career Pathways

The Link Upstate Region's commitment to sector strategies ensures alignment with regional labor market needs. Key strengths include:

- Developing partnerships with employers in high-demand sectors to create training programs tailored to their workforce needs.
- Launched the Upstate Manufacturing Network led and driven by private sector manufacturers of the Link Upstate Region, see [upstatemanufacturingnetworks.org](http://upstatemanufacturingnetworks.org) to see an Advanced Manufacturing Sector Strategy at work.
- Implementing career pathway models that provide clear progression routes for job seekers, from entry-level positions to advanced roles.
- Addressing industry-specific challenges, such as skills gaps, through targeted training and upskilling initiatives.

The Link Upstate Region demonstrates exceptional strength in its workforce development activities through collaborative partnerships, innovative service delivery, and a focus on targeted initiatives. By aligning its efforts with employer needs and regional economic goals, the region continues to build a resilient and inclusive workforce that supports long-term economic prosperity.

## **WEAKNESSES OF WORKFORCE DEVELOPMENT ACTIVITIES IN THE LINK UPSTATE REGION**

Despite the strengths of workforce development activities in the Link Upstate Region, several challenges hinder the effectiveness and accessibility of these programs. Addressing these weaknesses is crucial to creating a more equitable and efficient workforce system.

## *Link Upstate WIOA Region*

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### 1. Limited Access to Childcare

- **Barrier to Participation:** Many job seekers, particularly women and single parents, struggle to access affordable and reliable childcare, limiting their ability to participate in training programs, job fairs, or employment opportunities.
- **Insufficient Resources:** While some supportive services address childcare needs, funding and availability are often inadequate to meet demand across the region.
- **Impact on Workforce:** This gap disproportionately affects low-income families, reducing their workforce participation and long-term economic mobility.

### 2. Transportation Challenges

- **Inadequate Public Transit:** Many areas in the region, particularly rural counties, lack comprehensive public transportation systems, making it difficult for job seekers to commute to SC Works Centers, training sites, or job opportunities.
- **Cost of Private Transportation:** For many individuals, the cost of owning and maintaining a vehicle is prohibitive, further limiting access to workforce programs and employment.
- **Geographic Barriers:** The region's expansive geography exacerbates these challenges, as employment hubs are often far from rural communities.

### 3. Geographic Disparities

- **Rural vs. Urban Divide:** Workforce development resources, employers, and training opportunities are often concentrated in urban areas like Greenville and Spartanburg, leaving rural communities underserved.
- **Access to Technology:** Rural areas face digital divides, including limited broadband access, which hinders participation in virtual training and job search activities.

### 4. Low Wages in Certain Industries

- **Wage Inequities:** Many entry-level or low-skill jobs in the region offer wages that do not support a living standard, particularly in areas with higher costs of living.
- **Retention Challenges:** Low pay contributes to high turnover rates, as workers seek better opportunities or leave the labor force altogether.
- **Mismatch with Skills:** Job seekers may complete training programs but face a lack of well-paying jobs in their fields, discouraging long-term participation in workforce initiatives.

### 5. Workforce Awareness and Engagement Gaps

- **Lack of Awareness:** Many job seekers and employers are unaware of the resources and services available through workforce development programs.
- **Employer Engagement:** While some sectors are heavily involved in workforce initiatives, others remain under-engaged, limiting opportunities for job seekers.
- **Participant Retention:** Some individuals disengage from workforce programs due to a lack of follow-up support or perceived value.

### 6. Insufficient Focus on Soft Skills and Wraparound Services

- **Skill Gaps:** While technical training is widely available, many job seekers lack soft skills such as communication, time management, and teamwork, which are critical for workplace success.
- **Supportive Services:** Beyond childcare and transportation, other barriers such as housing instability, mental health challenges, and access to healthcare are not always fully addressed, limiting program effectiveness.

### 7. Systemic and Funding Challenges

### *Link Upstate WIOA Region*

- **Fragmentation of Services:** Workforce services can be siloed, with limited coordination among organizations, leading to duplicative efforts and gaps in service delivery that lead to frustration among employers.
- **Inconsistent Funding:** Workforce programs often depend on fluctuating grant funding, which makes long-term planning and sustained program delivery challenging.
- **Agility:** Public workforce program are overly bureaucratic with layers of unrealistic rules in the eyes of employers the system is not agile and able to respond to their needs in a timely manner.

