

Program Year 2012 Local Area Plan Modification Questionnaire

Operations and Services

1. Describe any changes to the LWIA/LWIB structure, board, administrative entity and/or operational changes for PY'12.

Response: *In order to maximize WIA customers' time while enrolled in intensive services, Trident Workforce Investment Board (TWIB) approved the integration of The Adult Basic Education (TABE) assessment into the intake and enrollment process of the Workforce Investment Act Program. Through a collaborative effort with our Adult Education partners, maximum and minimum scores were established. No changes were made to the administrative entity, and the TWIB is in the process of updating its membership.*

2. What steps have been taken by the LWIA/LWIB to find and secure new access points to provide core services in your area? Please list all former and new access points.

Response: *The Berkeley Charleston Dorchester Council of Governments (BCDCOG) was successful in securing access points at the St. Paul Service Center in Ravenel, a division of Charleston County, and with the Charleston County Library System. Currently, the BCDCOG is in the process of securing access points in Awendaw, an outlying area of Charleston County. Palmetto Youth Connections of Henkels & McCoy has secured three access points at the East Cooper Community Outreach Center, John's Island Goodwill Center and Florence Crittenton.*

3. What progress has been made with the LWIA's established plans to implement the SC Works/One-Stop Certification Standards? How will the plan be modified for PY'12? Is there a dedicated staff person to coordinate this effort and if so, whom? Whether dedicated staff or not, please provide the contact information for a single point-of-contact for the LWIA regarding the SC Works/One-Stop Certification process.

Response: *In January 2012, the TWIB prioritized items contained in the SC Works Trident Centers Self-Assessments which need to be addressed in order to attain One Stop Certification. 'Tier 1 Items' require the most immediate attention and are ranked highest and lowest with regard to importance while 'Tier 2 Items' require attention at some point in the future and are loosely ranked with regard to importance. In July 2012, this prioritized list was reviewed with the One-Stop Committee highlighting the accomplishments to date (see attached).*

Jamie Wood, Workforce Development Director, is the point-of-contact for SC Works Trident regarding the SC Works/One-Stop Certification. He can be reached at 1362 McMillan Avenue, Suite 100, North Charleston, SC, 29405, (843)529-0400, jamiew@bcdco.com.

4. 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'12?

Response: *The Business Services team has been established, which includes SC Works Trident Center Managers and business services staff from WIA and DEW. This team meets on a regular basis to*

establish uniform procedures for all business services. This will ensure that every business will receive the same standard of quality service. Every member of the Business Services team also received and graduated from the Hayes Approach training program this year, which gave all staff a broad knowledge base of how to better serve business customers. The OJT program now has minimum standards put in place to allow more detailed training plans and to ensure the positions for OJT are legitimate training opportunities with competitive wages. The business services toolkit has also been put in place, which is a comprehensive packet with information detailing the entire menu of services available through SC Works and partner agencies. A business services survey was created to collect feedback on how SC Works is serving its business customers.

5. What types of outreach and services is the LWIA/LWIB conducting to specifically attract and help small businesses?

Response: In order to engage small businesses, a letter was sent out to small businesses in the region in January 2012. The letter detailed the services provided to our business customers along with contact information. DEW provided the list of small businesses and mailers were continuously sent out through the first half of 2012. In addition, business services staff attended small business expos to reach out to those businesses that can use SC Works services.

6. 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: Please see attached the Local Area's monitoring schedule.

7. Describe the LWIA/LWIB's specific workforce goals for PY'12, and how the LWIA/LWIB is working with partners to reach those goals.

Response:

- Increase awareness of the SC Works Trident through targeted outreach activities, community involvement, and partner engagement.*
- Increase co-location and collaboration of partner organizations and the programs and services that enhance the delivery of services to clients in need.*
- Increase access points throughout the region via partner organizations or direct staffing.*
- Meet or exceed LWIA performance metrics as negotiated with the state.*
- Increase outreach and recruitment efforts to targeted populations including but not limited to dislocated workers, offenders and other individuals with barriers to employment.*

8. How is the LWIA/LWIB collaborating with new and previous partners to minimize duplication and increase effectiveness of workforce services in the area's local communities?

Response:

- The LWIA is working closely with the DEW and the SC Department of Social Services (DSS) to engage individuals within the Able Body without Dependents (ABAWD) Program quickly in order to provide job skills and occupational training, as needed, which leads to high-growth, in-demand employment opportunities.*
- Since assuming the role of One-Stop Operator, each center has taken a number of proactive steps to minimize duplication of services and increase effectiveness. These steps include: relocating staff and working with partners to reassign job duties to enhance customer flow*

and increase program/service utility; providing various training opportunities to staff, managers and partners to increase awareness of programs, services and tools used to serve clients; holding regular partner and multi-agency staff meetings to discuss successes, challenges, and opportunities for improvement; implementing the SC Works Center Certification which has led to an increase in effectiveness of program performance and continues to increase reportable completed activities by partner staff.

