

PART VII
Upper Savannah Workforce Innovation and Opportunity Act
Response Package
WIOA 22-01

Check list	
	Identifying Information, completed and signed, including lobbying and debarment forms; salary form, historical information, references if applicable. (Pages 1-11 of this packet)
	Response to items highlighted in Narrative Response (Note, do not need to include work statement, just the paragraph number.) (Pages 12-48 of this packet)
	Outcome Forms (Pages 49 -54 of this packet)
	Budget Forms and Budget Narrative: <ul style="list-style-type: none"> • Narrative (Include job descriptions, rational for equipment, transitional costs) • Total Budget (Page 55 of this packet) • Operator (Pages 56 – 60 of this packet) • Adult/Dislocated (Pages 61-66 of this packet) • Youth (Pages 67 – 71 of this packet) • CAREER DWG (Pages 72 – 75 of this packet)

Identifying Information

A. Organization:

Mailing Address	
Street Address (if different from above)	
Phone Number	
Person Responsible for Project	
E-mail address & phone # for Project Manager	
Person Responsible for Financial Reporting	
E-mail address & phone #	

B. TOTAL ACTIVITY OR PROJECT COST: \$ _____

C. FISCAL:

1. Has your agency contracted for federal or state funds in the past two years?

Federal: ☐ Yes ☐ No

State: ☐ Yes ☐ No

2. What is the Internal Revenue status of your agency?

☐ Exempt ☐ Non-exempt

If exempt, state your IRS number: _____

State your Federal I.D. number: _____

State your State I.D. number: _____

3. Are you covered by Unemployment Insurance coverage?

☐ Yes ☐ No

If yes, state your I.D. number: _____

4. Are you covered by Workers Compensation coverage?

☐ Yes ☐ No

If yes, by whom: _____

Policy number: _____

Expiration date: _____

5. The latest financial statement was prepared on _____

It covered the period _____, _____ through _____, _____

An audit ☐ was ☐ was not conducted for this financial statement.

Name of auditor if audit was conducted: _____

6. Financial condition as of _____, _____

A. Cash \$ _____

B. Current Assets \$ _____

C. Current Liabilities \$ _____

D. Net Worth \$ _____

7. The fiscal year end is _____

8. * I certify that _____
has an established accounting system with internal controls adequate to safeguard the accuracy and reliability of the accounting data, promote operating efficiency and permit compliance with the Upper Savannah Council of Government's requirements.

Name: _____

Title: _____

Signature _____

Date: _____

*For private organizations, the signature should be that of a CPA; for governmental agencies, that of the financial officer.

D. How long has your organization been in operation? _____

E. Is your organization bondable? () Yes () No

F. If you are not a current contractor for the Upper Savannah Workforce Investment Area, please list four (4) organizations for which you have provided the same or similar activities, including the name of organization, contact person, telephone number, email address and summary of services provided.

Indicate the offeror's experience during the past three years (2019-present) in reference to the following items:

() Yes () No 1. Has there been a change of ownership or significant change in organizational structure?

- () Yes () No 2. Have any lawsuits been filed against, or judgments rendered against the offeror?
- () Yes () No 3. Has the offeror been the subject of any investigations involving fraud, abuse, conflict of interest, political activities, nepotism, or criminal activities?
- () Yes () No 4. Has the offeror defaulted on or breached a contract?
- () Yes () No 5. Has the offeror been subject to cancellation or non-renewal of contracts due to nonperformance or poor performance?
- () Yes () No 6. Has the offeror or a parent organization filed for bankruptcy or receivership?
- () Yes () No 7. Have there been any complaints or rulings against the offeror for discrimination of any kind filed with EEOC or other regulatory body?

If any of the above items are answered affirmatively, the offeror must provide clarifying information which should, at a minimum, include: date action was initiated; party or parties involved; brief description of the circumstances; final disposition and date; and brief explanation of status, if action is still pending. Failure to include the above information or to omit relevant information are grounds for refusal to enter into a contract or for immediate cancellation if a grant is awarded. A response of yes will not automatically reduce the likelihood of an award being made.

DUNS Number _____

Certification

The information contained in this proposal fairly represents the agency/organization/business and its proposed operating plans and budget necessary to conduct the Workforce Innovation and Opportunity Act activities described. I acknowledge that I have read and understand the requirements of the Grant Announcement and that the agency/organization/business is prepared to implement the proposed activities as described. I certify that I am authorized to sign this proposal on behalf of the agency/organization/business submitting this proposal.

Signatory: _____

Title: _____

Date: _____

PROGRAM STAFF AND SUB-CONTRACTOR IDENTIFICATION SUMMARY

I. Staff Positions (Identify staff if individual(s) have already been selected)

NAME

TITLE

II. Sub-Contractor/Consultant (Professional services provided by an outside agency or individual, as the result of a written contract),

OFFICIAL NAME

TAX I.D. NO.

CERTIFICATION REGARDING LOBBYING

This certification is required by the Federal Regulations Implementing Section 1352 of the Program Fraud and Civil Remedies Act, Title 31 U.S. Code, for the Department of Agriculture (7 CFR Part 3018), Department of Labor (29 CFR Part 93), Department of Education (34 CFR Part 82), Department of Health and Human Services (45 CFR Part 93).

The undersigned certifies, to the best of his or her knowledge and belief, that:

No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress, or an employee or a Member of Congress in connection with the awarding of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a federal contract, grant, loan, or cooperative agreement.

If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, A Disclosure Form to Report Lobbying, in accordance with its instructions.

The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

Name of Organization/Firm

Signature of Authorized Representative

Date

Authorized Representative's Printed Name

Authorized Representative's Title

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 85.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS BELOW)

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principles are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Organization Name: _____

Address: _____

Typed Name of Signatory Authority/Title

Signature

Date

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "person", "primary covered transaction", "principal", "proposal", and "voluntarily excluded", as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549.

5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion -- Lower Tier Covered Transactions", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may check the Nonprocurement list.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Annual ETA Salary and Bonus Cap - Certification Form

Grantee

Submission Date

Name of Grantee Representative

Title

Signature

Answer Yes, or No	ETA Salary/Bonus limitations/caps
	Management asserts the following:
	1. We are aware the salary/bonus cap applies to all salaries, whether they are direct costs or charged through indirect cost rates. An analysis of 2022 salaries has been performed, with no amounts paid to individuals using ETA funds in excess of the 2022 cap (\$203,700).
	2. We are aware the salary/bonus cap also applies to all recipients and subrecipients. An analysis of salaries and/or hourly rates for service providers has been performed, with no amounts paid by ETA funds in excess of the 2022cap (\$203,700).
	3. We confirm the necessary salary/bonus cap analysis has been completed and is available for review by USDOL or the State upon request.

If any of the answers above are "NO," then the grantee must inform the awarding agency (Upper Savannah) and provide additional detailed data.

HISTORICAL PERFORMANCE DATA

Offerors who have recent grants with WIOA are asked to provide historical performance information. It is understood that performance is complex and that a program can be well run, but can be associated with poor performance. It is difficult to disaggregate performance by contractor so we are requesting performance information for Workforce Investment Areas. Please supply the information for all WIA/WIOA grants active from July 1, 2020 to June 30, 2022.

It may be cumbersome for national organizations to include all performance. The eight geographical areas closest to Upper Savannah should be used.

Workforce Area/State	Contract or Grant Held (Adult, Dislocated Worker, Youth)	Extent Which Grant Served Workforce Area (Was the organization the sole grantee? If it was one of a group of grantees, state the approximate percent of clients served.)	Was the Performance Influenced by a Different Grantee who Served Clients Prior to 2020	Did the area fail to meet any WIOA DOL Performance Measures? If so, specify Goal and Outcome for Measures Failed.

If the offeror does not have recent WIOA performance data, please submit outcomes for other employment and training grants completed within the last three years. Describe how data was collected and validated. Describe if the grants meet goals. (Can include additional information.)

Has the offeror had any grants within the last two years originating with the US Department of Labor, which had an expenditure rate of less 50% at program end? If so where, when, and what percent of funds were spent. Additional information can be provided.

