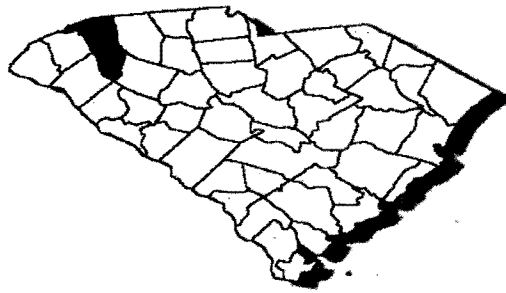


**Greenville County
Workforce Investment Board**



PY11 WIA Plan Modification

November 2, 2011

PY 2011 Plan Modification LWIA Questionnaire

Operations

1. **Describe any changes to the LWIA structure, board, administrative entity and/or operational changes for PY'11.**
The GCWIB has a completed 5-year WIA Strategic Plan and has filled most of its vacant private business membership seats. A single One-Stop Operator has been designated for the local area, which is another significant change compared to past years.
2. **Describe any new opportunities and/or challenges the LWIA has experienced as a result of operational changes that occurred during PY'10.**
We now have a new opportunity to integrate the job seeker and business services provided through DEW and WIA. Coordinated approaches to delivering these services should streamline processes and create more of a "systematic" approach to delivering and evaluating the effectiveness of workforce development services in the local area.
3. **What progress has been made with the LWIA's established plans to implement the One-Stop Certification Standards? How will the plan be modified for PY'11? Is there a dedicated staff person to coordinate this effort and if so, whom?**
We have implemented the One-Stop Certification Standards and it has resulted in integrated business services, job seeker services, and training services/case management (WIA, TAA). The WIA Administrator and Assistant WIA Administrator are the dedicated staff responsible for coordinating the One-Stop Certification Standards.
4. **Describe any new opportunities and/or challenges that the LWIA has experienced as a result of the consolidation of workforce programs into the new DEW.**
Same as number 2 above....we now have a new opportunity to integrate the job seeker and business services provided through DEW and WIA. Coordinated approaches to delivering these services should streamline processes and create more of a "systematic" approach to delivering and evaluating the effectiveness of workforce development services in the local area.
5. **What is the LWIA strategy and timeline for the re-branding of the One-Stops to SC Works Centers?**
We set an unofficial deadline of December 31, 2011 to complete our re-branding the SC Works Greenville Centers. New signage is being installed and new brochures, business cards, and name badges have been ordered. All SC Works Greenville staff and partners currently introduce themselves under new brand name. Ongoing branding via radio ads and print employer ads are underway and will continue for the remainder of the year.
6. **What steps and/or changes have been made to increase and/or improve Business Services in the LWIA? What further changes will be made during PY'11?**
Fully integrated Business Services Team (BST) is currently all representing the system and not partner programs. Our BST is working from the same policies and procedures and towards the same goals. Staff will be completing their Business Services Training certifications in PY11. The local area plans to continue with cross training and orienting the BST on various resources available to employers in the community. The BST will conduct more outreach to local chambers of commerce, employers, and community agencies to further enhance the awareness of SC Works business services.

Funding

7. **Has the LWIA conducted an analysis of available funding? How will current funding affect participant services and staffing levels?**

A fiscal analysis has been completed for PY11 and we anticipate the need to complete others ongoing throughout the program year. Due to higher PY10 training obligations being brought into PY11, the adult program priority of services policy will remain in place for the entire program year and we project there will be a need to slightly reduce staffing levels by January 1, 2012.

8. **Describe projected LWIA fund transfers to include fund stream, cost category, and level of transfer.**

A request for Rapid Response funds will be submitted to enable the local area to increase enrollments of dislocated workers. Subsequently, the local area intends to make a transfer from the WIA Dislocated Worker Program to the WIA Adult program and will use the Rapid Response funds to backfill the transferred dislocated worker funds. We are in the process of completing a new fiscal analysis – all based on the final PY11 allocations that will include a rescission of adult program funds. Transfer levels will be determined once the final PY11 allocations are received locally. The result of the transfers and receipt of additional Rapid Response funds will enable the local area to permit new PY11 WIA Adult and Dislocated Worker training enrollments during the period of January – June 2012.

9. **How is the LWIA collaborating with other agencies or organizations to implement special projects? Is the LWIB exploring any means to supplement WIA funds (i.e. grants, resource sharing opportunities, etc.)?**

During PY11, we have collaborated with Greenville Technical College on a capacity-building grant but it was not funded. We collaborated with the SC DSS and the Sisters of Charity Foundation of SC, Inc. on a Fatherhood Initiative. The grant was funded and will enable co-enrollment of Fatherhood Program Participants in WIA. The grant also provides for a small amount of funds for staffing (\$5000). The local area has aligned funds with the National Fund for Workforce Solutions (NFWS) grant (currently being administered by the Appalachian COG). Any WIA participants approved for the NFWS Tier 1 component will have their classroom training costs (tuition) paid for by the grant and not WIA.

10. **How will the LWIA use “access points” to help meet anticipated capacity needs and assist with cost cutting/resource sharing?**

Would like further guidance from DEW on how to officially formalize and establish access points. What portions of the standards is access points required to meet? How should access points be identified and funded?

11. **How is the LWIA assessing the cost/benefit ratio of the operation of each SC Works Center?**

We have not yet had sufficient time to assess the cost/benefit ratio for our SC Works Centers but we anticipate quantifying that information upon completion of our first year integration of the Pendleton Street and McAlister Square centers.

Participation

12. **Estimate the anticipated number of new participants to be served and the number of those who will receive training during PY'11 by fund stream.**

PY 2011	Adults	Dislocated Workers	Youth
New Participants	200	150	150
To Receive Training	140	150	N/A

13. Is the LWIA’s Priority of Service policy in effect for Adults? Please specify which priority individuals are included.

