

# 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.

**Response:**

No Changes to the board's structure, administrative entity or operations since PY10.

**Changes to the Local Structure are as follow:**

- The complete integration of DEW into the SC Works Trident System
  - The SC Works Trident System placed a Center Manager over each site instead of having a System Director over all sites
  - For PY'11, SC Works Trident has redesigned the WIA service structure to enhance individual outcomes and hold staff accountable. Instead of the traditional cradle-to-grave approach, Trident has decided to allocate staff into three distinctive units (Eligibility, Case Management and Retention/Follow-up). The Eligibility Unit is responsible for conducting WIA information Session, eligibility determinations, and referring individuals to partner programs or to WIA intensive services. Although the eligibility unit staff is housed in SC Works Charleston, they conduct operations in each of the area centers.
  - Some of the functions of the LWIA's case management team have also changed for PY'11. New instructions include mandatory resume, cover letter and mock interview scoring (using a rubric we created), a renewed focus on re-employment and the aligning of WIA funded training with the Trident WIB's identified clusters.
  - The Retention/Follow-up unit will also see changes in PY'11. Trident has renewed its focus on eliminating the long list of individuals listed in Follow-Up Ad Hoc Reports. Resources have been dedicated to this effort with the goal of ensuring the list remains at or around zero at all times. In addition, the LWIA has created a new retention effort to refer individuals to core services who have completed WIA services, but for whatever reason not universally exited SC Works Online Services. This process requires that an individual will be contacted monthly until the exit occurs
2. Describe any new opportunities and/or challenges the LWIA has experienced as a result of operational changes that occurred during PY'10.

**Response:**

A number of opportunities and challenges have become evident as a result of the operational changes that occurred in PY'10. Some of the challenges include communication between programs (i.e. UI, ES and WIA). IT issues (slow connection speeds, out dated equipment/old computers, etc.) and the development and cross training of staff continues to be a challenge. Clear lines of programmatic responsibility need to be created in order to increase programmatic accountability. One of our greatest challenges is obtaining information regarding dislocated workers (09 codes) and the execution and expectations of the Unemployment Insurance (UI) and Employment Services (ES) programs.

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?

**Response:**

- All SC Works Trident Centers have completed the self-assessment
- A team from BCD Council of Governments visited each center to review the self-assessments and determine accuracy.
- Each center has identified where they are meeting the standards and corrective actions required.
- The next step will be to establish a plan for corrective actions and implementation. This plan will include requesting technical assistance from SC Department of Employment and Workforce.
- No modification to the plan for PY11.
- Each SC Works Center Manager is dedicated as the person to coordinate efforts of implementing the One-Stop Certification Standards at their site.

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.

**Response:**

- The consolidation of DEW into workforce programs has allowed us to provide more employment opportunities to our job seekers, and a larger candidate pool for our business customers.
  - The consolidation of programs into DEW has eliminated a number of duplication of services (i.e. SC Works Online Services and SC Job Link) and made the tracking of program services easier (WP, WIA and TAA all in SC Works Online Services).
  - Challenges include the universal exit of participants and the overall impact on performance. SC Works Trident has taken steps recently to ensure retention efforts were being made.
  - Communication between programs (UI/ES and WIA) continues to hamper efforts to utilize each other's information to benefit participants. Little to no information is shared across programs at the local level to assist in the identification of certain target groups (i.e. Dislocated Workers).
  - Some challenges are IT related, connectivity issue, no server space, unable to access scanner/Xerox directly from WIA terminal in Berkeley center. Working to be address with potential system upgrades for new location. Also some challenges with referrals WIA sometimes viewed as an entitlement program only for training. We have been offering info to DEW staff and other partners in house to improve messaging to customers. Cross training and sharing information between programs and WIA FAQ's are available to staff.
5. What is the LWIA strategy and timeline for the re-branding of the One-Stops to SC Works Centers?

**Response:**

SC Works Trident's strategy for implementation of the new brand is a phased approach.

- The process begun by replacing all stationary, envelopes and hand out materials
- Sc Works Developed a new WIA application that reflects the new brand
- Currently, The System is working on a Request for Proposals to replace all signage in our three centers
- The website will be redesigned to reflect the new brand and should be live by the end of the year.
- Anticipation for full implementation of the new brand to be completed by January 2012

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?

**Response:**

During PY 11, a number of changes have taken place to ensure the success and continued improvement of Business Services.