A	EXPECTED SCOPE OF WORK FOR OPERATOR	RESPONSE ELEMENTS RELATED TO OPERATOR FUNCTION
A.1.	<p>Participation In SC Works System: The Contractor will provide day-to-day support to the Board in operating centers. Operators add value by making information available to customers and staff.</p>	<p>Comments: General directions. Please address the requirements listed on left when directed to.</p>
A.1.1	<p>Center Hours – The comprehensive center is open five days a week from 8:30 am to 5 pm. It is closed for state holidays and when the SC Emergency Management Division has ordered state office closures.</p> <p>Newberry and Laurens will be staffed at least twice a week. Abbeville, Edgefield, McCormick and Saluda counties must be staffed at least once per week. It is acceptable to close affiliate centers during the winter holiday if contact information for the comprehensive center is posted.</p>	<p>No comment</p>
A.1.2	<p>Assistance in Centers – All partners are expected to help job seekers access services. The Contractor will create a schedule showing who will act as greeter and who will help in the resource room. Primarily Wagner Peyser will provide career services in the locations where they are stationed. WIOA and other partners may be asked to cover gaps in the schedule. WIOA will be the first point of contact in centers where Wagner Peyser is not located.</p>	<p>No comment</p>
A.1.3	<p>Basic Career Services - The operator will ensure the area offers all basic career services. It is expected the operator will increase number of visitors and the utilization of basic career services. Usage will be tracked and reported to the board. See below:</p> <ol style="list-style-type: none"> Eligibility determination for funding and services Outreach, intake and orientation to the SC Works system. Initial assessment of skill levels (including literacy, numeracy and English language proficiency), aptitudes, abilities and supportive services' needs. Job Search and Placement assistance including information on in-demand industry sectors and nontraditional employment occupations, and business services on behalf of employers. Referrals to and coordination of activities with partner programs. It is an Upper Savannah policy for referrals to be documented and whenever possible given a written appointment card, which indicates 	<p>Describe how the applicant will increase usage of resume preparation, labor market information consultation and soft skills instruction. Provide a sample screen saver graphic which can be utilized to build awareness of resume preparation or labor market information.</p> <p>Describe how the applicant will keep all partner staff up-to date on the information in "i."</p> <p>Include a description of any planned additions to existing career services.</p>

	<p>when and where to meet and what to bring.</p> <ul style="list-style-type: none"> f. Provision of labor market statistics including job vacancy listings, job skills necessary for job openings, and information on local occupations in demand as well as the earnings, skill requirements, and opportunities for advancement within those career pathways. g. Performance information and program cost information on eligible providers of training. h. Information on how the local area is performing on local performance measures. i. Information about and referrals to supportive services and other needed assistance. In the Upper Savannah area, <u>all</u> staff should be able to direct clients to: <ul style="list-style-type: none"> 1. Veterans employment program 2. The Federal Bonding 3. Federal and state financial aid programs 4. Childcare and educational services offered by: Headstart, First Steps, ABC Childcare voucher 5. Expungement 6. Benefits under SNAP, Children's Health Insurance Program and TANF 7. All SC Works partner programs j. Information on filing claims for unemployment insurance assistance. 	
A.1.4	<p>Soft Skills Instruction – The state workforce board has tasked all providers with communicating expectations for dependability, efficiency and teamwork. The operator will encourage partners to offer workshops and will seek out links to resources.</p>	
A.2	<p>Physical Maintenance of Centers – The operator will add value by making centers, safe, attractive, comfortable and efficient locations for job seekers, employers and staff.</p>	
A.2.1	<p>Perform monthly checks in Greenwood, Laurens and Newberry to make sure that there are no hazards, that centers are maintained, and all signage is current. Centers should be free of clutter and look professional. Perform quarterly checks in other centers. Center reports must be</p>	No comment

	submitted to Upper Savannah be viewable through a shared link.	
A.2.2	Check fire extinguishers quarterly/ update evacuation plans if necessary.	No comment
A.2.3	Handle minor issues such as burned-out light bulbs, wasp nests, hanging banners, etc. which do not require permission from the landlord. Problems, which may cause injury, must be addressed within 24 hours. The contractor must address issues, which affect the provision of services or SC Works Certification with 14 days in Greenwood and one month in outlying counties. The log should be submitted monthly be viewable through a shared link.	Specify how minor issues will be addressed. Will it be by designated staff member or subcontracted? If subcontracted must include subcontract in budget.
A.2.4	Notify landlord of issues maintenance issues and keep log of contacts. Develop plans to handle repairs or modifications if the landlord is not responsible. (See attached chart of centers.) In addition, Upper Savannah should be notified in advance on any maintenance/repairs which will be cost shared by partners.	No comment
A.2.5	Assign housekeeping tasks to partners to address problems	No comment
A.2.6	Review ADA accessibility during regular visits. Provide written reports if requested.	No comment
A.2.7	Ensure centers have opening and closing procedures.	No comment
A.2.8	Manage keys and keep inventory of keys. Safety procedures and ADA accommodation instructions will be shared with new staff getting keys.	No comment
A.2.9	Once a quarter the Contractor should lead a center space utilization review focusing on a room. Broken equipment and outdated materials will be removed. The results of each quarter's reorganization will be transmitted via email and will be viewable on a shared link.	No comment
A.2.10	Evaluate effectiveness of housekeeping services (Greenwood, McCormick, Newberry) and landscaping (Greenwood) and alert contract holder of problems. The operator may be asked to procure housekeeping and/or landscaping. The operator may be asked to arrange for specialized services such as carpet cleaning and pest control.	No comment
A3.	Computer Resources – The operator ensures customers and staff can use technology. Computers for non WOIA staff are the responsibility of the agency which employees staff.	
A.3.1	Maintain computers, printers scanner and networks for seven centers within the following timeframes:	Tell how computers will be maintained. (Funding should be

	<ul style="list-style-type: none"> Fix or swap out a single nonoperational computer or printer within one month (two weeks if in Greenwood.) If more than 50% resource rooms or all of the public printers are nonoperational, the operator will respond within two business days. 	<p>included in the budget for any necessary hardware or software required for remote access).</p> <p>Are there plans to hire a subcontractor? If so, specify what the requirements will be and the anticipated costs.</p> <p>Subcontracts must be included in the budget.</p>
A.3.2	Monitor firewall and keep virus protection up-to-date and update patches for resource room computers.	Specify how resource room computers will be protected. Include costs in the budget. Specify services, which will be used to block explicit content from center computers.
A.3.3	Install new computers or switch out components as necessary. The Centers may adopt new software which requires plug ins be added.	
A.3.4	Resource room computers should be bookmarked so that the following sites can be accessed SC Works.org, upperscworks.com, UI, SC Library system, and FAFSFA.	No comment
A.3.5	Resource room computers should be set up so computers are reset every day.	No comment
A.3.6	Maintain security cameras/recording in Edgefield, Greenwood, McCormick, Newberry	No comment
A.3.7	Troubleshoot telephone systems in all centers except for Abbeville	No comment
A.3.8	Provide technical assistance with internet access and wifi for all counties except for Abbeville.	No comment
A.3.10	Maintain SC Works greeter kiosks.	No comment
A.4	Financial - The role of the Operator will be provide day-to-day financial management of the system by watching resources, purchasing supplies and increasing partner participation. The Operator may add value by getting sponsors.	No comment
A.4.1	Work with Upper Savannah to lower costs for existing partners by recruiting more partners to cover center.	No comment
A.4.2	Review selected bills such as phone bills and copier leases in conjunction with Upper Savannah to ensure charges are reasonable and necessary for center operations.	No comment

A.4.3	Order supplies for resource room including copy paper and toner. Order cleaning supplies if not provided by janitorial supply. Shared supplies should be labelled. The operator will have a listing of all shared computers and printers and a list of toner needed. Supply costs should be itemized by county so that partners can be billed. Do not budget for shared supplies. Budget for 1,000 copies a month for shared outreach material.	No comment
A.4.4	The operator will get funding to do innovative projects and expand capacity by: offering fee for services, getting donations or sponsorships, getting in-kind services or by providing a donation themselves. It is expected that in the first year the operator will match WIOA funds a penny to the dollar. For example, if the budget is \$100,000 the operator will generate \$1,000. The contribution will increase by a penny to the dollar each subsequent year. So, for year three a \$100,000 budget will be matched by \$3,000 of extra funding. If operator does not raise the required match Upper Savannah will reduce the reimbursement to the operator.	Describe how the applicant will show other investors the value of SC Works. Describe plans to solicit other resources. Include the amount of funding which will be raised. What will the money be used for?
A.5	Coordination of Service Provision – The board is looking for a contractor who will provide leadership.	No comment
A.5.1	Communicate center hours and days. All centers must have signs which give directions concerning how to access services online or at an access point if the center is closed. Office closures for holidays/job fair events should be posted one week in advance.	No comment necessary
A.5.2	Ensure that staff members do not work alone in a building. If funding is available for professional security, the operator will provide functional supervision for guards. The operator maybe asked to procure security services. (Funding for guard will not come from this agreement.)	No comment
A.5.3	Host monthly coordination meetings to review hiring needs and facilitate communication across partners. Meeting reminders should be sent one week prior. Notes should be maintained and accessible to Upper Savannah via an online link.	No comment
A.5.4	Convene partner meeting at least quarterly. Agendas, minutes, and attendance documentation should be maintained. The meeting notices should be distributed one month prior to the meeting. Minutes should be distributed within one month after the meeting and should be accessible to Upper Savannah via an online link.	No comment