Addressing these weaknesses requires a coordinated effort among workforce boards, employers, policymakers, and community organizations. Solutions such as expanding childcare and transportation services, bridging the rural-urban divide, increasing awareness of workforce programs, and addressing systemic inequities can strengthen the Link Upstate Region's workforce development activities and create a more inclusive and effective system.

3. **A description of plans for the development and implementation or expansion of sector initiatives for in-demand industry sectors or occupations for the region. Regions should consider the following:**
  - **Current in-demand industry sectors and occupations within the region;**
  - **The status of regional collaboration in support of the sector initiatives;**
  - **Current sector-based partnerships within the region;**
  - **Data-driven sector priorities within the region;**
  - **The extent of business involvement in current initiatives; and**
  - **Potential public-private partnerships in the region to support sector strategies.**

The Link Upstate Region, encompassing the Greenville, Upstate, Upper Savannah, and WorkLink Workforce Boards, aims to develop and expand sector initiatives targeting in-demand industries and occupations. This strategic plan focuses on leveraging data-driven insights, enhancing regional collaboration, and strengthening partnerships to address workforce needs and promote economic growth.

#### 1. **Current In-Demand Industry Sectors and Occupations**

The region's workforce data indicates strong demand in the following sectors:

- **Advanced Manufacturing:** Industrial machinery mechanics, CNC operators, and robotics technicians.
- **Healthcare:** Registered nurses, medical assistants, and healthcare support roles.
- **Information Technology:** Software developers, IT support specialists, and cybersecurity analysts.
- **Logistics and Transportation:** CDL drivers, logistics managers, and warehouse associates.
- **Construction and Skilled Trades:** Electricians, HVAC technicians, and carpenters.

#### 2. **Status of Regional Collaboration**

The region has made progress in fostering collaboration across workforce boards, community colleges, and economic development organizations. Regular meetings and joint initiatives are in place to align training programs and share resources. However, further integration is needed to optimize efforts and reduce duplication.

#### 3. **Current Sector-Based Partnerships**

Existing partnerships include:

- **Industry-Specific Advisory Councils:** Advanced manufacturing consortia and healthcare alliances.

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- **Training Providers:** Partnerships with technical colleges, such as Greenville Technical College and Piedmont Technical College, offering customized programs.
- **Economic Development Partners:** Collaboration with organizations like the Upstate SC Alliance to align workforce strategies with business recruitment efforts.

### 4. Data-Driven Sector Priorities

Regional labor market data drives sector initiatives, focusing on high-growth, high-wage occupations. For example:

- Analyzing job postings to identify skill gaps and refine training curricula.
- Reviewing employer surveys to prioritize workforce needs.
- Using real-time labor market analytics to forecast emerging trends.

### 5. Business Involvement in Current Initiatives

Business engagement has been robust, with employers participating in advisory councils, offering on-the-job training opportunities, and supporting apprenticeship programs. Some businesses have also collaborated on customized training solutions to meet specific workforce demands.

### 6. Potential Public-Private Partnerships

The region aims to deepen collaboration through initiatives such as:

- **Employer-Led Workforce Hubs:** Expanding business-led partnerships in target sectors to shape training programs.
- **Community-Based Organizations (CBOs):** Collaborating with CBOs to enhance outreach to underserved populations.
- **Funding Collaborations:** Seeking grants and investment from private foundations to support workforce innovation.
- **Innovative Training Models:** Collaborating with businesses to design and implement earn-and-learn programs, boot camps, and stackable credential pathways.

### 7. Implementation Strategies

- **Regional Alignment:** Establish a unified regional strategy group to coordinate initiatives and share best practices.
- **Enhanced Employer Engagement:** Host industry forums and roundtables to strengthen ties with businesses and refine strategies.
- **Workforce Pipeline Development:** Invest in K-12 career awareness programs and dual enrollment opportunities to build long-term talent pipelines.
- **Technology Integration:** Use virtual platforms to expand access to training and career services across the region.