- *The LWIA has created a collaborative agreement with Charleston County Human Services to provide space for staff to determine an individual's eligibility for their electricity assistance programs. The program is able to meet with clients and review their eligibility on a semi-annual basis. The LWIA also assists the organization with the recruitment and referral of potentially eligible individuals.*
- *Management staff participates in a multi-agency meeting held at the Kennedy Center to discuss challenges, opportunities and service updates.*
- *New collaboration has begun with the SC Department of Probation, Parole, and Pardon Services.*
- *SC Works Trident has formed informal new partnerships with the Father-to-Father program, DHEC and The Department of Mental Health*

9. During PY 2010 all LWIBs determined high-growth/high-demand industries in which to train WIA participants. How often is the list reviewed and updated by the Board? Include the most current list and the local policies associated with the selected industries and participant training and ITAs.

Response: In November 2011, the TWIB approved five training clusters for the SC Works Trident region. The Training Clusters are:

- *Manufacturing*
- *Transportation & Logistics*
- *Biomedical/Medical*
- *IT services*
- *Specialty Trade Contractors*

On a weekly basis, the WIA participant in training ad hoc report is reviewed to ensure customers are only entering trainings within these training clusters. An Eligible Training Provider Scorecard has been developed to provide performance on each program to the TWIB on a quarterly basis. It is anticipated that the first set of scorecards will be completed in October 2012 following the completion of the first quarter of PY12. The idea behind the scorecard is to give measurable results to base decisions regarding the training clusters and programs.

10. Is the LWIA's Low Income Priority of Service policy in effect for Adults? Please specify which priority individuals are included.

Response: The LWIA Low Income Priority of Service Policy is currently not in effect.

11. Estimate the anticipated number of new participants to be served in PY'12 and the projected number of all participants (new and carried in) who will receive training during PY'12 by fund stream.

<u>PY 2012</u>	Adults	Dislocated Workers	Youth
New Participants	800	200	240
To Receive Training	711	155	N/A

Funding

12. Has the LWIA/LWIB 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 2012. 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 present budget will allow SC Works Trident to maintain its current staffing levels.

13. Describe projected LWIA/LWIB fund transfers to include fund stream, cost category, and level of transfer.

Response: The TWIB approved a 50% transfer from PY11 Dislocated Worker Program Funds (11DW006) to be used for PY12 Adult expenditures. There was a \$969,121.00 carry-in of 11DW006 grant program funds that will expire on June 30, 2013. Staff's goal is to ensure these funds are expended before year-end.

The 50% transfer is based on the following assessments:

- ***According to the expenditure rate for last year, fifty percent (50%) more was expended in Adult funds then in Dislocated Worker funds***
- ***There is about One Hundred and fifty thousand dollars (\$150,000) of outstanding Adult training expenditures and***
- ***The implementation of new training programs and OJTs for our current fiscal year***

Staff will reassess expenditures in the third quarter and request another transfer using PY12 Dislocated Worker Program Funds (12DW006) should it be necessary. Staff is working diligently at developing and implementing new training programs under the TWIB approved training clusters within this fiscal year. These new training programs are tiered programs which could possibly include apprenticeship trainings, occupational trainings and OJT opportunities. Staff has already begun implementing one of these program models, which is the Computer Numerically Controlled Program (CNC), a classroom to apprenticeship program. This program is divided into two phases with a per participant cost of \$4,200 and expectancy to enroll approximately 30 participants. SC Works Trident is also anticipating an increase in OJT contracts that will assist in expending training dollars.

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

Response: *SC Works Trident is currently working with SCDOT on a Section 5316 Job Access and Reverse Commute grant. This opportunity will provide additional funds for transportation assistance for clients in the rural communities in the region. We are continually working with our partners at DEW and DSS to determine ways we be successful and increase our services.*

Yes, we are continually monitoring all grant opportunities and will continue to explore those we believe we can successfully implement and manage.

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

Response: *The Cost/benefit for 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 Committee and TWIB meetings.*

16. Are there any SC Works Centers expected to close or reduce hours of operation in PY'12? Does the LWIA/LWIB anticipate the need for additional Centers or expanded hours of operation?