A.5.5	Help with job fairs and partner led outreach events This includes scheduling partner staff and implementing an outreach plan. Is responsible for meeting deadlines.	No comment
A.5.6	Assist with dislocated workers at employer sites. This may mean scheduling staff to help with resumes and mock interviews.	No comment
A.5.7	Develop monthly event calendars featuring activities at SC Works Centers and partner agencies.	No comment
A.5.8	Coordinate basic skills testing. This means ensuring offices have suitable computers and have staff trained in administration. The state workforce board is procuring a basic skills test so that cost does not need to be budgeted.	No comment
A.5.9	Compile statistics regarding Center use and the effectiveness of the system. Complete quarterly report from SCWOS greeter statistics. Make recommendation about adjusting center hours according to usage. The operator will be able to show usage on a graph to demonstrate changes in traffic due to outreach events.	No comment
A.5.11	Maintain phone and email contacts for all staff and partners. It should be sent out quarterly.	No comment
A.5.12	Maintain partner schedule for each center.	No comment
A.5.13	Keep up-to-date resource directory for each center. Have online link to directory.	No comment
A.5.14	Coordinate any requests for after-hour events at centers.	No comment
A.5.15	Maintain referral system including partners who utilize SCWOS and those who do not. Monthly reports should show outgoing and incoming referrals by staff and agency.	No comment
A.5.16	Maintain the SCWOS greeter kiosks and manage appointment software.	No comment
A.5.17	Maintaining contact information for gatekeepers organizations and sending gatekeepers regular information. Gatekeeper emails will be updated twice a year.	No comment
A.5.18	Oversee SC Works information sessions (general orientation). Will do session in the absence of WIOA program staff.	
A.6	Branding and Outreach – The goals are for all centers to be fully utilized and partner programs to reach recruitment goals. The operator should have a sense of urgency in sharing the services available.	

A.6.1	Post "Hot Jobs" weekly on website, Facebook and send out to distribution list.	No comment
A.6.2	Actively maintain presence on social media including Facebook and encourage individuals to like the page. Should have at least one original post per week in addition to Hot Jobs. Original posts may not use intellectual property without permission. Graphics should be easy to read and visually appealing. In general posts, should answer the question, "How can the SC Works system help me?" The operator will monitor partner communications to repost relevant announcements. The operator should track new followers with a goal of adding 100 per quarter.	Provide three sample Facebook posts designed to increase center traffic/service utilization. The samples can be posts created previously or new posts. Specify who will be responsible for posting to social media. If subcontracted include costs in budget.
A.6.3	Ensure nametags are worn in Center.	No comment
A.6.4	Promote professional telephone greeting by providing training. Ensure phones have voice mail and messages are returned daily.	No comment
A.6.5	Represent system in community meetings (such as Chamber functions, nonprofit gatherings) Meeting attendance should be included in monthly reports.	No comment
A.6.6	Ensure all promotional materials are appropriately branded with SC Works logo and American Job Center identifier. Ensure Equal Opportunity tag and 711 information are on materials. Include Stephens Amendment information as appropriate.	No comment
A.6.7	Will program electronic sign in Greenwood and Newberry.	No comment
A.6.8	Will change marquis signs and banners at least monthly.	No comment
A.6.8	Will create signage, screen savers and other materials to encourage center visitors to connect with partners and programs. If a sign is designed to be in a center longer than a month, it should be put in a holder or laminated. The operator will ensure that SC Works is not promoting unaffiliated services such as schools not on the eligible training providers list, financial advisors, etc.	No comment
A.6.9	Coordinate outreach for events by maintaining a signup system to ensure all gatekeepers are provided outreach materials a week before major events and signs are deployed. This means making sure all assignments are taken at least 10 days before the event so partners have an opportunity to assist.	No comment
A.7	Business Services	

A.7.1	Help business services representatives from partner staff coordinate their visits.	No comment
A.7.2	Attend quarterly business services meetings.	No comment
A.7.3	Communicate information about layoffs or business closures to Upper Savannah staff.	No comment
A.7.4	Job fairs and hiring events may only be scheduled for employers with valid SC Works registration	No comment
A.8	Center Certification	The board will hold the contractor responsible for ensuring centers remain certified.
A.8.1	The Operator is responsible for documenting compliance with the certification requirements. See state instruction 21-06 https://www.scworks.org/docs/librariesprovider6/policies/state-instruction-21-06-sc-works-certification-standards.pdf?	No comment
A.8.2	The Operator should assess readiness and provide written status reports once a quarter to assess compliance, suggest actions, and respond to requests for help from partners. The reports should be accessible via an online link.	No comment
A.8.3	The Operator is responsible for completing and maintaining incident reports when visitors to a center are injured. Upper Savannah must be notified immediately.	No comment
A.9	Customer Service – The goal of the operator is to ensure all customers are treated with respect and served efficiently.	
A.9.1	The Operator will solicit input by asking customers to complete surveys.	No comment
A.9.2	The Operator will analyze strengths and weaknesses identified in survey results. Responses will be used to plan staff training.	No comment
A.9.3	To improve local service, the operator will benchmark Upper Savannah Centers against other American Job Center locations and other workforce service providers. This may involve asking other operators for statistics.	No comment
A.10	Functional Supervision – the Operator serves as the eyes and ears of supervisors for partner staff. The Operator will discuss appropriate conduct with partner staff. If unprofessional behavior continues, the Operator should	No comment

	communicate with the appropriate supervisor.	
A.10.1	Dress Code – Staff wear clothes appropriate for an employer meeting.	No comment
A.10.2	Professionalism – Staff should be polite in working with clients and colleagues. Staff should not criticize each other in front of customers. A description of what is expected is the state instruction 16-04.	No comment
A.10.3	Personal cell phone use in centers – Staff should limit time spent on personal electronic devices while working.	No comment
A.10.4	Personal visitors in the center – Visits from those who are not clients, partners or employers should be limited.	No comment
A.10.5	No Smoking Facilities – Smoking is not permitted on the premises of SC Works Centers.	No comment
A.10.6	Timeliness – If an office does not open on time because of staff tardiness, a warning should be given. If tardiness persists, the supervisor and Upper Savannah should be notified. Likewise, offices should not close early except for an emergency. If an office closes, Upper Savannah must be notified.	No comment
A.10.7	New staff (partner and WIOA) should be invited to an orientation session to hear information given to clients. Attendance should be maintained.	No comment
A.11	Assurances and Equal Opportunity - The Operator will provide services in accordance with all applicable laws and regulations including the terms and conditions of this contract. Key provisions are indicated below.	No comment
A.11.1	The Operator will adhere to Equal Opportunity requirements and will not discriminate against any employee or participant because of race, color, age, sex, religion, disability, political affiliation, or national origin. Contractors will comply with federal and state Civil Rights requirements.	No comment
A.11.2	To prevent discrimination, <u>all</u> visitors to SC Works should be given information about WIOA. Staff cannot selectively “invite” job seekers to WIOA information sessions.	No comment
A.11.3	Gender stereotypes should be avoided. Individuals should not be guided to just jobs associated with their gender.	No comment
A.11.4	The Operator should have the capability to recruit and serve those who do not speak English. At a minimum, the operator must be able to identify the language spoken and offer to provide assistance in that language while a customer is in the center for a first visit. Arrangements should be made for a	Describe how language needs will be identified during the first visit and what provisions will be made for a translator. Include costs for having a service available to identify the

	translator for subsequent visits.	language need and set up an appointment and a two-hour session with an interpreter in the budget.
A.11.5	The Operator's organization will appoint an Equal Opportunity Officer and provide training for investigating complaints and to the extent possible, finding a resolution for those who are dissatisfied. Rights handouts are distributed.	Specify who the Equal Opportunity Officer will be and training they have received or will receive.
A.11.6	Instructions related to Equal Opportunity are found in state instructions 16-11 to 16 17.	No comment
A.11.7	American With Disabilities Act- The system will not create real or artificial barriers to prevent individuals from participating in services and succeeding.	No comment
A.11.8	The Operator will ensure staff are trained to identify possible disabilities. The Operator will ensure all staff are trained in the use of adaptive equipment. The Operator will have a plan to get adaptive equipment to a satellite center within two business days of a request.	No comment
A.11.9	The Operator will have a plan to provide a sign language interpreter as necessary.	No comment
A.11.10	Federal legislation requires Protected Personal Information (PPI) including Social Security number, date of birth, home address and home telephone number to be safeguarded. No one should gather and store such information unless there is a business reason to do so. If such information is obtained, there must be a written plan to safeguard it and the implementation of the plan must be reviewed quarterly.	No comment
A.11.11	Protected Personal Information may not be shared without permission.	No comment
A.11.12	Communal sign-in sheets which include PPI may not be used.	No comment
A.11.13	Staff computer systems cannot allow staff to save passwords. Systems should timeout after an idle period. Staff may not use staff accounts on public SC Works computers where a visitor might be able to get information.	No comment
A.11.14	Staff are not permitted to use their SC Works account outside of normal business use.	No comment
A.11.15	If PPI is on a staff computer, it must be protected by a password for the computer and a separate password for the document/system containing PPI.	No comment
A.11.16	The Operator will notify Upper Savannah before the end of the business day if a staff member or partner is terminated or placed on administrative leave, so the SC Works account	No comment