Through these plans, the Link Upstate Region seeks to create a highly responsive and sustainable workforce ecosystem that meets the needs of both businesses and job seekers, driving economic prosperity for the region.

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| <p>4. A description of regional service strategies that may be established as a result of the regionally coordinated delivery of services, including the use of cooperative service delivery agreements, when appropriate. Regions should address the following:</p> <ul style="list-style-type: none"> <li>• Existing service delivery strategies that will be expanded, streamlined, or eliminated;</li> <li>• New service strategies necessary to address regional education and training needs;</li> <li>• Strategies to address geographic advantages;</li> </ul> |
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- Approaches to improve services to individuals with disabilities, veterans, youth in or aged out of the foster care system, offenders, or other hard-to-serve populations;
- Strategies to connect the unemployed with work-based learning opportunities; and
- Strategies to integrate existing regional planning efforts among core partners.

The Link Upstate region, comprising the WorkLink, Upstate, Upper Savannah, and Greenville Workforce Development Boards, collaborates to align with Workforce Innovation and Opportunity Act (WIOA) requirements. These boards jointly develop comprehensive workforce plans, optimize resources, and implement shared initiatives like sector partnerships and data-driven strategies to enhance service delivery region-wide.

**1. Existing Service Delivery Strategies:**

The region has established a coordinated approach to workforce development, exemplified by joint initiatives such as the Sector Partnership grant awarded by the South Carolina Department of Employment and Workforce. This grant supports ongoing sector strategies and the development of new sector strategies and workforce solutions across the Greenville, Upper Savannah, Upstate, and WorkLink areas. Sector Partnerships bring business leaders together to tackle common issues that impact the competitiveness of their industry. Established in 2019, the Upstate Manufacturing Network (UMN) is comprised of business leaders across a 14-county area in Upstate, South Carolina. The partnership follows the Next Gen Model which follows a detailed plan. The UMN's goal is to tackle a range of issues including improving the workforce pipeline, aligning training with industry needs and facilitating business-to-business networking. The agenda is defined by business leaders, addressing the specific issues that matter most to their industry. Next Gen Partnerships focus on issues that no single company can fully tackle on its own and that require a collaborative approach. The UMN meets on a regular basis. Below is information regarding current action teams:

- **Education and Perception:** Collaborating to shift the perception of manufacturing occupations and careers for youth, parents, and guidance counselors.
- **Workplace Culture:** Working together to share best practices in positive workplace culture in the manufacturing industry.
- **Four Additional Action Teams were just added on December 12, 2024:**
  - Resource Mapping
  - Business-to-Business
  - Talent Pipeline
  - Training

These topics shift based on needs. The UMN was recently able to host a lunch and learn regarding how local manufacturers responded to Hurricane Helene. As they address topics, new action teams are formed to ensure identified goals are met.

A broad network of partners representing education (K-12, Career and Technical Education, community and technical colleges and adult education), workforce development (workforce development boards, SC Works centers), Department of Social Services, Vocational Rehabilitation, economic development and other organizations support the work of the UMN. While not all of these partners play integral roles in the day-to-day operations, it is important to keep them engaged and informed so when their assistance is needed, they are ready.

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In addition to the UMN, a new partnership is being formed to support the logistics industry. It is expected to launch in early 2025. This partnership will follow the same model listed above. New action teams will be formed to drive the work that the industry feels most passionate about receiving.

#### **2. Service Strategies to Address Regional Education and Training Needs:**

To address evolving education and training needs, the WorkLink and Upper Savannah Workforce Development Boards released joint Requests for Proposals in November 2022. These RFPs aim to competitively procure employment and training services under the Workforce Innovation & Opportunity Act (WIOA), focusing on One Stop Operations and Adult & Dislocated Worker Program Services. This joint venture has allowed Upper Savannah and WorkLink to align service strategies to better serve job seekers and employers. WorkLink and Upper continue to share staff resources as does Greenville and Upstate.

The Upstate Workforce Board and the Greenville Workforce Development Board also issue joint RFPs for the SC Works Operations in the four counties served by the two boards.