The Hayes Approach, an employee training company based out of Greenville, has been contracted out to teach the Business and Employer Services Professional Certification course. This year-long program runs until June 27, 2012, and all graduates will have a wide base of knowledge about Business Services. Topics covered during the course include Business Communications, Business Relationships, Customizing Services to Clients, and Human Resources Services. This course will ensure that all members of staff communicating with businesses are well-trained and can offer a high level of support to our business clients.

Monthly business service partner meetings are also a recent implement in our Business Services program. The purpose of these meetings is to align economic development, workforce, and education resources to provide a unified approach to serve SC's existing businesses. Partners attending these monthly meetings include: WIA business services representative, ReadySC, local Economic Development, SC Manufacturing Extension Partnership, SC Vocational Rehabilitation, Department of Social Services, Trident Technical College, and SC Department of Employment and Workforce. All partners give reports on their respective contacts with businesses, and strategize as how to best serve business customers. Sharing this information has been helpful to all involved partners. We will continue our monthly meetings throughout PY11, with a number of different topics to discuss.

A Business Services Team has also been identified for the Trident region. The Business Services Team consists of employees from WIA as well as Wagner-Peyser who have regular contact with employers. These employees will meet regularly to discuss plans and procedures to ensure that all companies who contact our SC Works centers will receive the same level and quality of service.

Since partnering with DEW and the Wagner-Peyser program, we have adjusted the way we distribute information. Now all job openings and information on job fairs is also sent out to Wagner-Peyser employees and entered in to scworks.org in a timely matter to ensure that DEW-assisted candidates also have access to this information to gain employment.

Partnerships with local technical colleges and the ReadySC program have also been a recent success for Business Services. We have been able to assist many new companies as well as existing companies in need through leads from our partners.

The (On-the-Job Training) or OJT program for PY11 has seen a great improvement on the number of contracts written in comparison to PY10. The Business Services Coordinator attends all WIA graduations to answer any questions employers in attendance may have. This has been beneficial to the program because it allows employers to see just how easy it is to hire a WIA participant on an OJT contract, and how it can benefit their companies. We have several companies who have multiple OJTs because they realize how convenient and beneficial the process is. We have also seen an increase in the wages the participants are earning from last year.

**Funding**

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

**Response:**

The TWIB reviewed and approved the budget for program year 2011. A report of the budget and current expenditures are presented at each One-Stop Committee, Executive Committee and Full board meeting. The budget is monitored monthly to adjust funding as needed for participants. The TWIB approved an increase in the training level for WIA participants from \$4,000 to \$6,000. The present budget will allow SC Works Trident to maintain its current staffing levels. The priority of services policy is suspended and the lower living standard income level (LLSIL) was raised to allow a broader spectrum of customers to utilize WIA services. The new training fund level will allow more latitude to customers in choosing training programs that are in demand and that will lead to employment.

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

**Response:**

No determination for transfer of funds has been made at this time.

- 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.)?

**Response:**

SC Works Trident has been working with Trident Technical College on a Department of Labor (DOL) grant for the Medical Assistant Program, and has worked with Trident Technical College on a Nursing Assistant program for their Berkeley campus to assist customers in the outlying rural areas. The DOL Program fully covered tuition at SC Works provides supportive services. The Berkeley campus Nursing Assistant Program is an extension of SC Works in house CNA Program where WIA covered the tuition.

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

**Response:**

Due to the transition of Administrative Entity, Operator and consolidation of DEW with WIA, no access points have been established. However, we fully recognize the need to establish access points to help meet the needs of our current capacity and assist with cutting cost/resource sharing. Current discussions are underway with the library system in an effort to utilize computers in order to offset the demand on the SC Works Charleston Center’s resource room. The plan is to develop access points in some of the rural areas where transportation is a barrier to services.

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

**Response:**

The cost/benefit for the operations of each SC Works Center is monitored on a monthly basis along with the budget. This information is presented at the One Stop, Executive and TWIB meetings.

**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.

<u>PY 2011</u>	Adults	Dislocated Workers	Youth
New Participants	948	300	188

<b>To Receive Training</b>	478	180	N/A
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237 (from # of new customers serviced in 1<sup>st</sup> QTR) \* 4 = 948 New Adult Customers \* 50% in training = 478

75 (from # of new customers served in 1<sup>st</sup> QTR) \* 4 = 300 New Dislocated Worker Customers \* 60% in training = 180

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

**Response:** The Priority of Service policy is not in effect.

## Youth

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

**Response:**

- By providing CDF competency training to ALL Career Coaches to be well-rounded “helping” career professionals.
- By collaborating with employers through Chamber and SHRM events.
- By attending post-secondary advisory board meetings to hear feedback from employers’ training needs.
- By utilizing advance technological tools to effectively and efficiently assess data and performance analysis.
- By coordinating and collaborating with SC WORKS business outreach efforts.