	can be deactivated. The Operator must confirm that Upper Savannah received the de-activation request.	
A.11.17	Staff may not give others access to their SC Works account.	No comment
A.11.18	The Operator should routinely monitor how PPI is collected and stored. Upper Savannah should be notified of any problems identified.	No comment
A.11.19	The Operator must ensure that center staff are cautioned about disclosing confidential information. The operator should actively discourage gossiping.	No comment
A.12	Conflict of Interest –	
A.12.1	The Operator will use the lease document and Resource Sharing Agreement negotiated with Upper Savannah when making decisions regarding the comprehensive center. If new policies need to be developed, the Upper Savannah Operations committee will be consulted.	No comment
A.12.2	The Operator will ensure that its staff are proportionately represented in covering centers.	No comment
A.12.3	The Operator must assist all partner staff to the same extent helps WIOA case management. Outreach must be targeted to meeting <i>system</i> goals, not the organization's program goals.	No comment
A.12.4	To review potential conflict of interest issues, the Operations Committee will survey partners annually.	No comment
A.13	Financial	
A.13.1	The Contractor will submit a financial report which includes all costs incurred under the Grant Agreement or by the Contractor up to and including the last day of the month. Expenses for supplies, equipment and services which are attributed to a specific center should be coded so that such costs can be billed to partners. These reports are due by the sixth working day of the following month.	No comment
A.13.2	Will maintain a list of accounts for subscriptions, services, and leases.	No comment
A.13.3	The Contractor must have the ability to furlough staff with a week's notice if federal funding is frozen.	No comment
A14	Contractor's Internal Monitoring	

	The contractor should have an established protocol to compare the activities of the SC Works operator with the requirements of this contract. A quarterly report will be submitted to the Upper Savannah Workforce Development Board which shows traffic, service utilization, referrals, and outreach efforts. A summary of efforts to promote soft skill attainment will be included. The report will show fee for services or sponsorship attainment.	Who will supervise the SC Works operator and how will they review activities?
A15	Referrals	
A15.1	Referrals are the key to a healthy workforce system. The operator will be the subject matter expert on the referral system in the SC Works Online System training new staff and encouraging existing staff to document referrals and outcomes. If necessary, the operator will establish a system to track referrals made by partners who do not use the SCWOS system.	No comment
A15.2	The operator will provide referral reports to the board and partners at least quarterly. It is expected that each staff member (FTE) located in a center make at least one referral per month the first year and increasing by a half a referral per month each year subsequent. The operator will support the referral process by providing tools and cheat sheets.	No comment
A15.3	Referrals should be made so clients are given a time/place and person to contact, rather than giving them a generic flyer.	No comment
A16	Qualification of Staff and Limitation of Subcontracting	
A16.1	The primary person funded through this contract should have experience managing complex projects. The person must complete entry-level training required for SC Works Certification within six months of hire. The minimum level of education is an associate degree. The role of the SC Works manager cannot be subcontracted, but minor maintenance, IT and outreach duties may.	Job descriptions are required for all positions listed in the budget.
A16.2	The SC Works manager should have an office in the comprehensive center. Working from another office more frequently than five days a month will require Upper Savannah approval.	
A16.3	The SC Works Operator is responsible for ensuring there is a trained greeter in the comprehensive center during the hours it is open to the public. Funding is available through partners to pay for approximately 20 hours of coverage for an entry-level receptionist or an employee of a staffing agency. The cost of the greeter should be included in the budget. The operator should get additional coverage by	Describe how the greeter function will be provided. Include costs in budget for assistance 20-25 hours per week.

	utilizing interns, veterans work experience trainees or senior community service workers or by asking program staff to fill in.	
B	EXPECTED SCOPE OF WORK CASE MANAGEMENT FUNCTION	RESPONSE ITEMS CASE MANAGEMENT
B.1.	Participation In SC Works System	
B.1.1	Overview: Case Management Staff are expected to be a key partner in the SC Works System.	No comment
B.1.2	<p>Presence in Centers – The comprehensive center is open five days a week from 8:30 a.m. to 5 p.m. It is closed state holidays and when the SC Emergency Management Division orders office closures. The Contractor is expected to have at least one case management staff person in the comprehensive center when it is open. Exceptions include:</p> <ul style="list-style-type: none"> a. Semi-annual regional job fairs b. Staff training (should be no more frequently than once a month.) <p>Newberry and Laurens will be staffed at least twice a week. Abbeville, Edgefield, McCormick and Saluda counties must be staffed at least once per week. It is acceptable to close affiliate centers during the winter holiday if contact information for the comprehensive center is posted.</p>	No comment
B.1.3	All partners are expected to help job seekers access services. Wagner Peyser will provide career services in the locations where they are stationed. The Contractor will be the first point of contact in centers without Wagner Peyser staff.	No comment
B.1.4	Basic Career Services - The Contractor be a part of the team providing basic career services. The list of services is in Section A 1:3.	No comment
B.1.6	Partners are responsible for keeping centers well maintained. Staff should pick up trash in the parking lot and in centers. It is a policy of SC Works to never walk past a piece of trash on the floor.	No comment
B.1.7	Security – It is an area policy for a staff member not to work in a building alone.	No comment
B1.8	Outreach material created for the WIOA programs must have the SC Works and American Job Center logos. Staff should wear a nametag whenever they are representing WIOA. Stephens amendment information should be included as appropriate.	No comment

B.1.9	Dress Code – Staff should wear clothes which are appropriate for an employer meeting.	No comment
B.1.10	Professionalism – Staff should be polite in working with clients and colleagues. See: state instruction 16-04.	No comment
B.1.11	Staff should limit time spent personal electronic devices while in working.	No comment
B.1.12	Smoking is not permitted on SC Works premises.	No comment
B.2	Outreach	
B.2.1	The Contractor should have an outreach strategy to ensure it recruits enough potential applicants to fully utilize the system and to meet employer needs.	No comment
B.2.2	<p>The strategy should focus on reaching those who need help finding a job, keeping a job, or finding a better job. Messaging will showcase how potential customers can benefit from WIOA assistance.</p> <p>The Contractor will ensure all SC Works staff are familiar with WIOA and actively seek referrals. WIOA recruitment materials will be displayed in all centers. The electronic message board will be used in Greenwood and Newberry.</p> <p>The Contractor should maintain a presence on social media by creating at least one original post per month highlighting a benefit of participating through WIOA. This is addition to the posts created by the operator.</p> <p>Specific outreach material will be developed to meet recruitment needs to meet enrollment and budget goals.</p>	<p>Who will be responsible for social media? If will be done in-house it must be included in the relevant job description. If it will be outsourced, include funding in the budget.</p> <p>Submit one sample Facebook post promoting each of the following: On-the-Job Training, Youth Work Experience and GED instruction.</p>
B.2.3	Outreach should be concentrated on low-income adults and at-risk youth, dislocated workers, high school dropouts, those with low basic skills, offenders, homeless, foster child, pregnant or parenting youth, individuals with disabilities and veterans.	List gatekeepers (organizations who work with special populations) and detail how they will be kept informed of WIOA opportunities. Submit a sample flyer that targets offenders.
B.2.4	Outreach materials should be submitted to Upper Savannah prior to printing to ensure that all materials meet brand standards and contains the appropriate Equal Opportunity statement.	No comment
B.2.5	Client testimonials must be voluntary, and clients must give informed written consent for their information to be shared.	No comment
B.2.6	The contractor will maximize the effectiveness of outreach events (such as job fairs) by engaging with attendees. Potential clients should be offered an appointment to come to the center and given a card or flyer with the date/time	No comment

