

**Waccamaw Workforce Development Area  
WIOA Adult and Dislocated Worker Services  
Statement of Work**

Service Delivery Provided by: Waccamaw Regional Council of Governments (WRCOG) WIOA Program

The WRCOG WIOA Program Staff will:

1. Provide a system of services in Georgetown, Horry and Williamsburg Counties for approximately four hundred (400) Adults and approximately one seventy-eight (78) Dislocated Workers who are WIOA eligible. These enrollment numbers include participants previously enrolled in Georgetown, Horry or Williamsburg Counties that remain active in the system. In addition, the WRCOG will serve any exited Adult or Dislocated Worker participants who require follow-up.
2. Provide basic career services which are universally accessible. Thus, access to and/or receipt of such services does not require eligibility determination. Eligibility determination is required for those participants who need services other than information or self-service resources to be provided by a WIOA-funded staff person. Basic career services include:
  - a. determinations of whether individuals are eligible to receive assistance under WIOA;
  - b. outreach, intake (which may include worker profiling), and orientation to the information and other services available through the SCWorks delivery system;
  - c. provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
    - job vacancy listings and information on job skills necessary to obtain the job in such labor market areas; and
    - information relating to local occupations in demand and the earnings and skill requirements for such occupations.
  - d. provision of performance and cost information on eligible training providers;
  - e. provision of information regarding local performance measures;
  - f. provision of information relating to the availability of community services, including child care and transportation available in the local area and referral to such services as appropriate;
  - g. provision of information regarding filing claims for unemployment compensation;
  - h. assistance in establishing eligibility for financial aid assistance available in the local area; and
  - i. follow-up services, including counseling regarding the workplace.

3. Determine Eligibility for Individualized and Training Services for Adult and DW participants under the following guidelines:

**Adult Eligibility:**

- (1) Meet priority of service requirements when priority of service is in place; and
- (2) 18 years of age or older; and
- (3) U.S. Citizen or eligible to work in the U.S.; and
- (4) Compliance with selective service (if required).

Priority of Services for Adults – Priority of Service is in place for the Waccamaw local workforce area. Priority will be given to:

- a) Veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. Thus, Veterans and eligible spouses of Veterans, who are recipients of public assistance, are low-income, or who are basic skills deficient receive first priority for services with WIOA Adult Formula Funds if the suitability standards are met. (See Suitability Standards below)
- b) Non-veterans who are recipients of public assistance, low-income, or are basic skills deficient if the suitability standards are met.
- c) Veterans who are not considered to be low-income or are not recipients of public assistance if the suitability standards are met.
- d) Individuals with documented disabilities if the suitability standards are met.

Suitability Standards must be met to be enrolled into the WIOA Adult Program:

- a) The Individual resides within the Waccamaw Local Workforce Area; and,
- b) The Individual and Coach have discussed a successful career path for an eligible career cluster in the Waccamaw Region and have agreed that it is obtainable; and,
- c) The individual has not received WIA or WIOA Training Services in the last three (3) years unless it is a continuation of a career pathway.

Adults are defined as individuals age 18 and older. In the Waccamaw area, Youth are 16 through 24 years of age. Thus, individuals aged 18-24 may be eligible for both adult and youth programs. Eligible individuals who are 18 through 24 years old may participate in adult and youth programs concurrently; however, the primary Career Coach would be the Youth Career Coach.

**Dislocated Worker Eligibility:**

- (1) has been laid off or terminated, or received notice of termination or lay off and is unlikely to return to previous industry of occupation,
- (2) has been terminated or laid off, or has received a notice of termination or lay off, as a result of permanent closure of, or substantial layoff at a plant or facility, (3) was self-employed and now unemployed because of a natural disaster,
- (4) was self-employed (including farmer, rancher, or fisherman), but is unemployed as a result of general economic conditions in the community in which he or she resides or because of a natural disaster,
- (5) is a displaced homemaker,

(6) is a returning military member (non-retiree) who is discharged under honorable circumstances either voluntarily or involuntarily, or

(7) is a spouse following a service member when they change duty station or losing a job because their spouse has been discharged from a service branch.

#### 4. Provide Assessment and Develop Individual Employment Plans

Assessment includes an in-depth interview between the participant and the Career Coach and a Career Scope Survey. The in-depth interview allows the participant and the Career Coach to discuss the participant's work history and education, present needs/desires, and future unsubsidized employment goals.