Yes, our Priority of Service policy is in effect for Adults and will most likely remain in place throughout PY11. Priority includes veterans and low-income adults.

Youth

14. How will the LWIA strive to improve youth outcomes and emphasize the priorities outlined in TEGL 30-10?

The improvements for youth outcomes and priorities will be guided by our WIA youth strategic plan. The plan will result in more partnerships being established, directing youth towards demand industry clusters, requiring related credentials be issued for all classroom training programs, and providing more meaningful work experience training assignments. Language from TEGL 30-10 is also being incorporated into the PY11 WIA youth contract statements of work to emphasize the suggested strategies for enhancing the youth program pipeline.

15. Please indicate any revisions to the locally defined youth barriers listed below:

- a. Low-Income Youth: Locally defined youth who “require additional assistance to complete an educational program or to secure and hold employment.”
- b. Non Low-Income Youth (5% window): Locally defined youth who “face serious barriers to employment.”

No change has been made to our local definitions for low-income and non-low income youth.

Transparency

16. How will the LWIA provide transparency of funds, services, and outcomes as referenced in TEGL 35-10?

We will provide transparency of funds, services, and outcomes via the production of reports that will capture this information. Eventually, these reports will be made available to the public via the SC Works Greenville website, open meetings of the GCWIB (and committees), and updates to County Council.

17. What is the LWIA’s process and schedule for monitoring the provision of services in the area and submitting reports to the applicable Local Operations Coordinator?

Our local internal monitors establish a program year monitoring schedule and complete simultaneous financial and programmatic monitoring of all internal staff and contracts. Additional monitoring is scheduled when need is identified. All monitoring reports and responses are electronically submitted to local operations coordinator as they are issued/received.

Attachment A

WIB Membership Form A

For board originally established as a WIB.

Total Seats 31

Seats Occupied 29

Seats Vacant 2

Business (must be a majority)			
No.	Name	Affiliation and Title	Term
1	Bakker, Mark	Wyche, P.A. (Partner)	9/1/11-9/30/12
2	Boyer, David	Excel Machine Company, Inc (Owner)	9/1/11-9/30/12
3	Dorman, Doug (WIB Chair)	Greenville Hospital Systems (VP of HR)	1/1/03-12/31/11
4	Edwards, Kathleen	Honeywell Aerospace (Training Administrator/Quality Engineer)	7/1/11-6/30/12
5	Jackson, Randy	First Merchant Services	1/1/05-12/31/11
6	Kendall, Larry	M.B. Kahn Construction Co., Inc/Argo Division (Executive VP)	7/1/11-6/30/12
7	Knox, Robyn	Southern Weaving (VP of HR)	5/1/11-5/1/12
8	Lilly, Tracie	The Spinx Company, Inc. (HR Director)	7/1/02-12/31/11
9	Messer, Marilyn	World Acceptance Corporation ((VP of HR)	3/19/09-3/31/12
10	Pitts, Larry	Bon Secours- St Francis Health System (HR Director)	1/1/03-12/31/11
11	Sullivan, Rosie	Lockheed Martin Aeronautics Global Sustainment (Training & Development Manager)	10/31/06-12/31/11
12	Tate, Beverly	Gordon Food Service (HR Manager)	5/31/08-5/31/12
13	Tully, John	Michelin Development Company (President/COO)	7/1/11-6/30/12
14	Williams, Levetta	Bausch and Lomb (Senior HR Resources Rep)	7/1/11-6/30/12
15	Jannack, Andrea	Grove Medical (Director)	7/31/10-7/31/13
16	Vacant		
17			
18			
19			
20			

Labor Organizations			
No.	Name	Affiliation and Title	Term
1	Brown, Nick	International Brotherhood of Electrical Workers LU 379 (Assistant Business Manager)	10/16/06-12/31/11
2	Vacant		

Education			
No.	Name	Affiliation and Title	Term

Greenville County Workforce Investment Act (WIA)

1	Eason, Cynthia (Vice Chair)	Greenville Technical College (VP, Corporate & Economic Development)	5/6/06-5/31/12
2	Welch, Chuck	Greenville County Schools (Director of Lifelong Learning)	1/1/05-12/31/11

Community-based Organizations

No.	Name	Affiliation and Title	Term
1	Bonge, Nancy	New Horizon Family Health Services (HR Manager)	5/8/06-5/31/12
2	Michaels, Patrick	Goodwill Industries (President and CEO)	12/1/07-12/31/11

Economic Development

No.	Name	Affiliation and Title	Term
1	Hyatt, Hank	Greater Greenville Chamber of Commerce (VP of Economic Development)	1/31/10-1/31/13
2	Howard, Jerry	Greenville Area Development Corporation (President)	2/16/05-12/31/11