	and place of the meeting. It is expected that appointments be scheduled within a week of contact.	
	The contractor should be entrepreneurial changing tactics to meet goals. Often flyers can be distributed by gatekeepers. Events planned by others (chambers of commerce, United Way, etc) can provide low cost/high visibility exposure.	No comment
B.3	Intake (More detailed information is included in the Eligibility Determination Addendum and the SC Virtual One-Stop Guide.)	No comment
B.3.1	WIOA funded staff is limited to guiding job seekers to self-service resources in centers. For a job seeker to be able to receive individualized career services from a WIOA staff person, or qualify for WIOA training, the job seeker must be determined eligible for WIOA and enrolled in either adult, dislocated worker or youth programs. Other partners, particularly Wagner Peyser staff, can provide additional services.	No comment
B.3.2	All SC Works partners encourage job seekers to attend a system Information session or watch the presentation on video. Afterwards, they are given information regarding the documents needed for eligibility determination and given an appointment for the review. Contractors may not prescreen by asking preliminary questions to ascertain the likelihood of an applicant being eligible. The Contractor will keep a log of all individuals attending information sessions.	No comment
B.3.3	Job seekers are required to register for work with SC Works One Stop (SCWOS) and complete a resume prior to or during the eligibility appointment.	No comment
B.3.4	Staff will utilize federal, state and local laws and regulations to decide 1) If a person is eligible and 2) if they have a priority of service. There are numerous rules regarding eligibility and priority of service. The most comprehensive is TEGL 19-6.	No comment
B.3.5	An eligibility requirement all WIOA programs is the ability to legally work in the United States	No comment
B.3.6	Selective Services Registration – All male applicants older than the age of 17 must be registered with Selective Service.	No comment
B.3.7	Before enrollment the contractor is responsible for verifying that the application is marked as eligible for the appropriate program (and meets the priority definition) and signed. Program applications are valid for 90 days. After 90 days, an application must be reviewed and updated.	No comment
B.3.8	When it is determined that an applicant cannot be served by	No comment

	WIOA, referrals should be made to partner agencies or other community resources. Referrals must be documented.	
B.3.9	ADULT SPECIFIC REQUIREMENTS – Upper Savannah has a policy to only serve residents of the Upper Savannah area from Abbeville, Edgefield, Greenwood, Laurens, McCormick, Newberry and Saluda Counties.	No comment
B.3.10	<p>Most individuals older than the age of 17 are eligible for the Adult program, because there are limited funds and federal and state guidelines require areas to have an established priority of services. The state board requires at least 70% of all adult enrollees to be low income (including public assistance beneficiary) and, or have low basic skills. The following is order of priority of services:</p> <ul style="list-style-type: none"> a. Qualifying veterans or spouses of eligible veterans who are low income and/or has low basic skills. b. Others who are low income and/or low basic skills. c. Veterans and spouses of veterans who are not low income or have low basic skills. d. Others who need assistance to find or keep work and or not low income and/or have low basic skills. <p>It is the Board's policy for 70% of those served to meet the priority categories "a" and "b". Thirty percent can qualify by meeting either the priority "c" or "d". Individuals seeking health care training which can be completed within one year and individuals with poor work history are considered as category c or d. https://upperscworks.com/wp-content/uploads/21-02-Priority-of-Service-Under-WIOA-Replacing-20-03.pdf</p>	No comment
B.3.11	Basic Skills Testing – Because individuals who have low basic skills are given priority, individuals should be invited to be assessed prior to or as part of eligibility determination. It is not a requirement that potential adult and dislocated worker clients are assessed prior to eligibility.	Applicants should specify what basic skills assessments will be used and how it will be administered. Costs should be included in the budget.
B.3.12	DISLOCATED WORKER SPECIFIC REQUIREMENTS – It is the policy of the Upper Savannah Workforce Development Board to serve dislocated workers who reside in the seven-county area or have been laid off from a job within the area.	No comment
B.3.13	Local workforce areas may create policies, which allow dislocated workers who take subsistence jobs to remain eligible. Upper Savannah considers replacement jobs, which pay less than 80% of dislocation wages as not paying self-sufficiency wages thus keeping worker's eligibility intact.	No comment
B.3.14	To help recruit dislocated workers; the Contractor will be	No comment

	asked to assist with group orientations of laid off workers at employer locations.	
B.3.15	YOUTH SPECIFIC REQUIREMENTS Both In School and Out of School Youth can be served, but expenditures for In-School students cannot exceed 25% unless a waiver is obtained from the state.	No comment
B.3.16	<p>An Out of School Youth is defined in CFR 681.200 as:</p> <ul style="list-style-type: none"> (a) Not attending any school (b) Between the age of 16 and 24 at the time of enrollment (c) <u>One</u> of the following: <ul style="list-style-type: none"> (1) A high school dropout (2) A truant (3) A high school graduate who is low income and is basic skills deficient (4) An offender (5) Homeless (6) Pregnant or parenting (7) Has a disability (8) Low income and requires additional assistance to work or attend school 	No comment
B.3.17	<p>An In-School Youth is defined in CFR 681.200 as:</p> <ul style="list-style-type: none"> (a) Attending secondary or post-secondary school (b) Between the age of 14 and 21 at time of enrollment (c) Low income, <u>and</u> (d) <u>One of the following</u>: <ul style="list-style-type: none"> (1) Basic Skills deficient (2) Learning the English language (3) An offender (4) Homeless (5) In foster care or has aged out of foster care (6) Pregnant or parenting (7) Has disability. or (8) Requires additional assistance to participate in work or school. 	No comment

B4		Enrollment for Adult and Dislocated Workers	
B.4.1		After eligibility and priority of services have been documented, the Contractor will review the application packet and the job search efforts of the applicant. The Contractor will ask the applicant what his or her goals are. If WIOA can help the applicant meet their career goals, they can be enrolled. WIOA is not an entitlement program. If an applicant only wants something which WIOA cannot fund (for example cosmetology training), the applicant should not be enrolled. See B3.8 above.	No comment
B.4.2		Because funding is limited, applicants who have previously been enrolled in WIA/WIOA are not automatically re-enrolled. Upper Savannah Instruction 12-07 gives guidelines for re-enrollment decisions.	No comment
B.5		Individual Career Services	
B.5.1		In addition to the Basic Career Services offered through the One-Stop system, the following services will be made available to eligible individuals who need services to obtain or retain employment.	No comment
B.5.1 678.430 (b) (1)		Comprehensive and specialized assessments of the skill level and service needs of adult and dislocated workers which may include: (a) Diagnostic testing and other testing tools. (b) In-depth interviewing and evaluation to identify employer barriers and appropriate employment goals.	No comment
B.5.2		It is anticipated that the state of South Carolina will have an employer recognized basic skills test. The contractor will encourage all clients to be assessed and engage in remediation if applicable.	No comment
B.5.3		Assessment includes a review of educational attainment and occupational skills, past work history, basic skills and expressed career interests. The report summarizes a client's strengths and weaknesses and makes recommendations for occupations or groups of occupation. It takes into consideration the local labor market. Upper Savannah has approved the following tools: Career Decision Maker (CDM), tools on www.careeronestop.org and mynextmove.org and Career Scope. Other instruments will need Upper Savannah approval. Assessments conducted by partner agencies within	Describe what assessment instruments will be utilized. Costs for assessment instrument should be included in budget.

	the past one year may be utilized. The assessment should be documented in the SC Works Online System. A complete assessment is required for those seeking training that cost more than \$2,500, others may opt out of using an assessment instrument.	
B.5.4 678.430 (b) (2)	Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve his or her employment goals, including information about eligible training providers. State Instruction 18-01 will be followed.	Describe the planning process. How will the process identify and build on motivation? How will training opportunities be introduced?
B.5.5	Goals should be SMART S- Specific M-Measurable A-Achievable R-Realistic T-Timely For example, "I want to obtain my GED (specific) by August 1 (timely) so that I can start welding class in the fall. Effective plans have long-term and short-term goals. Goals can be sequential or simultaneous.	No comment
B.5.6 678.430 (b) (3-5)	Group and individual counseling and career planning. Contractor staff will work collaboratively with participants to help them reach their goals.	How will the contractor equip its case managers to act as coaches to help clients work towards reaching goals?
B.5.7	A key to providing counseling and career planning is maintaining thorough case notes. Case notes should describe what actions are being taken to reach short and long-term goals, <u>document the next steps for both the client and the case manager and record the time and date of the next contact</u> . Career coaches will review case notes prior to meetings so they can be prepared. Notes should be recorded within four business days of a meeting.	How will the contractor convey the value of subsequent meetings to make it more likely that the client will continue to participate? How will the contractor identify clients who miss appointments and what tactics will they use to reconnect?
B.5.8	<u>Unless a client is working or in fulltime training, appointments should be scheduled weekly.</u> Contacts do not always need to be in-office visits. Career coaches can call clients or visit them at training or work sites. Counseling for those in full-time training or who are waiting for exit should be provided monthly. Notations such as "left message" do not count as contacts.	No comment