Upon completion of the comprehensive assessment of the participants' skill levels, aptitudes, abilities and supportive services needs, a planning session will be conducted to review assessment results, develop the Individual Employment Plan in SCWOS, and schedule WIOA activities that are needed to reach the Plan goals. All adults enrolled in WIOA must have an employment goal identified on the Plan. Other types of goals may also be set such as training, basic skills, etc., depending on the individuals' plan/needs. Goals should indicate what the individual hopes to accomplish from participation in the WIOA program.

The Individual Employment Plan will be printed and signed by the participant and the Career Coach. If a participant wants to substantially change or delete a goal, the goal should be closed and a new goal created. The Plan must be reprinted and signed by both parties when new goals are added. Partner-funded services/activities recorded in SCWOS must be included on the IEP. A complete record of the planning session as well as subsequent counseling/progress sessions will be documented in the case notes.

#### 5. Provide Individualized Career Services

Individualized career services are available to individuals:

- who are unemployed and are unable to obtain employment through core services and has been determined to be in need of Individualized services in order to obtain self-sufficient employment.
- Or
- who are employed, but who have been determined to be in need of more Individualized services in order to obtain or retain employment that allows for self-sufficiency.

Individualized career services may include:

- a. Comprehensive and specialized assessments of the skill levels and service needs which may include:
  - diagnostic testing and use of other assessment tools; and
  - in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- b. 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. This plan should be jointly completed by the participant and the Individualized services Career Coach;

- c. Group counseling (when applicable);
- d. Individual counseling and career planning;
- e. Job search and placement assistance;
- f. Job development (working with employers and job seekers);
- g. Staff assisted job referrals;
- h. Job clubs and workshops;
- i. Case Management
- j. Out-of-area job search assistance;
- k. Literacy activities related to basic workforce readiness;
- l. Relocation assistance;
- m. Internships; and
- o. Short-term pre-vocational services including development of learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

Individualized career services will be provided to adults who meet the eligibility requirements and who have been determined to be in need of more Individualized services in order to obtain employment, or in the case of employed individuals, to obtain self-sufficient employment.

Individualized career services will be provided using a case management approach. Case Management is the provision of a participant centered approach in the delivery of services designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary WIOA activities and supportive services; and provide job and career counseling during program participation and after job placement.

Incentive payments shall not be provided to Adults or Dislocated Workers. Work Experience for Adults or Dislocated Workers will be reviewed for appropriateness with each participant's IEP.

## 6. Provide Training Services

Training services shall be provided to adults who:

- have met the eligibility requirements for Individualized services and who are unable to obtain or retain employment that allows for self-sufficiency through such services;
- after an in-depth evaluation by the Career Coach, have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services; and
- select programs of training services that are directly linked to the employment opportunities in the local area involved or in another area in which the individual is willing to relocate.

- All participants must have achieved Silver Level (4) on WorkKeys assessment prior to start of training.

Training services may include:

- a. Occupational skills training, including training for nontraditional employment;
- b. On-the-job training (OJT);
- c. GED training;
- d. Programs that combine workplace training with related instruction, which may include cooperative education programs;
- e. Training programs operated by the private sector;
- f. Skills upgrading and retraining;
- g. Entrepreneurial training;
- h. Job readiness training;
- i. Adult education and literacy activities provided in combination with other services listed above;
- j. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Training in occupations that are not in demand in the Waccamaw area is generally not allowable even though other local areas may have approved these courses. Participants must be referred to Waccamaw's Eligible Training Provider List, and to occupational training that will result in a wage increase or will result in the participant earning a wage that meets the self-sufficiency definition. Occupational skills training must not be provided to participants who have received occupational skills training through WIOA, TAA or ARRA within the previous three years unless a waiver in writing from WIOA Management is approved based upon justification submitted by the Career Coach.

In determining the appropriate occupational skills training for a participant, his/her ability to perform the job for which he/she is being trained must be taken into consideration (i.e. an individual with an unsatisfactory driving record should not be enrolled in truck driver training, an individual with physical limitations should not be enrolled in training for a profession that requires lifting, etc.). Time and attendance documentation must be maintained for all participants receiving training services.

Career Coaches are responsible for monitoring the progress of their participants in classroom training. The WRCOG may deny continued assistance to any participant not making satisfactory academic progress. Efforts to monitor participant progress should be detailed in the case notes. Participants shall be deemed as making satisfactory progress if they attain a cumulative grade point average of 2.0, the letter/numerical grade, or other criteria as defined by the eligible training provider.