#### **3. Strategies to Address Geographic Advantages:**

The Link Upstate region leverages its strategic location and existing infrastructure to support workforce development. The region's proximity to major interstates and economic hubs like Greenville-Spartanburg International Airport positions it as a logistics and manufacturing hub. The current Sector Strategies initiative, called the Upstate Manufacturing Network, fosters relationships with manufacturers across the region and offers tailored workforce solutions for this sector. The logistics sector strategy partnership is being launched in January of 2025. Based on regional planning discussions around sector strategies construction, IT, and healthcare have been considered for the third potential sector strategy partnership for the Link Upstate Region.

#### **4. Approaches to Improve Services to Hard-to-Serve Populations:**

Each of the Boards are aligned in their goal of identifying the best strategies to conduct outreach to individuals with barriers, offering targeted assistance to rural job seekers, those with limited English-speaking abilities, those with disabilities, justice-involved individuals, and those with limited transportation or access to childcare. Each Workforce Board has established a priority populations committee dedicated to enhancing service delivery for individuals that are part of an identified priority group, such as Veterans, low-income, and those with disabilities. These committees make recommendations to facilitate the participation of customers from priority populations in workforce programs.

#### **5. Strategies to Connect the Unemployed with Work-Based Learning Opportunities:**

The region assists employers and job seekers by offering a consistent menu of services such as recruiting, screening qualified candidates, and providing training and retention assistance. Each of the workforce boards has dedicated funding to offer Work Experience opportunities for Youth and On-the-Job Training programs that reimburse employers for a portion of training costs for new employees.

#### **6. Strategies to Integrate Existing Regional Planning Efforts Among Core Partners:**

As part of the planning process, core partners have an opportunity to provide feedback and input into how services are delivered in their communities. Department of Employment and Workforce, Adult Education,

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Vocational Rehabilitation, and Department of Social Services, among other partners, serve on each of the local workforce boards. Programs offered by our CORE partners that cover the entire Link Upstate region are identified and promoted within the region. Department of Employment and Workforce's Youth Employment Services (YES) and Pre-Employment Transition Services (Pre-ETS) focus on connecting youth, veterans, individuals with disabilities, and ex-offenders to tailored support, including career counseling and work-readiness training. Further resource mapping has been identified as a needed component of the Upstate Manufacturing Network and will be key to better communication across the CORE partnerships and leveraging of resources.

Through these collaborative efforts, the Link Upstate region aims to create a cohesive and responsive workforce development system that effectively meets the needs of employers and job seekers alike.

**5. A description of any administrative cost arrangements that currently exist or that will be established within the region, including the pooling of funds for administrative costs, as appropriate. Regions should address the following:**

- Current or proposed resource leveraging agreements and
- The establishment of a process to evaluate cost sharing arrangements.

The Link Upstate region has established a collaborative approach to managing administrative costs, including the pooling of funds to maximize efficiency and ensure compliance with Workforce Innovation and Opportunity Act (WIOA) guidelines. Current resource leveraging agreements focus on shared staff, training, and outreach to reduce redundancy and promote cost-effectiveness across the WorkLink, Upstate, Upper Savannah, and Greenville Workforce Development Boards.

**Greenville & Upstate WDBs Share Several Positions for the SC Works Operations**

The Upstate Workforce Board and the Greenville Workforce Development Board currently share the following positions:

- Project Director
- Project Accountant
- Accounting Specialist
- Operations Manager
- Regional Business Solutions Manager
- Business Solutions Consultant #1
- Business Solutions Consultant #2
- Survey Coordinator (Temporary Position to conduct Business Surveys)
- SCWOS Coordinator

The two Workforce Boards have two signed agreements in place for the above sharing of staff positions. We also issue one grant for the SC Works operations in the four counties so that SC Works management only have one document under which they operate the centers.

