

**Waccamaw Workforce Development Area  
WIOA Youth Services  
Statement of Work**

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

The WRCOG will:

1. Provide a system of services in Georgetown, Horry and Williamsburg Counties for approximately three hundred and five (305) out of school youth who are WIOA eligible ages 16-24 in a year-round program. Services for the 16 year olds will be handled on a case by case basis if approved training providers are able to serve the participants. In School Youth (ISY) will not be enrolled in PY16. These enrollment numbers include any carry-over participants (previously enrolled in Georgetown, Horry or Williamsburg Counties that remain active in the system). In addition, the WRCOG will serve any exited Youth participants who require follow-up.
2. Implement a year-round youth program beginning with career exploration and guidance, support with occupational training, credential attainment, opportunities for Work Experience, On the Job Training and Pre-apprenticeships and ending with employment, postsecondary enrollment or registered apprenticeship.
3. Determine eligibility for Workforce Innovation and Opportunity Act (WIOA) services of 16-24 year-old youth completing applications. No youth will be enrolled in a WIOA youth program unless all required documentation is complete and the youth is deemed eligible for funding per the WIOA regulations. No services will be provided to the youth until such determination of eligibility and certification is complete.

**TARGET POPULATIONS AND ELIGIBILITY**

WIOA youth programs are intended to provide a rich array of age-appropriate services that target economically disadvantaged youth aged 16-24 who face barriers to finding stable employment. School status is determined at the time of enrollment. Once school status is determined, it will remain the same throughout participation in WIOA.

WIOA eligibility will be determined in compliance with the Workforce Innovation and Opportunity Act (WIOA) and Training and Employment Guidance Letters (TEGL) issued by US DOL.

**ELIGIBILITY BARRIERS INCLUDE:**

Low Income (Determined by WIOA and TEGL guidelines)

English Language Learner

School Drop Out

Age of Compulsory Attendance, but not attending school in the most recent calendar quarter

An Offender

Homeless and Foster Care

An Individual who is Pregnant or Parenting

Basic Skills Deficiency (BSD)  
Additional Assistance Barrier

4. Provide (1) Approved Pre-enrollment activities, (2) Framework activities and case management, and (3) Fourteen program elements.

Pre-enrollment activities: The purpose of pre-enrollment activities is to determine if a youth is eligible and if WIOA services will meet his/her needs. Pre-enrollment activities include recruitment, and assessment to determine eligibility. TABE assessments will be used to determine BSD.

Framework activities: Framework activities are objective assessment and development of an Individual Employment Plan (IEP). Objective assessment identifies basic literacy and numeracy skills, occupational skills, prior work experience, interests, aptitudes, supportive service and developmental needs.

Each participant shall be provided with an objective assessment of his/her academic skills using TABE assessments, employment skills, and supportive service needs. This includes a review of educational skill levels, occupational skills, prior work experience, employability, interests, aptitudes, and supportive service needs. Prior TABE assessments within the six months prior to WIOA enrollment may be used. The goal is to accurately evaluate youth in order to develop an appropriate service strategy to meet his/her individual needs.

An Individual Employment Plan (IEP) is a personalized plan for each youth participant based on their objective assessment. The IEP identifies an employment goal, an educational goal, achievement objectives, and appropriate services to help each youth reach their goal. All WIOA activities in which a youth participates must be tied to the needs and goals in the IEP. Framework activities are services, and providing the objective assessment and development of an IEP initiates participation.

Reasonable incentives for recognition and achievement are allowable expenditures under the Waccamaw WIOA youth program when the provision of an incentive is included in the participant's individual service strategy. The purpose of incentives is (1) to reinforce the motivation of youth to participate and achieve in WIOA youth activities, and (2) to underscore a sense of belonging and being valued and recognized in their community.

**The WRCOG Program Entity** may award cash incentives for each occurrence, to enrolled youth for participating in WIOA activities or for achieving benchmarks outlined in their IEP. The maximum value of awarded incentives is \$500 per year of participation. High School (diploma or GED) and college graduates may be awarded cash not to exceed \$200. Awards must be consistent for all enrolled youth and youth must be aware of the criteria. Career Coaches must ensure that all enrolled youth are informed about all of the available awards and recognition opportunities.

Case management: In WIOA, case management is provision of a client-centered approach in the delivery of services designed to prepare and coordinate comprehensive employment plans and provide job and career counseling.

Fourteen program elements: The objective assessment and IEP determine the program elements in which a youth participates. The WIOA activities and services received by a youth should be driven by that youth's goals, strengths, and needs. These elements will be provided as determined and defined in WIOA and TEGs. WIOA defines 14 program elements. The fourteen elements are:

- 1) Tutoring, study skills training, instruction, and dropout prevention services**
- 2) Alternative secondary school services or dropout recovery services**
- 3) Paid and unpaid work experience**
- 4) Occupational Skills Training**
- 5) Education offered concurrently with workforce preparation and training for a specific occupation**
- 6) Leadership development opportunities**
- 7) Supportive services**
- 8) Adult mentoring**
- 9) Follow up services**
- 10) Comprehensive guidance and counseling**
- 11) Financial literacy education**
- 12) Entrepreneurial skills training**
- 13) Services that provide labor market information**
- 14) Postsecondary preparation and transition activities**

5. Be responsible for stipend of participants in paid work experience and distribute participant checks.
6. Comply with laws and regulations pertaining to Child Labor Laws.
7. Ensure that all worksite staff involved in work experience receives the required training and orientation before any students are placed under their supervision.
8. Provide each participant and staff all safety equipment necessary to perform work under the contract.
9. Provide each participant an orientation to the program and, for work experiences, his/her individual worksite, supervisors, various responsibilities, and disciplinary procedures.
10. Carry out program activities including overall customer service assistance in each center.

11. 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.
12. 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 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.

#### 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

Signed and dated grievance procedures

Signed time and attendance sheets

Assessments

Other information deemed necessary by the WRCOG

All forms issued to participants 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 office will notify service providers and assist with any necessary training.

#### 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 in a separate locked cabinet, including 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.

13. Monitor all Work Experience and OJT contracted employers.
14. Ensure that all staff members receive copies of the contract, 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 Youth.

**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 Work Experience programs.

**Outreach Specialist**

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

- 15. 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 provide monthly progress reports that detail Youth registrations, exits, and goal attainments.

The WRCOG will endeavor to achieve performance goals negotiated between the SC Dept of Employment and Workforce and Dept of Labor and the Waccamaw Regional Council of Governments on behalf of the WDB.

Performance Measures PY16

YOUTH		
Employment Rate 2nd Q After Exit		75.1%
Employment Rate 4th Q After Exit		67.6%
Credential Attainment within 4 Q After Exit		68.1%

- 16. Track and report monthly on participant enrollment and placements in Work Experience and training.
- 17. Manage and maintain property as outlined as instructed by state and federal law.

18. The Waccamaw Workforce Development Board (WDB) approves funding for Youth 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 Expenditure Report to the Waccamaw WDB for their regular meetings.
2. Submit a program year-to-date Performance Report to the Waccamaw WDB prior to the scheduled WDB meeting.
3. Provide training to all staff to include WIOA eligibility forms completion, case management, WIOA Youth Common Measures.
4. Monitor the program each year 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.

  
\_\_\_\_\_  
WIOA Workforce Development Director

Ayla Hemeon  
WIOA Workforce Development Director  
\_\_\_\_\_  
Printed Name and Title

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

Sarah P. Smith  
WRCOG Executive Director  
\_\_\_\_\_  
Printed Name