Participants may not change courses/degree tracks/career fields from their original Individual Employment Plan without prior approval. WIOA will not be responsible for tuition costs or related expenses associated with occupational training that is not specified in a mutually agreed upon Individual Employment Plan. The Career Coach may present extenuating circumstances to the WIOA Management for consideration of exceptions to this policy on a case-by-case basis.

Under no circumstances may a participant train in more than two curricula during participation in WIOA. This limitation does not apply to successful completion of a course/curriculum that leads to an advanced curriculum.

Grantees may refer participants to eligible training providers only. Eligible training providers and eligible training programs are listed on a local list of Eligible Training Providers. Participants can access the local list at SCPATH.ORG. Costs incurred for participants attending institutions/courses of study that are not eligible to receive WIOA funds will be disallowed.

### **Individual Training Accounts (ITAs)**

The Waccamaw's ITA policy is that all available federal and non-federal assistance or other sources of financial aid or assistance, including the Federal Pell Grant, shall be applied against the participant's cost of training before WIOA funds. A maximum WIOA training allowance of \$4,000 will be allowed per calendar year.

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

Career Coaches working through and with WRCOG Business Services staff will arrange OJT for individuals in need of such training. The OJT should be in line with the participant's long-term goals as well as provide a level of self-sufficiency at the close of the OJT.

OJT is provided by an employer to a WIOA participant on the company's payroll while he/she is engaged in productive work that provides knowledge or skills essential to the full and adequate performance of the job. In accordance with Waccamaw's WWIOA Instruction Number 16-02, employers with 100 or more employees may be reimbursed up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training. Employers with more than 19 but less than 100 employees may be reimbursed up to 65 percent of the wage, for the extraordinary costs of providing the training and additional supervision related to the training. Employers with a workforce of 1-19 employees may be reimbursed 75 percent of the wage rate for the participant, for the extraordinary costs of providing training and additional supervision related to training. OJT may be provided by an employer in the public, private non-profit, or private sector.

OJT is a training option meant to be conducted in the highest skill occupation appropriate for the eligible participant. It is not subsidized employment for low-skill occupations that need very little training time. The duration of the training is limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided.

WIOA funds may not be used for the encouragement or inducement of a business, or part of a business to relocate from any location in the United States if the relocation results in any employee losing his or her job at the original location.

OJT contracts will not be written with employers who exhibit a pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages and working conditions at the same level and to the same extent as similarly situated employees.

The grantee will orient all employers entering into contract agreements as to their responsibilities under the contract agreement. The grantee will complete an OJT contract agreement with the OJT employer prior to funding training for new or existing employees. The OJT contract agreement must be reviewed and approved by WIOA Management.

OJT participants shall be compensated by the employer at the same rates, including periodic increases not related to individual performance, as similarly situated employees or trainees but in no event less than the minimum wage prescribed under the Fair Labor Standards Act, as amended. The hours worked will be reimbursed based on the employer's "normal" workweek. Participants will work the same standard hours as other employees and will receive the same wages and benefits as other employees in similar job classifications.

The training outline/length of training indicated in the OJT contract is based on the employer's "normal" work week. Therefore, any overtime hours worked by an OJT participant will not count against the negotiated length of training in the OJT contract. The grantee will not reimburse the employer for overtime work by OJT participants. Overtime is defined as "hours over the contracted work week hours".

The duration of a participant's training must be limited to the period of time required for the participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length of training, consideration should be given to the skill requirements of the occupation, the participant's academic ability, and the skill level of the individual's prior work experience. The WorkKeys assessment and profiling will provide appropriate information to make this determination.

The total number of contracts per employer, including additional slots as a result of contract modification, is limited to a maximum of 25% of the total employees at a work site. Prior WRCOG WIOA Management approval is required for any deviation from this requirement.

Periodic monitoring must be done on-site to sufficiently assure the validity and propriety of amounts claimed for reimbursement, that they are substantiated by payroll and time and attendance records, and that training is being provided as specified in the sub-contract agreement. OJT employers will be monitored at least once during the active period of the OJT contract.

The Business Services Representative will maintain a central contract file for each OJT employer.

#### 7. Provide Job Development/Placement

Business Services staff will work with Career Coaches and employers to help place participants in available jobs.

#### 8. Provide Supportive Services to Participants as Needed

Supportive services help to remove or reduce barriers that prevent adults and dislocated workers from participating in WIOA programs. Supportive services are intended for any participant who has a need that prevents them from fully participating in the WIOA program elements that are specified in their IEP. Qualifying activities include textbooks, related testing, child care, transportation, work attire or uniforms, tools, or emergency housing. To document supportive services, include in case files the IEP showing need for supportive services, and justification of need for purchase of services, uniforms, equipment, etc (How does the expense help the individual participate in WIOA programming?).