One-Stop Partners

No.	Name	Affiliation and Title	Program	Term
1	Worthy, Mary	Piedmont American Indian Association (Vice Chief)	WIA Title I-B	1/31/06-12/31/11
2	Haneman, Charlie	DEW (Area Director)	Wagner-Peyser	12/1/07-12/31/11
3	Welch, Chuck*	Greenville County Schools (Director of Lifelong Learning)	Adult Education	1/1/05-12/31/11
4	Turnipseed, David	Vocational Rehabilitation (Area Supervisor)	Voc. Rehabilitation	2/27/07-5/31/12
5	Frazier, Keith	DSS (Director)	TANF	8/16/11-8/16/12
6	Perry, Joe	AARP (Project Director)	Title V - Older Amer.	12/31/09-12/31/12
7	Eason, Cynthia*	Greenville Tech College (VP, Corporate & Economic Development)	Vocational Education	5/8/06-5/31/12
8	Haneman, Charlie*	DEW (Area Director)	TAA, NAFTA	12/1/07-12/31/11
9	Haneman, Charlie*	DEW (Area Director)	Veterans E&T	12/1/07-12/31/11
10	Hallman, Carol	SHARE (HR Director)	CSBG E&T	1/1/05-12/31/11
11	Stoyanov, Lisa	The Housing Authority of the City of Greenville (CSS Supervisor)	HUD E&T	4/1/11-4/1/12
12	Haneman, Charlie*	DEW (Area Director)	UI	12/1/07-12/31/11
13	Michaels, Patrick*	Goodwill Industries (President/CEO)	Other (Community Based Organization)	12/1/07-12/31/11
14			Other	

Denote multiple representations with an asterisk (*).

Greenville County Workforce Investment Act (WIA)

Total Number of Seats	31
Number Representing Business	15
Percent Representing Business	48.4%
Number Representing Education	2
Number Representing Labor	1
Number Representing Community Based Organizations	2
Number Representing Economic Development	2
Number Representing Mandatory One-Stop Partners	9
Number Representing Additional One-Stop Partners	1

Attachment C

Youth Council Membership Form

Total Seats 18

Seats Occupied 17

Seats Vacant 1

WIB Members			
No.	Name	Business/Agency/Institution	Term
1	Sullivan, Rosie (Chair)	Lockheed Martin	11/3/10-9/30/11
2	Hallman, Carol	SHARE	9/14/06-12/31/12
3	Welch, Chuck	Greenville County's School District	1999-6/30/13

Youth Service			
No.	Name	Business/Agency/Institution	Term
1	Neeley, Michelle	Goodwill Industries	4/1/10-4/1/13
2	Williams, Tomiko	Department of Juvenile Justice	8/1/10-8/31/13

Public Housing			
No.	Name	Business/Agency/Institution	Term
1	Leamon, Nyroba	Greenville Housing Authority	5/12/11-5/31/12
2	Jefferson, Jacquelynn	Greenville Housing Authority	8/2/11-9/30/12

Parents of Eligible Youth			
No.	Name	Business/Agency/Institution	Term
1	Hallmark, Deborah	Parent	4/1/09-4/1/12
2	Vacant		

Individuals with experience in youth activities, including former participants, and representatives of organizations.			
No.	Name	Business/Agency/Institution	Term
1	McClure, Cheryl	Donaldson Career Center	6/30/04-12/31/12
2	Robinson, Shirley	DJJ/Sisters Saving Sisters	12/31/05-12/31/12
3	Blankenship, Jay	Personal Pathways	8/1/09-8/31/12
4	Ligon, Teresa	Greenville Hospital Systems	8/1/09-8/31/12

Job Corps Representatives¹			
No.	Name	Business/Agency/Institution	Term
1	Johnson, Cynthia	Job Corps	10/19/10-8/30/13
2	Miller, Robin	Job Corps	10/19/10-8/30/13

¹ Two Job Corps representatives are mandatory only if there is a center located in the Local Area.
PY11 WIA Plan Modification

Other			
No.	Name	Business/Agency/Institution	Term
1	Brinn, Michele	Brown Mackie College- Greenville	12/31/05-9/30/13
2	Stanton, Kathy	DEW	3/31/11-9/30/12
3	Washington, Denise	Girl Scouts of SC-MM	8/22/11-9/30/12

Attachment D

**Local Administrative Entity
Roster of Workforce Staff**

Name	Job Title	Workforce Job Duties/Responsibilities
Dean Jones	WIA Administrator and SC Works Greenville Operator	SC Works System Oversight, WIA Administration
Rachael Angel	Assistant WIA Administrator	SC Works System Oversight, WIA Administration
Charlene Gilliam	Program Coordinator	Business Services
Hy Small	Program Coordinator	Business Services
Corrine Davis	Program Coordinator	SC Works County Square Supervisor
E'Lois Watson	Program Coordinator	SC Works McAlister Square Supervisor

Greenville County Workforce Investment Act (WIA)

Name	Job Title	Workforce Job Duties/Responsibilities
Shelia Harper	Program Coordinator	VOS Coordinator and EOE officer
Ruth McAninch	Program Coordinator	Supervises and provides oversight to Adult, DW, Youth and TRADE Case Managers, Customer Service Reps and WIA Specialists
Stacey Atkins	Principal Case Manager	Provides assistance to Case Manager Program Coordinator and oversight of staff
Melyssa Harrison	Principal Case Manager	Provides assistance to VOS Coordinator, specifically for youth services. Oversight of equipment and provides technical assistance.
Angela Smith	Administrative Coordinator	Handles all financial aspects of the WIA program and supervises financial support staff. Coordinates meetings and events for Director
Pat Green-Hill	Service Representative	Provides customer service and administrative support to staff
Katie Falconer	Accounting Specialists	Provides support to Administrative Coordinator; Internal Financial Monitor

Greenville County Workforce Investment Act (WIA)

Name	Job Title	Workforce Job Duties/Responsibilities
Janet Emerson	Accounting Specialists	Provides support to Administrative Coordinator
Michelle Martin	Youth Case Manager	Manages in-house youth participants. Conducts youth eligibility.
Magaly Varela	Youth Case Manager	Manages in-house youth participants. Conducts youth eligibility.
Elayne Gray	Administrative Assistant	Provides administrative support to Administrator, Assistant Administrator, and Business Service Team
Adele Whitmore	Service Representative	Provides customer service and administrative support to staff
Tina Childress	Service Representative	Provides customer service and administrative support to staff
Maria Eche	Service Representative	Provides customer service and administrative support to staff