B.5.9	The case manager should help the client organize their job search so the job seeker can see the efforts made and track progress. The system should encourage the client to record what they did each day of their job search.	
B.5.8	Ability to Identify In-Demand Jobs – Clients often set career goals based familiar occupations (nursing assistant, food service, retail sales) rather than by looking at wage rates and growth potential. Wide varieties of tools are available through SCWOS and O-Net. Career coaches should suggest options based on the participant's skills and interests. Clients should be given information about career ladders, so they research, not only an entry-level job, but also the next job up the ladder.	Describe what tools will be used to show clients occupational data?
B.5.9 678.430 (b) (6)	Short-term pre-vocational services including development of learning skills, communication skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training. <i>The workforce development board is looking for strategies that go beyond just telling someone what behavior is appropriate at work.</i>	Describe how the skills listed on the left will be provided.
B.5.10 678.430 (b) (7)	Internships and work experiences that are linked to careers. Work Experience (also referred to as WIOA Internship) allows clients to try out new careers before, during, or after training. The goal can be to give the client an opportunity to demonstrate appropriate workplace behavior. Participants will be paid up to \$15 an hour. If a for-profit worksite is used, there must be a possibility that the work experience assignment can lead to a job. Work experience is capped 160 hours. Work experience can be offered simultaneously with classroom training. All individuals participating in work experience must be covered by a worker's compensation insurance policy held by the Contractor. The client should be paid within ten days of turning in a timesheet.	Describe how participants will be paid and the applicant will provide workers compensation coverage. It is allowable to use a staffing company as a subcontractor to pay wages. If so those costs should be in budget and described in budget narrative.
B.5.11 678.430 (b) (8)	Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills and self-management skills.	No comment
	Ability to Use E-mail - The career coach should test the client's ability to access e-mail by sending a welcome message and asking the participant to respond. If the participant does not respond, the career coach should suggest a computer workshop or work with the participant	No comment

	one-on-one.	
	Computer Skills- Nearly all jobs require some computer skills. Career coaches should identify skill needs and make referrals to workshops or classes. On-line instruction is available through the Alison portal in SCWOS.	How will computer skills be taught? Will other resources other than what is offered to the public as described in A. 1. 3 be provided? Is so describe the resource?
	<p>Interview Skills – Workers must be able to verbally describe their skills. The most commonly asked question is “Tell me about yourself.” Career coaches should help participants prepare a short answer, which focuses on skills.</p> <p>The area’s best employers utilize behavioral interviewing techniques. An interviewer will prompt a job seeker: Tell me about a time.... Job seekers should be able show they can summarize a problem, describe their actions and tell about the result.</p> <p>Interviewing skills can be taught in an interactive workshop or by continued one-on-one sessions. Case notes should describe interview skills practice.</p>	
	Basic Skills – Most jobs in the Upper Savannah area require a Silver on WorkKeys/WIN. All participants who score below a Silver Work Ready certification should be issued a remediation account. Career coaches should make assignments and review progress. Participants should be offered a re-test when it seems likely that they can increase a level.	No comment
B.5.11 678.430 (b) (9)	Financial Literacy Services - Contractor staff will be knowledgeable about the Earned Income Tax Credit. Referrals will be made to VITA programs, which offer no cost tax preparation services for low-income individuals. Contractor staff will provide instruction on getting and maintaining a checking account.	How will the applicant help clients get a bank account?
B.5.12 678.430 (b) (10)	Out-of-Area job search assistance and relocation assistance - Clients seeking work outside of the area will be referred to the appropriate American Job Center. The Upper Savannah area does not offer financial assistance for moving.	No comment
B.5.13 678.430 (b) (11)	English language acquisition and integrated education and training programs. Referrals to appropriate programs will be made.	No comment

B.6	<p>Training and Supportive Services</p> <p>The Upper Savannah area expects at least 25% of clients receive some form of training.</p>	No comment
B.6.1	<p>Per the Act, training services are limited to clients:</p> <ul style="list-style-type: none"> a. Who are unlikely to obtain or retain employment which leads to self-sufficiency wages through career services alone. b. Who need training to obtain or retrain employment which leads to self-sufficiency wage. c. Have the skills and qualifications necessary to successfully complete the selected training program. d. Need help beyond state and federal financial aid programs. e. Are pursuing a program which is directly linked to employment opportunities. 	No comment
B6.2	<p>The Upper Savannah area has a scholarship application process for occupational training. Clients research the training options and submit an application. Two staff members score the application. Scholarship applications are not required for programs, which cost less than \$2,500 or are less than twelve weeks. Students who have successfully completed a semester can do an expedited scholarship application which considers their academic success.</p> <p>Scholarships act as training vouchers allowing clients to purchase training from programs on the statewide eligible training provider's list.</p>	No comment
B6.3	<p>There are programs on the SC Eligible Training Providers list that are not funded locally because of weak labor market demand. The following are not eligible for funding: cosmetology, barbering, nail technician, photography, interior design, floral design, commercial art, massage therapy, phlebotomy, health unit coordinator, medical billing/coding, programs that are designed for transfer to another college, human services (including criminal justice and early childhood education), horticulture, clerical and office training. Training for medical fields and skilled trades cannot be exclusively online.</p>	No comment
B6.4	<p>Scholarships and supportive services are to be used for tuition, required fees, textbooks and required supplies (such as stethoscopes, calipers, drafting kits, etc.). General school supplies such as paper, pencils, and book bags are not allowed. Scholarships are only for the program of study listed</p>	

	<p>on the voucher..</p> <p>WIOA will not pay for additional training if a person recently received training and was on probation or quit. The contractor tracks expenditures which count toward the lifetime cap through the voucher system in the SCWORKS Online System.</p>	
B6.5	<p>Coordination with other funding sources - The following is the order that funding sources will be utilized for adult and dislocated workers: Pell, Lottery, and WIOA Formula Funding.</p>	No comment
B6.6	<p>Scholarships may be issued up to the limits determined by the Upper Savannah Workforce Development Board. Scholarships will specify the program of study. Only courses required for training plan will be funded. Students should attend school full-time unless they are working.</p>	No comment
B6.7	<p>Participants in training will be given a written copy of the probation and funding discontinuation policy. Students who are not attending class nor participating in required WIOA activities or not making satisfactory grades or who drop classes without permission will be given a written notice of funding probation. Tutoring will be offered to those on probation. If the client does not meet standards the next term, funding will be discontinued</p>	No comment
B6.8	<p>Contractors will monitor student performance by obtaining grades and attendance records. Attendance records will be obtained monthly. Progress will be reviewed to ensure students complete as planned. Midterm grades should be obtained. If attendance is not obtained, the training activity must be closed utilizing the last day of training as the closure date.</p>	No comment
B6.9	<p>Potential problems that might cause a student to drop out of school or prevent a participant from successfully finding work will be addressed. Referrals to other agencies will be made as appropriate. If a student is having academic difficulties, case managers will provide assistance with study skills. Referrals to tutoring programs will be made as needed. End of the semester grades should be obtained within one month of the end of the term. Grades should be referenced in a SCWOS case note titled "Grades." Probation notices should also be recorded in a SCWOS case note titled "Probation."</p>	No comment
B6.10	<p>Under WIOA Title I adult and dislocated worker funds can be used to support adult education and literacy activities, provided concurrently or in combination with other training services. Basic skills upgrading related to basic workforce readiness can be funded. WIOA can fund the cost of testing,</p>	What are plans to combine basic skills training with occupational training or OJT?

	tuition, books at the rate published for the general public when the need is documented in the Individual Employment Plan. GED training must be linked to an additional educational/training activity to be obtained following the successful completion of the GED activity. The GED training code in SCWOS should be used when the expected outcome is a GED certificate. General upgrading to promote workforce readiness should be coded as prevocational service.	
B6.11	Attendance documentation should be maintained for students in GED instruction monthly. Progress towards meeting learning goals should be documented.	No comment
B6.12	On-the-Job Training is a form of skill development which allows a participant to learn how to do a specific job or task through hands on experience. The Contractor will manage the On-the-Job Training Program. Employers will be contacted as part of the SC Works center's business service plan. The reimbursement rate is 50 to 75% of wages during the training period. The Contractor will be responsible for developing and monitoring agreements, as well as reimbursing employers. Employers in the public, private non-profit or private sector can provide OJT.	Who will be responsible for setting up OJT sites? What is their experience in offering business services?
B6.13	The Contractor should not sign an Agreement with an employer who has a pattern of failing to provide OJT participants with continued long-term employment with wages, benefits, and working conditions that are equal to those provided to regular employees who have worked a similar length of time and are doing the same type of work. OJT Agreements are not suitable for occupations that are expected to decline. OJT can only be used for full-time positions. OJT cannot be utilized for a plant that has recently relocated resulting in a loss of jobs at the original location. An OJT Agreement must be limited to the period required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length of the Agreement, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan. The maximum training duration should not exceed 12 weeks. The length can be reduced if the person has some previous experience or if trainees in that occupation are expected to learn the job in less time than 12 weeks. Because of limited funding, Upper Savannah approval is needed for individuals who have received occupational training (through WIOA and/or Trade) longer than one year.	No comment