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In PY24, a joint Request for Proposals (RFP) was issued to procure a PY25 One Stop Operator. This RFP is currently active. The two boards also issue joint regional instruction letters when possible. The staff from the two boards meet quarterly to discuss the partnership, plan future endeavors and ensure that our coordinated efforts are working well. The Upstate and Greenville Boards also collaborate to jointly conduct staff training. The two boards are currently finishing a Super Vitamin grant that provided financial literacy and counseling to customers of the SC Works system in the two workforce areas. Our jointly funded Business Services staff coordinate job fairs that include all four counties once or twice a year when larger numbers of job seekers are required to satisfy the demands of the participating employers.

#### **WorkLink & Upper Savannah WDBs Shared Data Coordinator Position**

A key initiative is the creation of a shared Data Coordinator position, designed to streamline data collection, reporting, and analysis across the region. This position also includes oversight responsibilities for Equal Opportunity (EO) compliance and adherence to the Americans with Disabilities Act (ADA). The Data Coordinator will:

- Provide data reporting support to WorkLink and Upper Savannah, and staff training and desktop monitoring of data entry into the SC Works Online System to ensure data integrity, consistency, and accuracy.
- Monitor compliance with EO and ADA requirements, conduct audits and provide training to staff.

#### **Process for Evaluating Cost-Sharing Arrangements**

To ensure the effectiveness of cost-sharing agreements, the region will implement a structured evaluation process, which includes:

- **Regular Reviews:** Quarterly assessments of cost-sharing outcomes to identify areas for improvement or new opportunities.
- **Performance Metrics:** Key performance indicators (KPIs) to measure the efficiency and impact of shared resources.
- **Stakeholder Feedback:** Input from workforce board staff and partner organizations to refine the scope and functions of shared positions, including the Data Coordinator role and Business Service Role.

This collaborative strategy promotes fiscal responsibility while enhancing regional capacity to deliver high quality, inclusive workforce services.

6. A description of how transportation, access to childcare, or other supportive services are coordinated within the region, as appropriate. Regions should address the following:
- How the provision of transportation or other supportive services could be enhanced regionally;
  - What organizations currently provide or could provide supportive services; and
  - Establishing a process to promote coordination of the delivery of supportive services.

The Link Upstate region, comprising Anderson, Greenville, Greenwood, Spartanburg, and surrounding counties in South Carolina, has made strides in supporting workforce development and social services, but there is still room for improvement in transportation, childcare, and other supportive services. A robust and integrated approach can ensure that residents have better access to jobs, educational opportunities, and economic stability. Here is a detailed description of how transportation, childcare, and supportive services can be enhanced in the Link Upstate region.

## *Link Upstate WIOA Region*

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### 1. Enhancing Transportation Services Regionally

Transportation is often a critical barrier for residents in rural and urban areas of the Link Upstate region to access jobs, childcare, education, and healthcare. An integrated regional transportation system can address these issues by enhancing access and ensuring economic mobility.

#### Recommendations for Enhancement:

- **Expand Public Transit Options:**
  - Monitor and advocate for additional investment in existing regional bus systems that connects major cities (Greenville, Spartanburg, Anderson) and neighboring rural areas.
  - Increase the frequency and coverage of buses and other transit options to accommodate early and late shifts for workers, ensuring accessibility during non-traditional work hours.
  - Introduce vanpools and shuttle services tailored to large employers to transport their employees from central locations to work sites.
- **Affordable Rideshare Programs:**
  - Partner with local rideshare companies to offer discounted fares or subsidized transportation for low-income workers.
  - Launch community-supported carpool programs, facilitated through local workforce centers or non-profit initiatives.
- **Bike and Pedestrian Infrastructure:**
  - Promote initiatives to improve sidewalks, bike lanes, and walking paths to encourage eco-friendly transportation.
  - Develop safe pathways that connect residential areas with job hubs and commercial centers.
- **Employer-Led Transportation Initiatives:**
  - Work with large employers to develop on-site transit hubs or shuttle services that can transport workers directly from central locations across the region.

### 2. Access to Childcare Services

Access to affordable and reliable childcare is crucial for working parents, ensuring that families are economically stable and contributing to the workforce.