Greenville County Workforce Investment Act (WIA)

Name	Job Title	Workforce Job Duties/Responsibilities
James Meekins	WIA Specialist	Determines eligibility of potential WIA participants
Candice Bruton	Case Manager	Manages Adult and DW WIA participants
Tim Suddeth	Case Manager	Manages Adult and DW WIA participants; facilitates internal workshops and soft skills training program
Tanya Gwinn	Case Manager	Manages Adult and DW WIA participants; facilitates internal workshops and soft skills training program
Donald Wright	Case Manager	Manages Adult and DW WIA participants
Mimi McLaurin	Case Manager	Manages Adult and DW WIA participants
Laura Eggleton	Case Manager	Manages Adult and DW WIA participants

Greenville County Workforce Investment Act (WIA)

Name	Job Title	Workforce Job Duties/Responsibilities
Carolyn Washington	Case Manager	Manages Adult and DW WIA participants
Marcy Desmarais	Case Manager	Manages Adult and DW WIA participants
Sharon Noller	Case Manager	Manages TAA WIA participants
Tommy Gore	Case Manager	Manages TAA WIA participants
Jerry Harbuck	Principal Case Manager	Manages One-Stop Assessment Lab
Nancy Pavone	Training Case Manager	Manages Adult and DW WIA participants
Karen Smith	WIA Specialist	Determines eligibility of potential WIA participants

Greenville County Workforce Investment Act (WIA)

Name	Job Title	Workforce Job Duties/Responsibilities
Vincent Lucenti	Training Case Manager	Completes WIA eligibility and manages NEG OJT Participants
Pat Massey	Customer Service Representative	Provides customer service and administrative support to staff

**PY 2011 Local Area WIA Performance Goals
Greenville**

Customer Group	Performance Measure	Goal
Adult	Entered Employment Rate	60.0
	Employment Retention Rate	82.0
	Average Six Month Earnings	\$10,278
Dislocated Worker	Entered Employment Rate	64.0
	Employment Retention Rate	87.8
	Average Six Month Earnings	\$14,600
Youth	Placement in Employment or Education	61.0
	Attainment of Degree or Certificate	55.0
	Literacy or Numeracy Gains	45.0

I accept these PY 2011 WIA Performance Goals for my local area.



 Local WIA Administrator Signature

11/1/11

 Date

**Program Year 2011
Fund Transfer Request Form**

LWIA Name: Greenville
Program Year: 2011

- Provide the information requested and submit to your Workforce Development Local Operations Coordinator.
- Each transfer requires a separate request form.
- **Attach documentation of LWIB approval** (excluding Administration to Program transfers within a fund stream).

I. TRANSFER TYPE (check only one box)

Workforce Investment Act (WIA)
Program Fund Transfer
<input checked="" type="checkbox"/> From Adult to Dislocated Worker
<input type="checkbox"/> From Dislocated Worker to Adult
Administration Fund Transfer
<input type="checkbox"/> Adult
<input type="checkbox"/> Dislocated Worker
<input type="checkbox"/> Youth

II. TRANSFER AMOUNT

- Provide the following information for program fund transfers (**do not include administration funds**):

PY/FY Allocation (according to last NFA): \$1,320,952
% of Allocation Requested for Transfer: 17%
\$ Amount of Allocation Requested for Transfer: \$223,960

- Provide the following information for administration fund transfers:

Current Administration: <u> </u>	>	Balance (CA-TA=B): <u> </u>
Transfer Amount: <u> </u>	>	
Current Program: <u> </u>	>	Balance (CP+TA=B): <u> </u>
Transfer Amount: <u> </u>	>	

III. TRANSFER JUSTIFICATION

Funds will be transferred from WIA Dislocated Worker to WIA Adult program. This will enable us to increase PY11 WIA training enrollments and obligations. Rapid Response funds will be used to backfill the DW program.

IV. SIGNATURES

Greenville LWIA

SC Department of Employment and Workforce

Dean Jones
Dean Jones
Workforce Development
Administrator

Date 11/2/11

Pat Sherlock
Pat Sherlock
Workforce Development Director

Date _____

Greenville County Workforce Development PY 2011 WIA Program

WIA SPECIALIST STATEMENT OF WORK

A. INTRODUCTION

The WIA Specialist will coordinate eligibility determination on all Workforce Investment Act (WIA) customers to ensure compliance with applicable laws and regulations. It is the responsibility of the WIA Specialist to read and become familiar with the Act, Regulations, Federal, State, and local instruction letters, local WIA 5-year Strategic Plan, One-Stop Standards, applicable circulars, memos, etc.

WIA Specialists, along with all Greenville County WIA employees, are grant funded positions. Employment is maintained in accordance to the reauthorization of the WIA Program as well as continued funding of the program.

B. WIA SPECIALIST JOB RESPONSIBILITIES

The WIA Specialist'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 WIA Specialist's ability to perform the following duties:

Eligibility:

Individuals who are primarily seeking information and do not seek direct, one-on-one staff assistance, do not need to be registered through the One-Stop system. However, when an individual seeks more than minimal assistance from staff in taking the next step toward self-sufficient employment, then eligibility must be determined. Determination of whether the individual(s) is eligible to receive WIA staff assisted Core, Intensive, and Training services and needs related payment must be made by the WIA Specialist.

Eligibility Determination Duties—completes customer eligibility determination process, in accordance with applicable laws and regulations, in a consistently accurate, efficient, and professional manner. Conducts accurate, efficient and timely file reviews and second reviews.

Follow up Services:

Follow-up services must be available for a minimum of 12 months after employment begins, to registered participants who are placed in unsubsidized employment. WIA Specialist will provide 2nd and 3rd quarter after exit follow up services for participants who are placed in unsubsidized employment.