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.”

**Response 15 a & b:** With the anticipation of the state’s instruction letter regarding no self-attestation on eligibility items in the WIA application, the Trident Workforce Investment Board voted to change the local youth barrier from “No consecutive work for six months” to “the Youth considered not work ready”. The “require additional assistance to complete an educational program or secure to secure and hold employment” and for the non-low-income youth (5% window) of “face serious barriers to employment” will also be replaced by the new local youth barrier.

## Transparency

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

**Response:**

Public announcements of all committee and board meetings are posted through each SC Works Trident Center. In addition, meeting schedules and minutes are posted on the website. Budgets, Services and

program outcomes are always a part of the agenda and are included on information posted on our website.

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?

**Response:** SC Works Trident's conducts an annual monitoring for the provision of services rendered. Once the Monitoring and response to the monitoring is completed, the entire report is sent to the Local Operations Coordinator for our area.

## LWIA System Update Documentation

The following documents are to be submitted to the applicable Department of Employment and Workforce Local Operations Coordinator **only** if there have been **changes or updates** since your last submission. Should there be any modifications, terminations, or amendments to a document, policy or any other item listed below throughout the program year, a revised copy must be submitted within thirty days.

Special attention should be paid to the **highlighted** item below due to many local areas bringing intensive services in-house.

- Supportive services policy
- Priority of service policy
- Locally defined youth barriers
- Memorandum(s) of Understanding, including signature sheets
- Resource Sharing Agreement(s), including signature sheets
- All service provider grants, including statements of work and budgets. (If the verbiage in the statements of work is identical for each provider, submission of one copy per funding stream is acceptable.)
- **Statements of work for in-house operational staff (eligibility, case management and follow-up.)**
- Grant Application Request(s)/Request(s) for Proposals
- Local Workforce Investment Board composition\*
- Youth Council composition\*
- Roster and duties of administrative entity workforce staff\*
- Local Workforce Investment Board By-Laws
- Youth Council By-Laws
- Local Workforce Investment Board meeting schedule
- Youth Council meeting schedule
- Local monitoring schedule
- Self-sufficiency definition(s)
- Training cap

\*Please use forms provided in Attachments A-D.

The following documents should be submitted on an on-going basis throughout the program year.

- Local grant modifications
- Local programmatic and financial monitoring reports
- Local Workforce Investment Board meeting minutes
- Youth Council meeting minutes
- Committee meeting minutes
- Local Instruction Letters to staff and service providers

**Submitted by:** \_\_\_\_\_ (authorized signature)

\_\_\_\_\_ LWIA

# Attachment A

## WIB Membership Form A

*For board originally established as a WIB.*

Total Seats \_\_\_\_\_

Seats Occupied \_\_\_\_\_

Seats Vacant \_\_\_\_\_

<b>Business (must be a majority)</b>			
No.	Name	Affiliation and Title	Term
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

<b>Labor Organizations</b>			
No.	Name	Affiliation and Title	Term
1			
2			

<b>Education</b>			
No.	Name	Affiliation and Title	Term
1			
2			

<b>Community-based Organizations</b>			
No.	Name	Affiliation and Title	Term

1			
2			
3			

<b>Economic Development</b>			
No.	Name	Affiliation and Title	Term
1			
2			
3			

<b>One-Stop Partners</b>				
No.	Name	Affiliation and Title	Program	Term
1			WIA Title I-B	
2			Wagner-Peyser	
3			Adult Education	
4			Voc. Rehabilitation	
5			TANF	
6			Title V - Older Amer.	
7			Vocational Education	
8			TAA, NAFTA	
9			Veterans E&T	
10			CSBG E&T	
11			HUD E&T	
12			UI	
13			Other	
14			Other	

Denote multiple representations with an asterisk (\*).

Total Number of Seats	
Number Representing Business	
Percent Representing Business	
Number Representing Education	
Number Representing Labor	
Number Representing Community Based Organizations	
Number Representing Economic Development	
Number Representing Mandatory One-Stop Partners	
Number Representing Additional One-Stop Partners	

# Attachment B

## WIB Membership Form B

For Private Industry Council board grandfathered as an alternative entity.