#### 9. Provide Participant Follow-up

The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have entered unsubsidized employment. Follow-up services should be provided to participants who are employed at exit. The grantee will provide follow-up services, including counseling regarding the workplace, for up to 12 months after the first day of employment. Follow-up contacts shall be documented in the SCWOS case notes.

10. Provide payroll and employer reimbursements for participants in OJT.
11. Ensure that all worksite staff involved in OJT receives the required training and orientation before any participants are placed under their supervision.
12. Provide each participant and staff all safety equipment necessary to perform work under the contract.
13. Follow all Policies and Procedures, and all WRCOG/SCDEW Letters of Instruction. Carry out program activities including overall participant service assistance in each center. Any contracts and/or memorandum of agreements must be pre-approved by WRCOG.
14. Maintain and provide access to records as follows:
  - a. Retain all records pertinent to the grant, grant agreements, interagency agreements, contracts or any other award, including financial, statistical, property, applicant or registrant records, and supporting documentation, for a period of at least three (3) years after submittal of the final expenditure report (closeout) for that funding period to the awarding agency.
  - b. Retain all records of non-expendable property for a period of at least three (3) years after final disposition of property.
  - c. Retain all records pertinent to applicants, registrants, eligible applicants/registrants, participants, exiters, employees, and applicants for employment for a period of not less than five (5) years from the close of the applicant program year.
  - d. Retain records regarding complaints and actions taken on the complaints for a period of not less than 3 years from the date of resolution of the complaint.
  - e. Retain all records beyond the required three (3) years if any litigation or audit is begun or a claim is instituted involving the grant or agreement covered by the records. The records shall be retained for an additional three (3) years after the litigation, audit, or claim has been resolved.



- f. Use the SCWorks Online Services (SCWOS) as the real-time, on-line reporting system for WIOA intake, case management, tracking of services, follow-up and reporting. All new staff should be trained on SCWOS before utilizing the system.

The WRCOG will be responsible for the maintenance and retention of their own records as well as the records of any sub WRCOG partners' contracts or agreements.

Copies of records made by microfilming, photocopying, or similar methods may be substituted for the original records if they are preserved with integrity and are admissible as evidence. Participant files have to be accessible, at any given time, to be reviewed by WRCOG staff, the DEW, or DOL.

#### Limitation of Public Access to Records:

Personal records (including applications) of WIOA registrants will be private and confidential, and will not be disclosed to the public. When not being reviewed, participant files should be placed in a locked file cabinet in the Career Coach's office. Participant files may not be taken to the greeter's desk or to any location that would allow public viewing. Personal information may be made available to SCWorks partners or service providers on a selective basis consistent with the registrant's signed "Release of Information" form. In addition, this information may be made available to persons or entities having responsibilities under WIOA including representatives of:

- a. The Department of Labor
- b. The Governor
- c. SC Department of Employment and Workforce
- d. Waccamaw Local Workforce Development Area
- e. Appropriate governmental authorities involved in the administration of WIOA to the extent necessary for its proper administration.

The conditions under which information may be released or withheld are shown below:

- a. WIOA registrants will have access to all information concerning themselves as individuals unless the records or information are exempted from disclosure.
- b. The names of Waccamaw staff and WRCOG staff in positions funded by WIOA, in part or in whole, will be a matter of public record. Other information pertaining to these employees will be made available to the public in the same manner and to the same extent as such information is made available on staff in positions not funded by WIOA.

#### Participant Files

Participant files are to be kept in a secure location at all times. When the Career Coach is not reviewing and/or updating the files, they are to be maintained in locked file cabinets in the Career Coaches' offices.

Participant data is required to be placed in six section folders. The appropriate checklists (adult, dislocated worker, youth) will be placed in the folders along with required forms, and the appropriate forms of documentation.

File contents should include at a minimum:

Signed Application

IEP

SCWOS Forms

Signed and Dated Grievance Procedures  
Signed Time and attendance sheets  
Assessments  
Other information deemed necessary by the WRCOG

All forms issued to participants will be developed by must be approved by WRCOG. File folders will be updated within 30 days of any changes/updates that occur in SCWOS. As The Department of Labor requires changes/updates, the Local Area will update the policies and notify staff and provider any necessary training to adopt the new policies.