Case Management Follow-up Duties—contacts exited participants and employers, in accordance with applicable laws and regulations, for the purpose of

gathering follow-up information for program performance measurement. Keeps accurate and organized follow-up data records.

South Carolina Virtual One-Stop (VOS)/Participant Reporting Requirements:

South Carolina Virtual One-Stop (VOS) is a real-time, on-line system for WIA Intake, case management, tracking of services, follow-up and reporting. The WIA tracking component is designed to help staff better serve WIA customers and collect accurate information for reporting. The WIA Specialist should adhere to all VOS reporting and forms completion as outlined in State and local Instruction Notices, policies and procedures.

Documentation and Reports—assists management with compiling reports and other matters relating to the production of reports. Maintains accurate, complete, up-to-date, organized electronic and paper filing system for certification documentation, and provides such information upon management’s request.

Typing and Computer skills—progressively masters the skills of using the South Carolina Virtual One-Stop System (VOS) in an accurate and efficient manner. Utilizes accurate and efficient typing skills.

C. RECORD RETENTION STANDARDS

Greenville County Workforce Development agrees to maintain all records pertinent to Workforce Investment Act (WIA) grant agreements and contracts, including financial, statistical, property, participant records and supporting documentation in accordance with contract provision, WIA Instruction Letters and Greenville County 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 WIA activities will be maintained separately in storage from any other contractor records.

WIA will be responsible for cost of storage. As a part of the contract close-out package, the Contractor will report all record holdings pertaining to this contract to Greenville County using forms provided for that purpose. Contractor records will be grouped for storage as follows: Applicant records, participant records and all other records. Storage files will be adequately marked to facilitate identification and research of all records in storage.

Under the direction of the WIA Director, the WIA Specialist will assist with storing and retaining records as outlined in the standards.

D. FORMS TO BE MAINTAINED IN ELIGIBILITY FILES

1. All SC VOS and local WIA forms that relate to the program
3. Signed and dated WIA grievance procedures and orientation forms
4. Identification documentation
5. Other information deemed necessary by the WIA Director

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, which will be used to assist in evaluating my work performance and compliance with the Workforce Investment Act (WIA) rules, policies, and procedures. I further understand that this SOW shall remain in effect until changed in writing by the Administrator or Assistant Administrator

Name (Printed) _____

Signature: _____

Date: _____

**Greenville County Workforce Development
PY 2011 WIA Adult and Dislocated Worker Program**

CASE MANAGER STATEMENT OF WORK

A. INTRODUCTION

The WIA case manager will coordinate allowable Workforce Investment Act (WIA) activities for **eligible adults and dislocated workers** registered through the local one-stop system. It is the responsibility of the WIA case manager to read and become familiar with the Act, Regulations, Federal, State, and local instruction letters, local WIA 5-year Strategic Plan, One-Stop Standards, applicable circulars, memos, etc.

Case Managers, along with all Greenville County WIA employees, are grant funded positions. Employment is maintained in accordance to the reauthorization of the WIA Program as well as continued funding of the program.

B. WIA PROGRAM AND ONE-STOP SYSTEM SUMMARY

Along with Wagner-Peyser labor exchange services, the required adult and dislocated worker services, described as core, intensive, and training services, form the backbone of the One-Stop delivery system. The WIA goal of universal access to core services is achieved through close integration of services provided by the Wagner-Peyser, WIA adult and dislocated worker partners in the One-Stop center and other partners in the One-Stop center and system. Intensive and training services are available to individuals who meet the eligibility requirements for the funding streams and who are determined to need these services to achieve employment, or in the case of employed individuals, to obtain or retain self-sufficient employment. As funds are available, supportive services, to enable individuals to participate in these other activities, including needs-related payments for individuals in training, may also be provided.

C. ONE-STOP SYSTEM

Role of the Adult and Dislocated Worker Program:

The One-Stop system is the basic delivery system for services to adults and dislocated workers. Access to services through the One-Stop system ensures that individual needs are identified and, to the extent possible, met. The consolidation of and access to services will result in improved services for both adults and dislocated workers.

Registration and Eligibility:

Individuals who are primarily seeking information and do not seek direct, one-on-one staff assistance, do not need to be registered through the One-Stop system. However, when an individual seeks more than minimal assistance from staff in taking the next step toward self-sufficient employment, then eligibility must be determined. Registration is the point at which information that is used in performance measurement begins to be collected. In addition, equal employment opportunity data must be collected on individuals when any assessment or discretionary decision regarding a specific individual is made.

Sequence of Services:

WIA provides for three (3) levels of services: Core, intensive, and training, with service at one level being a prerequisite to moving to the next level. For Greenville County, a registered individual must receive at least one (1) service at each level prior to moving to the next level. The WIA case manager is responsible for completing WIA registration requirements and referring individuals to the appropriate workforce investment services based on an objective assessment and/or local policy governing the provision of One-Stop services.

Core Services:

All core services listed in the Act must be made available in each local area through the One-Stop system. Follow-up services must be available for a minimum of 12 months after employment begins, to registered participants who are placed in unsubsidized employment. Core services include:

- Determination of whether the individual(s) is eligible to receive assistance;
- Outreach, intake, and orientation to the information;
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- Job search and placement assistance, and where appropriate, career counseling;
- Provision of employment statistics information, including the provision of accurate information leading to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers: training services, youth activities, adult education activities, post secondary vocational education activities, and vocational rehabilitation program activities.
- Provision of local workforce area performance information;
- Provision of accurate information relating to the availability of supportive services, including child care and transportation;
- Provision of information regarding filing claims for unemployment compensation; and
- Follow up services for participants who are placed in unsubsidized employment for not less than 12 months.