Total Seats 35

Seats Occupied 31

Seats Vacant 4

<b>Business (must be a majority)</b>			
No.	Name	Affiliation and Title	Term
1	Steven Brower	Carolina Starches/CFO/Partner	7/2010 – 6/2013
2	Janet Cappellini	Alternative Staffing/VP of Operations	7/2009 – 6/2012
3	Butch Clift	EIDeCo/Director of Safety	7/2009 – 6/2012
4	Dottie Karst	Charles Foster/Owner	7/2010 – 6/2013
5	<b>Vacant</b>		
6	Jacquelyn Renegar	Jacquelyn Renegar Research Principal	7/2009 – 6/2012
7	Jay Law	Coldwell Banker United/Sales Manager	7/2011 – 6/2014
8	Jeff Messick	Johnson Controls/Service Branch Mgr.	7/2011 – 6/2014
9	Angelia Washington	Rhodia/HR Manager	7/2011 – 6/2014
10	Marvin Dickerson	Alcoa, Mt. Holly/Org. Development Mgr.	7/2009 – 6/2012
11	Deborah Loyal	Loyalty Business Solutions/President Owner	7/2009 – 6/2012
12	Joe Franklyn	TBC Corporation/VP of Distribution	7/2011 – 6/2014
13	<b>Vacant</b>		
14	Maryann Wagner	Welded Tube Berkeley/President	7/2009 – 7/2014
15	Earl Capps	U.S. Group Inc. Communication Communications, HR, Special Projects and Safety Manager	7/2009 – 6/2012
16	Jim Friar	JMF Services, LLC/Marketing & Public Relations Services President	7/2010 – 6/2013
17	Terry Kinder	First Choice Business Broker of Charleston/President	7/2009 – 6/2012
18	Thomas Pruitt	Force Protection/ Government Communications & Public Relations Director	7/2010 – 6/2013
19			
20			

<b>Labor &amp; Community-based Organizations (must be 15% or more)</b>			
No.	Name	Affiliation and Title	Term
1	Andrew Maute	Sheet Metal Worker's Local 399/Business Mgr.	7/2009 – 6/6012
2	George Thompson		
3	Arnold Collins	Charleston County Human Services/Exec. Director	6/2011 – 6/2014
4	Jennett Alterman Robinson	Center for Women/Exec. Director	7/2010 – 6/2013

<b>Education</b>			
No.	Name	Affiliation and Title	Term
1	Kimberley Sturgeon	Trident Technical College/VP for Advancement	6/2011 – 6/2014

2	Susan Friedrich	Charleston County School District/Director of Adult Educ.	6/2011 – 6/2014
3	Lillie Mae Caldwell	Berkeley County School District/Director of Adult Educ.	7/2010 – 6/2012

### Vocational Rehabilitation

No.	Name	Affiliation and Title	Term
1	Morgan Fancher	S.C. Vocational Rehabilitation/Area Supervisor	7/2011 – 6/2014
2			

### Public Assistance

No.	Name	Affiliation and Title	Term
1	Frank Oakley	Department of Social Services/County Director	7/2010 – 6/2013
2	Montez Martin	Chas County Housing & Redevelopment Authority/Exec. Director	6/2011 - 6/2014

### Economic Development

No.	Name	Affiliation and Title	Term
1	Jon Baggett	Dorchester County Economic Development/Director	7/2009 – 6/2012
2	Gene Butler	Berkeley County Economic Development/Director	7/2009 – 6/2012

### Employment Service

No.	Name	Affiliation and Title	Term
1	Lisa Gowans	SC Department of Employment & Workforce/Area Director	7/2011 – 6/2014
2			

### Other

No.	Name	Affiliation and Title	Term
1	James Villapontaux	Dorchester County Career School/Director	7/2011 – 6/2014
2	Bernadette Herbert	Telamon Corporation/Deputy State Director	7/2009 – 6/2012
3	<b>Vacant</b>	<b>Job Corps</b>	
4	<b>Vacant</b>	<b>Native American (IDC)</b>	

Denote multiple representations with an asterisk (\*).