Response: *No changes are expected in the number of SC Works Centers or hours of operations.*

17. Please provide a copy of the LWIA/LWIB budget for PY'12 to include each funding stream and line item details.

Response: *Please see Attachment*

18. How will the LWIA/LWIB ensure a fund utilization rate (FUR) of at least 75% in each funding stream?

$$\text{FUR} = \frac{\text{total accrued expenditures}}{\text{Total available funds}}$$

$$\text{Total available funds} = \text{unexpended carry-in funds} \\ + \text{new Program Year 2012 funds}$$

Response: *Please see attachment*

Other Items

19. How will the LWIA/LWIB promote the SC Work Ready Communities (SCWRC) initiative in their region?

Response: *SC Works Trident will promote the SCWRC initiative by including articles in our monthly e-newsletter as well as distributing press and news releases as the project progresses. We will also reach out to our business customers to make them aware of the project and encourage their participation. We will share information with customers in the resource center as well as through our Workforce Specialists. We will post information on the initiative on our website, as well as our social media outlets.*

20. How will the LWIA/LWIB affect the educational and occupational credentialing of citizens throughout the region? How will services be targeted at those lacking a High School Diploma or GED?

Response: All approved WIA funded occupational training programs must lead to a recognized degree, credential or certification. Currently, SC Works Trident Centers have collaborated with Adult Education to present information on TABE assessment and GED preparation courses during the Informational Sessions. In addition, our youth provider has focused outreach endeavors towards students with no high school diploma or GED by being more involved in community health fairs and recruitment efforts.

21. What are your staff or Board member technical assistance and/or training needs?

Response:

- ***Additional Assistance with SC Work Ready Communities initiative***
- ***Assistance with One Stop Certification Process***
- ***Assessment training***

LWIA System Update Documentation

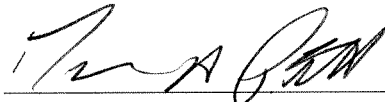
The following documents are to be submitted to the applicable Department of Employment and Workforce Local Operations Coordinator. Should there be any modifications, terminations, or amendments to a document, policy or any other item listed below throughout the program year, a revised copy must be submitted within thirty days.

- List of all LWIA SC Works Centers (noting which are comprehensive centers) and all Access Points
- LWIA Program Year Budget (requested earlier in document)
- All supportive services policies
- Priority of service policies for low-income, services to veterans and any other priority policies
- 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)
- LWIA 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)

For the SC Works Trident Region _____ LWIA

Attachment B

WIB Membership Form B

For Private Industry Council board grandfathered as an alternative entity.

Total Seats 35 Seats Occupied 32 Seats Vacant 3

Business (must be a majority)			
No.	Name	Affiliation and Title	Term
1	Steven Brower	Carolina Starches, Vice President of Operations	5/2010 – 6/2013
2	Janet Cappellini (<i>pending</i>)	Alternative Staffing, Vice President of Operations	10/2009 – 6/2014
3	Butch Clift (<i>pending</i>)	EIDeCO, Director of Safety	10/2009 – 6/2014
4	Dottie Karst	Charles Foster, Owner	5/2010 – 6/2013
5	Gil Leatherwood	Leatherwood Electronics Manufacturing Inc., Production Manager	5/2012 – 6/2013
6	Jeff Messick	Johnson Controls, Service Branch Manager	7/2011 – 6/2014
7	James Law	William Means Real Estate, Sales Manager	7/2011 – 6/2014
8	Angelia Washington	Rhodia, Human Resource Director	7/2011 – 6/2014
9	Allison Dennis	Santee Cooper, Manager Employee Relations	7/2012 – 6/2015
10	Marvin Dickerson (<i>pending</i>)	Alcoa Mt. Holly, Organizational Development Manager	7/2009 – 6/2014
11	Deborah Loyal (<i>pending</i>)	Loyalty Business Solutions, President/Owner	2/2010 – 6/2014
12	Paul Patterson	DuPont, Human Resource Manager	7/2012 – 6/2014
13	Maryann Wagner	Welded Tube Berkeley, President	7/2011 – 6/2014
14	Jim Friar	JMF Services, LLC, President	11/2009 – 6/2013
15	Thomas Pruitt	Force Protection Industries, Government & Communications Public Relations Director	7/2010 – 6/2013
16	Hope Wilkie (<i>pending</i>)	John Q Hammons Hotels & Resorts, HR Director	7/2012 – 6/2014
17			
18			

Labor & Community-based Organizations (must be 15% or more)			
No.	Name	Affiliation and Title	Term
1	Andrew Maute (<i>pending</i>)	Sheet Metal Worker's, Manager SC AFL-CIO	10/2009 – 6/2014
2			
3	Arnold Collins	Charleston County Human Services, Executive Director	7/2011 – 6/2014
4	Jennett Robinson Alterman	Center for Women, Executive Director	4/2010 – 6/2013

Education			
No.	Name	Affiliation and Title	Term
1	Susan Friedrich	Charleston County School District, Director Adult Education	11/2011 -6/2014
2	Kimberley Sturgeon	Trident Technical College, Assistant Vice President of Advancement	7/2011 - 6/2014
3	Lillie Mae Caldwell (<i>pending</i>)	Berkeley County School District, Adult/ Community Education Program Director	6/2009 – 6/2014