Intensive Services:

Intensive services to adults and dislocated workers are designed for the unemployed and underemployed who are unable to obtain employment through core services, and have been determined by the one-stop operator and/or WIA case manager to be in need of more intensive services in order to obtain employment, or in need of intensive services to obtain and retain employment that allows for self-sufficiency. Intensive services include:

- Comprehensive and specialized assessments of skill levels;
- Individual employment plans;
- Individual and group counseling; and
- Short-term prevocational services.

Intensive services should be provided through the one-stop delivery system either directly by the WIA case manager or partner agency.

Training Services:

Training services will be provided to unemployed and underemployed adults and dislocated workers who:

1. Have met eligibility requirements for intensive services through WIA and/or NAFTA-TAA (or TAA Reform Act of 2002), have received at least one intensive service, and have been determined to be unable to obtain or retain employment through such services;
2. After an interview, evaluation, or assessment, and case management, have been determined by the One-Stop Operator or One-Stop partner, to be in need of training services and to have the skills and qualifications to successfully complete the selected training program;
3. Select a program of training services that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate;
4. Is unable to obtain grant assistance from other sources to pay the costs for such training, including Federal Pell Grants and/or the Lottery Tuition Assistance Program (LTAP), NAFTA-TAA (TAA Reform Act of 2002), as appropriate;
5. For individuals whose services are provided through the adult funding stream, are determined eligible in accordance with the State and local priority of services system.

The local priority of services system does not apply to dislocated workers.

Training providers shall consider the availability of Pell Grants, Lottery Tuition Assistance Program (LTAP), NAFTA-TAA (TAA Reform Act of 2002), and other sources of grants to pay for training costs, so that WIA funds supplement other sources of training grants.

The WIA case manager will make arrangements with the training provider and the WIA participant regarding WIA-funded training enrollment while the Pell Grant application, LTAP application, and/or TAA, if it is subsequently awarded.

Priority Use of Training Funds:

Greenville Workforce Investment Board (WIB) has established the following priority of training services policy:

A large percentage of adult funds are directed to the hard-to-serve customer. Greenville WIA is planning to serve individuals who are not economically disadvantaged within its triage of services and will work with incumbent workers – who are not considered economically disadvantaged. However, once the funding becomes limited, the following will be taken into consideration:

- Barriers to Employment
- Cost of Training
- Customer's financial situation
- Training selection made in accordance with the priority training local policy
- Length of Training
- Likelihood for successful completion

Priority applies to adult funds for intensive and training services only. Funds allocated for dislocated workers are not subject to this requirement. Section 663.600 of the Regulations state that in the event that funds allocated for adult employment and training activities are limited, priority for intensive and training services funded with title I adult funds must be given to recipients of public assistance and other low-income individuals in the local area.

After taking into account the availability of other funds for providing employment and training-related services in the local area, the need of the specific groups within the local area, and other appropriate factors, the WIA Administrative Entity will determine the availability of WIA funds and the process by which any priority will be applied under WIA Section 134(d)(2)(E).

Definitions:

Barriers To Employment – defined as one of the following: a) low-income individuals; b) recipients of public assistance or members of a household that qualifies for public assistance, including Medicaid; c) does not qualify for the receipt of Unemployment Insurance due to exhausting benefits during the prior six-month period.

Public Assistance Recipients – current recipients and/or those who qualified for receipt of Temporary Assistance for Needy Families (TANF) or Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps) benefits during the prior six-month period.

Training Vouchers:

Eligible customers for training under the WIA will receive a WIA Scholarship Voucher issued by the One-Stop Operator/WIA case manager to redeem at the eligible provider of training. Training services shall be limited to adults and dislocated workers who:

- Are unable to obtain other grant assistance for such services, including LTAP and Federal Pell Grants established under Title IV of the Higher Education Act of 1965; or
- Those who require assistance beyond the assistance made available by other grant assistance programs, including LTAP and Federal Pell Grants.

The WIA Scholarship Voucher may include other such information as a Letter of Instruction including, a Training Provider Consumer Report and a Training Services Budget. The Training Services Budget shall be completed by the WIA case manager, customer and his/her selected provider of training services and used to determine the amount of WIA funds that will be required to pay for such training services. The Individual Training Account (ITA) is one of several fund sources available to WIA participants seeking training services at a technical college or public/independent two-year institution.

Adults and dislocated workers who seek training services may receive a WIA Scholarship Voucher with a maximum lifetime value of \$8,000 unless approved by the WIA Administrator/Asst WIA Administrator. In addition, the WIA Administrator or Asst WIA Administrator may, based upon available funds, waive the lifetime maximum cost limitation for highly specialized training programs (i.e., airline pilot training) that exceed the total cost of \$8,000. Priority will be given to eligible providers offering programs lasting one year or

less to the extent practical. Training durations may be extended past the 1-year time limit only in situations where a sequential training program is determined to require more than the time limit allowed. Eligible participants in training programs lasting more than one year and requiring additional vouchers will complete a re-determination process each semester/term to ensure attendance, satisfactory progress and to re-evaluate the projected training program end date. WIA Scholarship Vouchers must be redeemed by eligible providers of training according to its normal invoicing system no later than 30 days after the training services end date. LTAP funds must be applied to the training costs prior to using WIA funds.

Training services, whether under Vouchers or under contract, will be provided in a manner that maximizes informed customer choice in selecting an eligible provider. One-Stop will make available to customers the State list of eligible providers. The list will include a description of the programs through which the providers may offer the training services, the information identifying eligible providers of on-the-job training and customized training, and the performance and cost information about eligible providers of training services.