B6.14	<p>The Contractor will have a system to monitor OJT agreements to ensure participants are learning and that they are in a safe environment. Every site should be monitored at least once. OJT worksites must be covered by the employer's Workman Compensation insurance. Prior to placement on an OJT, the participant must have been assessed for the training. The individual's plan should also be updated to show that the OJT placement was appropriate for the individual. Contractors will establish relationships with OJT employers that will enable them to identify OJT participants who are not performing satisfactorily. Contractors will provide additional assistance to participants having a difficult time meeting employer expectations. At the conclusion of an OJT agreement (successful or unsuccessful) the contractor will evaluate the opportunity provided by the employer to see if it should be utilized again.</p>	No comment
B6.15	On-the-Job Training Contracts are limited to employers who are the employer of record and the training provider.	No comment
B6.16	Contractors can also provide customized training for employers. Customized training is designed to meet the special requirements of an employer. The employer must pay at least half of the cost of customized training.	No comment
B6.17	Apprenticeship – The Act allows WIOA to assist in paying for costs associated with apprenticeship.	No comment
B6.18	Incumbent Worker Training – The Contractor will help market Incumbent Worker Training offered by the Upper Savannah Area.	No comment
B6.19	Entrepreneurial Training - The Contractor will refer clients seeking entrepreneurial training to the Small Business Development Center.	No comment
B7.20	Supportive Services - The Workforce Innovation and Opportunity Act allows local areas to create supportive service policies to provide participants with the resources necessary to participate in career and training services.	No comment
B7.21	<p>Services which can be funded through the grant are described in more detail in Upper Savannah Instruction 21-04 https://upperscworks.com/wp-content/uploads/21-08-Supportive-Services-Replacing-21-04-web.</p> <p>Transportation</p> <p>Dependent care</p> <p>Needs Related Payments (Adult and Youth program only)</p>	<p>The proposal should include a description of how routine payments such as transportation will be processed efficiently, and clients be paid promptly.</p> <p>In addition to supportive services funded by WIOA, the applicant</p>

	<p>Educational Testing</p> <p>Accommodations for Individuals with Disabilities</p> <p>Limited Medical Assistance</p> <p>Uniforms/personal protective equipment</p> <p>Books</p> <p>Legal Aid (Expungement/Pardon fees)</p> <p>Supportive services are dependent on funding.</p> <p>Note: The policy will be amended to not require documentation of daily attendance; rather the student may attest they attended during the week and in-school status will be confirmed once a month through school records or instructor's signature. Childcare payments can be made to client rather than provider. A W-9 will no longer be required.</p>	<p>should indicate what other resources will be used to help job seekers participate in training or get a job.</p>
B8	Business Services - The Contractor will participate in the area business services team. The Contractor staff will not only be contacting businesses for their clients they will be contacting businesses to represent the workforce system.	No comment
B8.1	Business services representatives (BSRs) should schedule appointments rather than make cold calls and coordinate visits through the area business services lead.	No comment
B8.2	Case notes should be entered on all business contracts. The note should indicate what workforce problems the business is experiencing, and a listing of resources or referrals given to the business.	How will business services needs be shared with staff from other agencies to meet business needs?
B8.3	It is the Contractor's responsibility to ensure client resumes are current and ready to be sent to employers.	No comment
B8.4	Case managers should go through 100% of their caseload each month. Those who are ready or nearly ready to go to work should be placed on the placement list. Those who are not ready for work and not in training full time should be identified so the WIOA team can brainstorm tactics. The notes of the monthly review should be maintained.	No comment
B8.5	Resumes -All participants should have a resume, which is ready to be viewed by an employer. The Contractor staff should have a system to periodically review resumes to ensure that they are still current.	No comment.

B9	Youth Specific Provisions – The WIOA Youth program is administered in a similar fashion as the WIOA Adult Program. The Youth program regulations are found in 20 CFR Section 681. Other information is in TEGLs and state instructions	No comment.
B9.1	<p>Enrollment</p> <p>The process of youth enrollment is different. The four required steps are:</p> <p>(1) An eligibility determination;</p> <p>(2) The provision of an objective assessment;</p> <p>(3) Development of an individual service strategy; and</p> <p>(4) Participation in any of the 14 WIOA youth program elements.</p> <p>If someone does not complete 1-3 <u>and</u> start one of the youth program elements they are not enrolled.</p>	No comment.
B9.2	Youth assessment requires an objective review of basic skills, occupational skills, prior work experience, employability, interests and aptitudes, supportive service needs, Assessments must also consider a youth's strengths as well as their weaknesses.	Describe how basic skills will be assessed. Describe any differences from what is proposed in B3.11
B9.3	The instruction on youth Individual Employment Plans is 18-1	No comment unless the applicant proposes to offer planning in a different manner than they described in the adult section.
B9.4	<p>The contractor must make each of the following 14 services available to youth participant either directly or by referral.</p> <ol style="list-style-type: none"> 1) Tutoring, study skills training instruction and evidence-based dropout prevention and recovery strategies. 2) Alternative secondary school services or dropout recovery service. 3) Paid and unpaid work experiences that have an academic and occupational component. 4) Occupational skills training 5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. 6) Leadership development opportunities including community services. 	Address each element. Tell how it will be provided. If someone other than the applicant will provide an element, tell who and how referrals will be made. Funding for the 14 elements should be included in the budget unless the element is offered at no cost in the area. Not addressing each of the 14 elements will make the application unresponsive.

	<ul style="list-style-type: none"> 7) Supportive services 8) Adult mentoring for a duration of at least 12 months. 9) Followup services for not less than 12 months after the completion of participations. 10) Comprehensive guidance and counseling 11) Financial literacy education 12) Entrepreneurial skills training 13) Labor market information 14) Activities that help youth prepare for and training to postsecondary education and training. 	
B10	Required Documents and Internal Monitoring	
B10.1	<p>The Contractor will review the following ad hoc reports monthly and keep notes and actions taken.</p> <ul style="list-style-type: none"> • From Ad Hoc Reports <ul style="list-style-type: none"> ○ Caseload Report ○ Case Management Not Assigned Report ○ Monthly Case Note Report ○ System Closed Activities Report ○ Participants in Training Report ○ Date of Last Service Report • SCWOS Reports <ul style="list-style-type: none"> ○ Case Management ○ Soon to Exit Cases ○ Master Summary Reports ○ Staff Activities Summary ○ Youth Not Enrolled ○ Predictive Performance reviewing cohorts for measures ○ Individual Fund Tracking Balances 	No comment
B10.2	The Contractor will have a procedure in place to review exits to make sure clients have completed requested services, to ensure employment verification and documentation of skills gains and credential attainment is in place and to provide for a smooth transition to follow-up services.	What will the process be to review anticipated exits?

B10.3	Monitoring will make sure that protected personal identification is safeguarded. Upper Savannah considers it to be a serious violation for Social Security numbers to be in participant records. The Upper Savannah Workforce Development Board will be notified if Social Security numbers are found by Upper Savannah or State monitors.	
B10.4	<p>The following lists of documents must be maintained:</p> <ul style="list-style-type: none"> • Rights Handout • WIOA Orientation Handout • Certification of eligibility for WIOA along with any data validation items • Registration form • Employment Verification Form • A signed and dated copy of the Individual Employment Plan from SCWOS • Referral Form, if applicable • Assessment results, if applicable • Basic skills assessment results • Participant time and attendance documentation • Supportive services provided • Resume • Notes regarding job development and placement assistance if applicable (in SCWOS) • A participant's request for training, if applicable • Record of decision regarding issuance of Individual Training Account • Record of Individual Training Accounts issued • Participant grades, progress evaluations • Worksite agreements, monitoring for Work Experience and On-the-Job Training • Case notes • Documentation for payments (may be filed with finance) <p>It is expected that as of January 1, 2022, all records will be kept electronically. As much as possible forms outside of the SCWOS system will be templates which can be keyed by case</p>	<p>Who will be responsible for creating templates for forms used? How will clients view forms on a screen and sign?</p>