#### Limitation of Public Access to Social Security Numbers

Correspondence (mail, email, or fax) pertaining to participants must not include the social security number of the participant. If it is necessary to provide a number for identification purposes, only use the SCWOS ID number.

#### Disclosure of Health Information

Any information about health status, provision of health care, or payment for health care that can be linked to a participant cannot be included in case/activity notes or the participant file. A separate, sealed confidential file must be maintained by the Data Analyst to include sensitive information concerning the participant's health. This file will only be accessible to the Career Coach, Program Managers, Data Analyst, and WRCOG WIOA Staff.

If a participant has health issues, the notes may state that a medical condition is present but no details or specifics may be given. The details, along with any medical statements from doctors will have to be placed in the separate, confidential file.

15. Provide reports to the WDB Executive Committee on the status of the program.
16. Maintain time records for staff assigned to the contract on percentage basis.
17. Monitor all OJT contracted employers.
18. Ensure that all staff members receive copies of the work statement and all policies and procedures. At a minimum, staff responsibilities and qualifications may include the following and other, as outlined below:

#### Career Coach

**Duties & Responsibilities:** Supports and assist clients with self-sufficiency goals by exploring opportunities to promote employability skills. Performs assessments and assign participants to various employment service activities that will prepare with the transition from receiving government assistance to economic independence.

**Minimum Requirements:** Bachelor's Degree with experience in human service, social work, counseling psychology, or criminal justice.

**Program Manager**

**Duties & Responsibilities:** Under limited supervision, directs program and supervise staff in planning, preparing for and completing projects for a comprehensive workforce preparation program for adults and dislocated workers.

**Minimum Requirements:** Bachelor’s Degree with experience in human service, social work, counseling psychology, or criminal justice. Master’s Degree preferred.

**Business Services Representative**

**Duties & Responsibilities:** Works with local employers and serve as the liaison between the state, employers and jobseekers in the region by developing job leads/opportunities. Promote and maintain OJT programs.

**Outreach Specialist**

**Duties & Responsibilities:** Promotes Workforce Development programs in the region. Participate in community and partnership events to represent the SCWorks.

- 19. Track and report quarterly performance outcomes for WIOA Common Measures. In order to help the WDB and its provider partners track system performance on an ongoing basis, the WRCOG Program entity will maintain monthly progress reports that detail Adult and DW registrations, exits, and goal attainments.

**The WRCOG shall endeavor to achieve performance goals negotiated between the SC Dept. of Employment and Workforce and Dept of Labor on behalf of the WDB.** The following WIOA Adult and Dislocated Worker performance standards are established for the Waccamaw Workforce Development Area.

**Performance Measures PY16**

<b>ADULT</b>	
Employment Rate 2nd Q After Exit	73.1%
Employment Rate 4th Q After Exit	70.8%
Median Earning 2nd Q After Exit	\$4,200
Credential Attainment within 4 Q After Exit	51.0%
<b>DISLOCATED WORKER</b>	
Employment Rate 2nd Q After Exit	77.0%
Employment Rate 4th Q After Exit	75.0%
Median Earning 2nd Q After Exit	\$6,100
Credential Attainment within 4 Q After Exit	54.4%

- 20. Track and report on participant enrollment and placements in OJT and training to the WDB.
- 21. Manage and maintain WIOA property per SC DEW and DOL regulations.

22. Follow the marketing of the Waccamaw Workforce Development Board (WDB) funding approved for WIOA Adult and Dislocated Worker Services. Any media releases or advertising of any kind is the property of WWDB and must have the following tagline:

“Funded by the Waccamaw Workforce Development Board. An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.”

**The WRCOG in its Administrative capacity will:**

1. Submit an Expenditures Report to the Waccamaw WDB for review at each WDB meeting. These expenditure reports shall include all actual and accrued expenditures.
2. Submit a program year-to-date Performance Report to the Waccamaw WDB, for review at each scheduled WDB meeting. These performance report shall include service level goal vs. actual and performance matrix.
3. Provide training to all staff to include WIOA eligibility forms completion, case management, WIOA Adult/DW and Youth Common Measures.
4. Monitor to assess the program quality and equal opportunity service to ensure compliance with all applicable Federal, State, and local laws, regulations, and policies.
5. Coordinate and approve all program improvements to ensure compliance with all state and federal requirements and ensure performance measures are met.



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WIOA Workforce Development Director

Ayla Hemeon  
WIOA Workforce Development Director  
Printed Name and Title



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WRCOG Executive Director

Sarah P. Smith  
WRCOG Executive Director  
Printed Name