An individual who has been determined eligible for training services may select a provider after consultation with a WIA case manager. Unless the program has exhausted funds for the program year, the WIA case manager will refer the individual to their selected provider, and establish a Voucher Certificate for the individual to pay for training.

South Carolina Virtual One-Stop (VOS)/Participant Reporting Requirements:

South Carolina Virtual One-Stop (VOS) is a real-time, on-line system for WIA Intake, case management, tracking of services, follow-up and reporting. The WIA tracking component is designed to help staff better serve WIA customers and collect accurate information for reporting. The WIA case manager should adhere to all VOS reporting and forms completion as outlined in State and local Instruction Notices, policies and procedures.

Enrollment Plan:

Since the WIA focuses on customer choice and assisting those in need of services, the enrollment level should be consistent with the number of individuals requiring staff-assisted intensive and training services through the Greenville One-Stop System, per the direction of management.

Performance Expectations:

The WIA case manager is expected to achieve the following program-specific goals for adults and dislocated workers (in accordance with established performance measures):

**PY 2010 ADULT MEASURES (July 1, 2010 – June 30, 2011)
(All Registered Adults age 22 and over)**

- 1. Entered Employment Rate: 60.0%**
Definition: Adults who are employed in the 1st quarter after the exit quarter.
- 2. Employment Retention Rate: 82.0%**
Definition: Adults who are employed in the 2nd and 3rd quarters after the exit quarter.
- 3. Average Earnings: \$10,278**
Definition: Total earnings in the 2nd plus the total earnings in the 3rd quarters after the exit quarter.

**PY 2010 DISLOCATED WORKER MEASURES (July 1, 2010 – June 30, 2011)
(All Registered Dislocated Workers)**

- 1. Entered Employment Rate: 64.0%**
Definition: Dislocated workers who are employed in the 1st quarter after the exit quarter.
- 2. Employment Retention Rate: 87.8%**
Definition: Dislocated Workers who are employed in the 2nd and 3rd quarters after the exit quarter.
- 3. Average Earnings Rate: \$14,600**
Definition: Total earnings in the 2nd plus the total earnings in the 3rd quarters after the exit quarter.

As Program Year 2011 Performance Measures are approved and issued they will replace the above PY2010 Measures.

D. PROVISION OF CASE MANAGEMENT

Case management is a client-centered approach in the delivery of services designed to assist adults in finding employment through the proactive provision of WIA training services.

Case management strategies should include, but are not limited to:

- A. Regular scheduled contact with participants (minimum of once every thirty (30) days);
- B. Intensive and personal follow-up activities (shall be documented in the IEP/ISS);
- C. Use of IEP/ISS benchmarks to measure progress.

Case managers shall know the name, face, family, and life situation of each participant. They must have detailed knowledge of other community services and cultivate a wide network of contacts. The basic objective of case management is to monitor participant progress in fulfilling the IEP/ISS. Where progress is slow or in reverse, case managers must be proactive in identifying the problem and solving it before the participant quits the program without achieving a recorded positive outcome. Therefore, the case manager must provide participant counseling.

Case Managers shall have full knowledge of the State Workforce Investment Board's One-Stop Standards and conform to the implementation of such standards. Specifically all WIA Case Managers will be required to complete training and attainment of the Career Development Facilitators (CDF) certification. While a case manager may be identified as a "Training Case Manager" or an "Intensive Case Manager" all case managers will be expected to be cross trained and knowledgeable of all aspects of case management and the One-Stop System. Continuous job training will be required to enhance knowledge. Representation of the offerings of all partners in the One Stop System without prejudice is expected.

Follow-up services must be available for a minimum of 12 months after employment begins, to registered participants who are placed in unsubsidized employment. Case Managers will be responsible for conducting 1st quarter follow up.

Case Management Follow-up Duties—contacts exited participants and employers, in accordance with applicable laws and regulations, for the purpose of gathering follow-up information for program performance measurement. Keeps accurate and organized follow-up data records.

D. COORDINATION OF RESOURCES

The case manager is encouraged to coordinate and utilize outside resources in securing additional funds, supplies and materials, services, etc., in order to enhance WIA activities.

F. RECORD RETENTION STANDARDS

WIA agrees to maintain all records pertinent to Workforce Investment Act (WIA) grant agreements and contracts, including financial, statistical, property, participant records and supporting documentation in accordance with contract provision, WIA Instruction Letters and Greenville County 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 WIA activities will be maintained separately in storage from any other contractor records.

WIA will be responsible for cost of storage. As a part of the contract close-out package, the Contractor will report all record holdings pertaining to this contract to Greenville County using forms provided for that purpose. Contractor records will be grouped for storage as follows: Applicant records, participant records and all other records. Storage files will be

adequately marked to facilitate identification and research of all records in storage.

G. FORMS TO BE MAINTAINED IN APPLICANT AND PARTICIPANT FILES

1. Participant assessment documentation.
2. All VOS and local WIA forms that relate to the program.
3. Core, Intensive and Training Services documentation provided through the One-Stop System.
4. Individualized Employment Plan (IEP)
5. Signed and dated WIA grievance procedures and orientation forms.
6. Counseling documentation to include pending log information (job development/ placement).
7. Time and attendance sheets signed (in ink) and dated by instructor and participant.
8. Progress reports, final grades, credential documentation, i.e., certifications, certificates, licensures, degrees.
9. Need based payment documentation.
10. Placement, employment, and retention documentation
11. Copies of Training Vouchers, invoices, bills, etc. for training participants. (Timely processing and proper maintenance of paperwork is required.)
12. Other information deemed necessary by the WIA Director.