Vocational Rehabilitation			
No.	Name	Affiliation and Title	Term
1	James Villeponteaux	Dorchester County Career School, Director	6/2011 – 6/2014
2	Morgan Fancher	S.C. Vocational Rehabilitation, Area Supervisor	8/2011 – 6/2014

Public Assistance			
No.	Name	Affiliation and Title	Term
1	Frank Oakley	Department of Social Services, Director	10/2010 – 6/2013
2	* <i>Morgan Fancher</i>	<i>S.C. Vocational Rehabilitation, Area Supervisor</i>	08/2011 – 06/2014

Economic Development			
No.	Name	Affiliation and Title	Term
1	Jon Baggett	Dorchester County Economic Development, Director	7/2009 – 6/2012
2	Gene Butler (<i>pending</i>)	Berkeley County Economic Development, Director	7/2009 – 6/2014

Employment Service			
No.	Name	Affiliation and Title	Term
1	Lisa Gowans	SC Department of Employment & Workforce, Area Director	09/2011-06/2014
2	* <i>Arnold Collins</i>	<i>Charleston County Human Services, Executive Director</i>	07/2011 – 06/2014

Other			
No.	Name	Affiliation and Title	Term
1	Bernadette Herbert (<i>pending</i>)	Telamon Corporation, Employment & Training Deputy State Director	10/2009 – 6/2014
3	Eric Jones (Pending)	JOB CORP	07/2012 – 6/2014

Denote multiple representations with an asterisk (*).

Total Number of Seats	35
Number Representing Business	18
Percent Representing Business	51%
Number Representing Labor and Community Based Organizations	4
Percent Representing Labor and Community Based Organizations	1%
Number Representing Education	3
Number Representing Vocational Rehabilitation	2
Number Representing Public Assistance	2
Number Representing Economic Development	2
Number Representing Public Employment Service	2
Number Representing Other Entities	2

Attachment C

Youth Council Membership Form

Total Seats 19

Seats Occupied 19

Seats Vacant -0-

WIB Members			
No.	Name	Business/Agency/Institution	Term
1	Angelia Washington	Rhodia	7/2011 – 6/2014
2	Janet Cappellini	Alternative Staffing	7/2011 – 6/2014
3	Butch Clift	ElDeCo	7/2011 – 6/2014
4	Marvin Dickerson	Alcoa, Mt. Holly	7/2011 – 6/2014
5	Deborah Loyal	Loyalty Business Solutions	7/2011 – 6/2014
6	Lillie Mae Caldwell	Berkeley County Adult Education	7/2011 – 6/2014
7	Susan Friedrich	Charleston County Adult Education	7/2011 – 6/2014

Youth Service			
No.	Name	Business/Agency/Institution	Term
1	Ashley Standafer	Department of Juvenile Justice	7/2011 – 6/2014
2	Jacque Muir	Charleston County Dept. of Social Service	7/2011 – 6/2014

Public Housing			
No.	Name	Business/Agency/Institution	Term
1	Latrina Holmes-Lucas	Housing Authority City of Charleston	7/2012 – 6/2015
2	Melba Hope	North Charleston Housing Authority	7/2012 – 6/2015

Parents of Eligible Youth			
No.	Name	Business/Agency/Institution	Term
1	Barbara Flynn	TriCounty Link	7/2011 – 6/2014
2	Baustista Williams	Joshua Baptist Church	7/2012 – 6/2015

Individuals with experience in youth activities, including former participants, and representatives of organizations.			
No.	Name	Business/Agency/Institution	Term
1	Jane Riley	Communities in Schools of Charleston Area	7/2011 – 6/2014
2	James Villeponteaux	Dorchester Career & Technology School	7/2011 – 6/2014

Job Corps Representatives¹			
No.	Name	Business/Agency/Institution	Term
1	Eric Jones	Job Corps	7/2012 – 6/2014

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

Other

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

Attachment D

Roster of Local Administrative Entity Workforce Staff

Name	Job Title	Workforce Job Duties/Responsibilities
Ronald Mitchum	Executive Director Berkeley Charleston Dorchester Council of Governments	Provides management oversight of the administrative entity and operator of the SC Works Trident system.
Jamie Wood	Workforce Development Director	Provides management and oversight of the operators of the SC Works Trident System.
Andrea Kozloski	Special Assistant to the 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 Services 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 9/26/12

Teddie E. Pryor, Sr.

Typed Name of Chief Elected Official


Chief Elected Official Signature

Date 9/18/12

Dan Davis

Typed Name of Chief Elected Official


Chief Elected Official Signature

Date 9/20/12

Larry Hargett

Typed Name of Chief Elected Official


Chief Elected Official Signature

Date 9/18/12

Typed Name of Chief Elected Official

Chief Elected Official Signature

Date

Typed Name of Chief Elected Official

Chief Elected Official Signature

Date

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Date