Total Number of Seats	35
Number Representing Business	16
Percent Representing Business	45.7%

Number Representing Labor and Community Based Organizations	4
Percent Representing Labor and Community Based Organizations	11.4%
Number Representing Education	3
Number Representing Vocational Rehabilitation	1
Number Representing Public Assistance	2
Number Representing Economic Development	2
Number Representing Public Employment Service	1
Number Representing Other Entities	2

# Attachment C

## Youth Council Membership Form

Total Seats 13

Seats Occupied 16

Seats Vacant 2

<b>WIB Members</b>			
No.	Name	Business/Agency/Institution	Term
1	Angelia Washington	Rhodia	7/2011 -6/2014
2	Janet Cappellini	Alternative Staffing	7/2011 -6/2014
3	Lillie Mae Caldwell	Berkeley County School District	7/2011 -6/2014
4	Butch Clift	ElDeCO	7/2011 -6/2014
5	Marvin Dickerson	Alcoa Mt. Holly	7/2011 -6/2014
6	Susan Friedrich	Charleston County School District	7/2011 -6/2014
7	Deborah Loyal	Loyalty Business Solutions	7/2011 -6/2014
8	George Thompson		7/2011 -6/2014
9	James Villeponteaux	Dorchester County Career School	7/2011 -6/2014

<b>Youth Service</b>			
No.	Name	Business/Agency/Institution	Term
1	Ashley Standafer	Department of Juvenile Justice	7/2011 -6/2014
2	Jacquir Muir	Department of Social Services	7/2011 -6/2014

<b>Public Housing</b>			
No.	Name	Business/Agency/Institution	Term
1			
2			

<b>Parents of Eligible Youth</b>			
No.	Name	Business/Agency/Institution	Term
1	Barbara Flynn	RTMA	7/2011 -6/2014
2			

<b>Individuals with experience in youth activities, including former participants, and representatives of organizations.</b>			
No.	Name	Business/Agency/Institution	Term
1	Helen Whitcher	Whitcher & Associates	7/2011 -6/2014
2	Heather Crosby	Junior Achievement of Coast SC	7/2011 -6/2014
3	Jane Riley	Communities in Schools of the Charleston Area	7/2011 -6/2014

**Job Corps Representatives<sup>1</sup>**

No.	Name	Business/Agency/Institution	Term
1	VACANT		
2			

**Other**

No.	Name	Business/Agency/Institution	Term
1	Julie Kornahrens	Dorchester Adult Education	7/2011 -6/2014
2			

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<sup>1</sup> Two Job Corps representatives are mandatory only if there is a center located in the Local Area.

## Attachment D

### Local Administrative Entity Roster of Workforce Staff

Name	Job Title	Workforce Job Duties/Responsibilities
Ron Mitchum	Executive Director, Berkeley- Charleston- Dorchester Council of Government (BCDCOG)	Provides management oversight of the administrative entity and operator of the SC Works Trident system.
Andrea Kozloski	Special Assistant to the BCD Executive Director	Provides assistance with oversight of the administrative entity and operations of the SC Works Trident systems to include oversight of IT services, facility maintenance services and outreach services.
Robin Mitchum	Chief Financial Officer	Provides oversight of all financial matters related to the administrative entity and one stop operator. Also provides management and oversight of contracts, agreements and procured services for the Trident Workforce Investment Board
Monique Walker	WIA Accountant	Assist with managing WIA budget and assist with oversight of the financial tracking system (Tracksource); process WIA invoices for providers and contractors.
Thomasena Kelly	Accounts Payable Technician	Assist with processing and payments of WIA invoices for training and supportive services; assist with invoices and payments for space agreements of partners
Kim Self	Business Service Coordinator	Provides business development services to recruit and support new and existing one stop business customers.
Michelle Collins	Administrative Assistant	Provides administrative support to the TWIB Administrator and recording secretary for the board.
Sharon Goss	Project Officer	Provides monitoring oversight of WIA programs, the Virtual One Stop System (VOS), EO matters and the eligible training provider's list.

**SIGNATURE SHEET**

LWIA Name: SC Works Trident

Submission Date \_\_\_\_\_

Tommy Pruitt  
**Typed Name of Board Chair**

\_\_\_\_\_  
**Board Chairperson Signature**

**Date**

Daniel W. Davis  
**Typed Name of Chief Elected Official**

\_\_\_\_\_  
**Chief Elected Official Signature**

**Date**

Teddie E. Pryor, Sr.  
**Typed Name of Chief Elected Official**

\_\_\_\_\_  
**Chief Elected Official Signature**

**Date**

Larry Hargett  
**Typed Name of Chief Elected Official**

\_\_\_\_\_  
**Chief Elected Official Signature**

**Date**

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**Typed Name of Chief Elected Official**

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**Chief Elected Official Signature**

**Date**

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**Typed Name of Chief Elected Official**

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**Chief Elected Official Signature**

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**Chief Elected Official Signature**

**Date**