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 the WIA Case Manager Statement of Work, which will be used to assist in evaluating my work performance and compliance with the Workforce Investment Act (WIA) rules, policies, and procedures. I further understand that this SOW shall remain in effect until changed in writing by the Administrator or Assistant Administrator

Case Manager Name (Printed) _____

Signature: _____

Date: _____

Greenville Workforce Investment Board 2012 Meeting Calendar

Greenville WIB (2nd Wednesday every other month)

Date	Time	Location
January 11, 2012	11:30 a.m. – 1:00 p.m.	SC Works McAlister Square, Suite E-1
March 14, 2012	11:30 a.m. – 1:00 p.m.	SC Works McAlister Square, Suite E-1
May 9, 2012	11:30 a.m. – 1:00 p.m.	SC Works McAlister Square, Suite E-1
July 11, 2012	11:30 a.m. – 1:00 p.m.	SC Works McAlister Square, Suite E-1
September 12, 2012	11:30 a.m. – 1:00 p.m.	SC Works McAlister Square, Suite E-1
November 14, 2012	11:30 a.m. – 1:00 p.m.	SC Works McAlister Square, Suite E-1

For more information, contact Doug Dorman at (864) 455-8940 or ddorman@ghs.org or Dean Jones at (864) 467-3620 or dejoness@greenvillecounty.org.

Executive Committee (1st Tuesday every other month)

Date	Time	Location
February 7, 2012	8:30 a.m. – 10:30 a.m.	SC Works McAlister Square, E-1
April 3, 2012	8:30 a.m. – 10:30 a.m.	SC Works McAlister Square, E-1
June 5, 2012	8:30 a.m. – 10:30 a.m.	SC Works McAlister Square, E-1
August 7, 2012	8:30 a.m. – 10:30 a.m.	SC Works McAlister Square, E-1
October 2, 2012	8:30 a.m. – 10:30 a.m.	SC Works McAlister Square, E-1
December 4, 2012	8:30 a.m. – 10:30 a.m.	SC Works McAlister Square, E-1

For more information, contact Doug Dorman at (864) 455-8940 or ddorman@ghs.org, or Dean Jones at (864) 467-3620 or dejoness@greenvillecounty.org.

Youth Council (Quarterly)

Date	Time	Location
February 23, 2012	3:00p.m.-4:00p.m.	SC Works McAlister Square, E-1
May 24, 2012	3:00p.m.-4:00p.m.	SC Works McAlister Square, E-1
August 23, 2012	3:00p.m.-4:00p.m.	SC Works McAlister Square, E-1
November 15, 2012	3:00p.m.-4:00p.m.	SC Works McAlister Square, E-1

For more information, contact Jay Blankenship at (864) 467-3617 or jblankenship@scpathways.org

One-Stop Partner Committee (4th Monday of every other month)

Date	Time	Location
February 27, 2012	12:00 pm - 1:00 pm	SC Works McAlister Square, Suite E-1
April 23, 2012	12:00 pm - 1:00 pm	SC Works McAlister Square, Suite E-1
June 25, 2012	12:00 pm - 1:00 pm	SC Works McAlister Square, Suite E-1
August 27, 2012	12:00 pm – 1:00 pm	SC Works McAlister Square, Suite E-1
October 22, 2012	12:00 pm – 1:00 pm	SC Works McAlister Square, Suite E-1
December 17, 2012	12:00 pm - 1:00 pm	SC Works McAlister Square, Suite E-1

For more information contact Rachael Angel at (864) 467-3620 or rangel@greenvillecounty.org

Bylaws

Date	Time	Location
<i>Meetings scheduled as needed</i>		

For more information contact Rachael Angel at (864) 467-3620 or rangel@greenvillecounty.org

**SCWorks Greenville
PY '11 WIA Programmatic & Financial Monitoring Schedule**

	<i>Due Date</i>
WIA Case Manager-Marcy Desmarais+	10/17/11-10/21/11
WIA Case Manager-Don Wright+	10/31/11-11/4/11
WIA Case Manager-Laura Eggleton+	11/14/11-11/18/11
Youth Provider (Goodwill)	11/29/11-12/1/11
Youth Provider (Urban League)	12/6/11-12/9/11
WIA-Eligibility+	12/13/11-12/15/11
WIA Case Manager-Sarah Olma+	1/9/12-1/13/12
WIA Case Manager-Nancy Pavone+	1/23/12-1/27/12
Youth Provider (JAG-Carolina HS)	1/31/11-2/1/12
WIA Case Manager-Sharon Noller+	2/6/12-2/10/12
WIA Case Manager-Tommy Gore+	2/20/12-2/24/12
WIA Case Manager-Candice Bruton+	3/5/12-3/9/12
Resource Centers	3/13/12-3/14/12
WIA Case Manager-Mimi McLaurin+	3/19/12-3/23/12
WIA Case Manager-Carolyn Washington+	4/9/12-4/13/12
Youth Provider (JAG-Woodmont HS)	4/17/12-4/18/12
WIA Case Manager-Tim Sudduth+	4/23/12-4/27/12
WIA Case Manager-Michelle Martin+	5/7/12-5/11/12
WIA Case Manager-Magaly Varela+	5/21/12-5/25/12
WIA Case Manager-Vincent Lucenti+	6/11/12-6/15/12
WIA Case Manager-Tanya Gwinn+	6/18/12-6/22/12
WIA-OJT	TBD

**Schedule subject to change, based on WIA Administrator's discretion and departmental needs. Unless noted otherwise, all Greenville WIA file reviews will begin at 9:00 AM on the designated day(s).*

+Staff must submit Monitoring Response to the immediate Supervisor on the date specified by Supervisor. Official Monitoring Response is due (15) calendar days from the report's actual date of receipt (due by 5:00 PM on the specified date).