#### Recommendations for Expansion:

- **Increase Funding for Local Childcare Centers:**
  - Secure grants and government funding to expand the capacity of existing childcare facilities.
  - Provide tax incentives for employers that establish onsite childcare facilities or collaborate with local providers to offer services nearby.
  - Inform employers about TOOTRiS. TOOTRiS is a childcare platform that we have had several meetings about in the Upstate Workforce Area. This program could benefit employees if businesses pay to participate. The cost is \$1 per employee per month. Employers may offer childcare stipends through the platform. We know of one employer in the Upstate Workforce Area using this program, and Volvo is a large employer in South Carolina that uses TOOTRiS. This program makes it easier for employees seeking childcare or after school care to find the care they need. This platform reduces absenteeism, improves retention and boosts morale. It is a platform that the Business Services Team members at SC Works should be educated about so they can inform businesses about TOOTRiS when they are meeting with the business customer. [Find Child Care, Daycare and Preschools Near You | TOOTRiS](#)
- **Support Family-Based and In-Home Childcare Services:**

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- Promote home-based childcare options that provide personalized care while ensuring compliance with state and federal childcare regulations.
- Offer training and certification programs for individuals interested in becoming licensed childcare providers.
- **Sliding-Scale Payment Structures:**
  - Collaborate with local non-profits and government organizations to offer sliding-scale pricing models for families based on income levels.
  - Establish financial aid programs to assist low-income families with childcare costs.
- **After-School and Summer Programs:**
  - Develop community-supported after-school programs and summer camps to support working parents.
  - Collaborate with schools and community centers to provide safe and affordable options for older children during non-school hours.

**3. Organizations Providing Supportive Services**

Several local and regional organizations in the Link Upstate area currently offer or could potentially offer supportive services. Coordination among these organizations is essential to maximize the impact and availability of services across the region.

**Existing and Potential Service Providers:****1. United Way:**

- Offers community resources and partnerships aimed at enhancing workforce development and economic stability.
- Provides funding and logistical support to local nonprofits that offer transportation, childcare, and employment services.
- United Way's VITA program is an IRS program that provides free and accurate tax preparation services to low-to moderate-income taxpayers. Certified volunteers assist with tax preparation at public locations such as libraries, schools, and neighborhood centers in certain high-need areas. The program is available to individuals and families with household incomes up to \$64,000 annually.

**2. Local Housing Authorities:**

- Provide affordable housing and could incorporate childcare facilities on-site or close to residential areas.
- Collaborate with local transportation services to ensure residents have access to job sites.

**3. Non-Profit Organizations:**

- Organizations such as AIM, Safe Families for Children, and Family Connections Upstate provide support for families and childcare services.
- Local nonprofits could collaborate with businesses and government initiatives to provide integrated support services for transportation and childcare.

**4. Educational Institutions (Technical Colleges and High Schools):**

- Collaborating with the Technical Colleges and local high schools to implement programs that train childcare professionals.
- Offer scholarships and work-study programs to attract young students into childcare careers.

**4. Establishing a Coordinated Process for Supportive Service Delivery**

Creating a unified and regional strategy requires a structured, collaborative approach involving local governments, service providers, businesses, and community stakeholders.

**Link Upstate WIOA Region****Recommended Process for Coordination:****1. Regional Advisory Committee:**

- Establish a Link Upstate Workforce and Supportive Services Advisory Committee that includes representatives from:
  - Local transportation authorities
  - Employers
  - Childcare providers
  - Non-profits
  - Educational institutions
  - Government representatives
- This committee would be responsible for aligning efforts, setting regional goals, and tracking outcomes.

**2. Community Resource Mapping and Data Collection:**

- Conduct periodic assessments to map available transportation, childcare, and other supportive services across the region.
- Collect data on workforce needs, transportation gaps, childcare availability, and service outcomes to inform decision-making.

**3. Integrated Service Platforms and Communication Networks:**

- Develop a regional online portal and app that consolidates information about transportation routes, childcare availability, job postings, and community services.
- Provide hotline services and dedicated case managers to help individuals navigate these services seamlessly.

**4. Regular Collaboration Meetings and Networking Events:**

- Hold monthly meetings among service providers, employers, and government representatives to share updates, discuss challenges, and strategize collective solutions.
- Host regional networking events for job seekers, employers, and service providers to foster connections and partnerships.

By enhancing regional transportation, expanding childcare services, and promoting strategic partnerships among existing and potential service providers, the Link Upstate region can create a more connected and economically stable community. A collaborative, data-informed advisory committee will be central in ensuring that these services remain accessible, affordable, and tailored to meet the specific needs of families and businesses in the region. With integrated efforts across sectors, the region can reduce barriers to employment, improve job retention, and contribute significantly to regional economic growth and community well-being.

**7. A description of how workforce development services are coordinated with economic development services and providers within the region. Regions should address the following:**

- Current economic development organizations engaged in regional planning and
- Education and training providers involved with economic development.

**Economic Development Organizations Engaged in Regional Planning**

In the Link Upstate region, key economic development organizations are represented on each of the four workforce boards, ensuring their input in the development of regional plans. These organizations collaborate with workforce boards, educational institutions, and local businesses to align workforce training with the needs of industries such as

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advanced manufacturing, healthcare, and technology. Each economic development office plays an active role in promoting local economic growth and contributing to workforce development initiatives within their community. Additionally, regional organizations like Ten at the Top and Upstate SC Alliance offer a broader perspective on economic development efforts, supporting the workforce boards in shaping the Link Upstate regional plan. Local SC Works Business Services Team Leads work closely with ReadySC on recruiting applicants for new and expanding economic development projects. ReadySC serves as the lead on these efforts.

### **Educational Institutions Supporting Economic Development**

Educational institutions across the region play a vital role in aligning training programs with regional economic demands. K-12 school districts, colleges, and technical institutions work closely with workforce boards and economic development organizations to provide career exploration, technical education, and work-based learning opportunities. Regional Workforce Advisors from the South Carolina Department of Employment and Workforce (DEW) play a crucial role in supporting educational alignment by facilitating collaboration between employers and educational providers. They help identify skill gaps, encourage curriculum adjustments, and promote training programs that meet the current and future needs of industries. Additionally, institutions like Clemson University, Anderson University, Tri-County Technical College, Piedmont Technical College, Spartanburg Community College, Greenville Technical College, and Southern Wesleyan University offer specialized training programs, certifications, and apprenticeships tailored to high-demand sectors, ensuring that the region's workforce remains competitive and responsive to industry trends.

**8. A description of the region's plan regarding coordination of local performance negotiations. Each LWDA will continue to negotiate performance goals with the state and will remain ultimately responsible for ensuring performance meets or exceeds the agreed upon goals.**

The Link Upstate region's plan for coordinating local performance negotiations involves a collaborative process among the four Local Workforce Development Areas (LWDAs), which includes WorkLink, Upstate, Upper Savannah, and Greenville. Each LWDA will continue to negotiate performance goals with the South Carolina Department of Employment and Workforce (DEW) to ensure that the region meets or exceeds the agreed-upon benchmarks.

To ensure alignment, the LWDAs will engage in regular communication and coordination during the negotiation process, sharing insights and data to establish realistic, yet ambitious, performance targets. This collaborative approach will help ensure that the region's workforce development efforts are tailored to local economic conditions and industry needs. While each LWDA is ultimately responsible for meeting its individual performance goals, the region will work together to share best practices, provide technical assistance, and collectively align strategies to achieve regional workforce development objectives. This coordination ensures that local areas have the support they need to succeed while maintaining accountability for their respective goals.



**Local Workforce Development Boards:**

\_\_\_\_\_ Workforce Development Board  
\_\_\_\_\_, Chair

\_\_\_\_\_ Workforce Development Board  
\_\_\_\_\_, Chair

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Signature Date

\_\_\_\_\_ Workforce Development Board  
\_\_\_\_\_, Chair

\_\_\_\_\_ Workforce Development Board  
\_\_\_\_\_, Chair

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Signature Date

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Signature Date

**Local Grant Recipient Signatory Officials:**

\_\_\_\_\_ Workforce Development Area  
\_\_\_\_\_, \_\_\_\_\_  
Name Title

\_\_\_\_\_ Workforce Development Area  
\_\_\_\_\_, \_\_\_\_\_  
Name Title

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