	manager/client and signed on screen by client. WIOA funds cannot be spent on supplies for client files. Also note client expenditures must be tracked in the SC Works Online System.	
B10.5	<p>The following documents must be kept by the agency and will be available for on-site monitoring purposes:</p> <ul style="list-style-type: none"> • Copy of Grant Agreement • Copy of Workforce Innovation and Opportunity Act and applicable Federal Regulations • Staff job descriptions • Staff time and attendance to include annual leave hours, sick leave hours, and holiday hours. Time must be tracked by funding source. • Financial Procedures Manual • Property-Procurement Procedures Manual • Workforce Investment Area Instruction Letters (to be kept in a notebook or electronic file) • Financial reports • Approved travel requests • Monitoring reports and Replies • Log of Complaints • Customer survey results 	No comment
B10.6	<p>All items required for federal reporting on WIOA participation are electronically transmitted to the Department of Labor for three consecutive years, beginning with the year the participant exits the WIOA program. To ensure that all required hard copy files for participants are maintained for a time period sufficient to cover data validation and audits, these records must be maintained for five years. Records for WIOA applicants who have completed applications but were not enrolled within 90 days of the eligibility determination or were determined ineligible for WIOA services must be maintained for three years past the Eligibility Date. Records for individuals with a partial WIOA application must be maintained for three years past the Application Date.</p> <p>Additional information regarding record retention is outlined in SC VOS Instruction 04-03.</p>	No comment
B.10.7	<p>The Contractor's record storage system should have the capability of storing sensitive information securely so only the individuals who need to access specific information may do so. For example, a person may receive a medical statement from a doctor as part of eligibility determination. It is important to keep the statement so it is available for future monitors, but it should not be in application for other</p>	No comment

	staff to review.	
B.10.8	The contractor will monitor documentation by conducting quarterly internal monitoring. The items listed in B.10.4 will be reviewed. Each quarter at least 10% of the caseload should be reviewed. The number of files per case manager can vary according to the results of previous monitoring. More attention should be placed on new case managers and those who had exhibited past weaknesses. A report will be submitted showing the files reviewed, notes made, and deficiencies corrected.	No comment
B.10.9	The contractor will do monthly spot checks utilizing the information stored in SCWOS. The purpose is to identify clients who are not receiving the services they need so that the system can help them. The contractor will be required to review for each case manager: an eligibility determination, a client enrolled in training, a client not in training and a client in follow-up. Upper Savannah will submit the format. The report and the corrections or improvements made from the previous month will be submitted.	Who will be responsible for internal monitoring and how will they be trained?
B.10.10	The contractor will over with each staff member their SCWOS activity summary, resume created report, case note added, followup contacts and system closed report monthly and will benchmark services. Goals will be set and monitored.	No comment
B.10.11	The contractor must use root cause analysis to identify problems and fix them. For instance, if one fourth of clients stop participating after the first meeting, the contractor will explore how they can build value into the first meeting and communicate how a client will benefit from attending again.	Describe how re-occurring problems will be addressed?
B10.12	The parent organization must have a process for reviewing progress made toward goals.	What support will the parent organization provide if the program is not meeting goals.
B10.13	If recording keeping mistakes continue to happen after the steps in B10.8- B10.12, training and additional technical assistance will be provided. After the technical assistance is documented, Upper Savannah may require additional monitoring to be done at the contractor's expense.	

B11.1	<p>The contract will have established service levels based on: staffing, geographic area covered, mix of clients. To account for the complexity of hard to serve target groups, individuals identified as homeless, offenders or foster children are counted twice. Individuals in follow-up are not counted. The negotiated enrollment goals will be prorated if staffing changes.</p> <p>The contract will specify at enrollment levels which will trigger corrective action on the individual level and on the contract level.</p> <p>The Upper Savannah Workforce Development Board receives quarterly updates on enrollment. Enrollment is one of the contract deliverables, which is reviewed as part of contract extension process.</p>	<p>Complete outcome schedule which is part of the budget packet.</p>																																				
B11.2	<p>Capacity will be monitored by reviewing scheduled appointments. The service provider will have a system so others can view the schedule and book appointments. It is expected that case managers time will be split between scheduled appointments (40%), walk-ins and availability for new clients (30%) and paperwork (30%). Management will review the appointment schedule weekly to ensure all staff are either at capacity or recruiting for new clients. The service provider should have the ability to use staff from other offices to meet demand.</p>	<p>No comment</p>																																				
B11.3	<p>Local Performance Goals (DOL measures)</p> <table border="1" data-bbox="298 1157 998 1858"> <tr> <td>Adult</td><td>Employment Rate Q2</td><td>77.8%</td></tr> <tr> <td>Adult</td><td>Employment Rate Q4</td><td>74.0%</td></tr> <tr> <td>Adult</td><td>Median Earnings</td><td>\$5,800</td></tr> <tr> <td>Adult</td><td>Credential Rate</td><td>66.0%</td></tr> <tr> <td>Adult</td><td>Measurable Skills Rate</td><td>55.2%</td></tr> <tr> <td>DW</td><td>Employment Rate Q2</td><td>80.1%</td></tr> <tr> <td>DW</td><td>Employment Rate Q4</td><td>84.5%</td></tr> <tr> <td>DW</td><td>Median Earnings</td><td>\$7,695</td></tr> <tr> <td>DW</td><td>Credential Rate</td><td>63.1%</td></tr> <tr> <td>DW</td><td>Measurable Skills Rate</td><td>57.1%</td></tr> <tr> <td>Youth</td><td>Education, Employment or Training Placement Rate Q2</td><td>75.6%</td></tr> <tr> <td>Youth</td><td>Education, Employment or Training Placement Rate Q4</td><td>75.6%</td></tr> </table>	Adult	Employment Rate Q2	77.8%	Adult	Employment Rate Q4	74.0%	Adult	Median Earnings	\$5,800	Adult	Credential Rate	66.0%	Adult	Measurable Skills Rate	55.2%	DW	Employment Rate Q2	80.1%	DW	Employment Rate Q4	84.5%	DW	Median Earnings	\$7,695	DW	Credential Rate	63.1%	DW	Measurable Skills Rate	57.1%	Youth	Education, Employment or Training Placement Rate Q2	75.6%	Youth	Education, Employment or Training Placement Rate Q4	75.6%	
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Youth	Credential Rate	72.1%										
Youth	Measurable Skills Rate	52.8%										
B11.4	<p>The Contractor is to review exits to remove individuals from performance if they are unable to continue the program. Performance exceptions:</p> <ul style="list-style-type: none">• Institutionalized• Health/Medical Family Care.• Reservists Called to Active Duty• Relocated to a Mandated Residential Program: (Youth)• Deceased: The participant has died.	No comment										
B11.5	SC Works certification standards require customer satisfaction to be benchmarked. The area will define how it measures customer service. The area may participate in a secret shopper program.	No comment										
B12	Followup Services after program participation are required by the Act. It is also a useful tool in enhancing performance. The Contractor will be required to stay in contact with clients for four quarters after program exit.	Specify how the contractor will maintain contact with clients for one year.										
B12.1	The Contractor will document employment and credential attainment in SCWOS.	No comment										
B12.2	As part of followup contacts, the Contractor will discuss how to advance to jobs on the career ladder. Referrals will be made to education providers and community resources.	Describe how clients will be encouraged to advance after initial placement.										
B13	Assurances											
B13.1	The assurances section in A.11 applies to case management as well as the operator.	No comment is necessary unless the contractor plans on designating an additional Equal Opportunity Officer for the case management side of the contract. If that is the plan, please indicate who the EO officer will be and the training they have or will receive.										
B.13.2	Contractor staff will adhere to the area's conflict of interest	No comment										

	<p>policy.</p> <p>WIOA funded staff must serve employers and job seekers. They are responsible for confidential information and often make decisions that have financial implications for businesses and clients. Key to making good decisions and maintaining an appearance of impartiality is disclosure of any relationship that might influence a staff person.</p>	
B.13.3	<p>For this reason staff is required to disclose in writing to their supervisor any client that they are serving to whom they are: related to, live in the same household as, or have a business relationship. The definition of family includes: spouse, children, parents, brothers, sisters, aunts, uncles, nieces, nephews, grandchildren, grandparents or in laws. Examples of relevant business relationships include: partnership or co-owner in business, landlord/tenant, co-worker in business outside of SC Works.</p>	No comment
B.13.4	<p>A business services representative may not negotiate a contract for On-the-Job Training or work experience placement with a representative of a business who meets the definition of family member, live in the same household as or is affiliated in business with.</p>	No comment
B.13.5	<p>It is not appropriate for anyone on the scholarship panel to score an application for someone whom is a family member, household member or business associate.</p>	No comment
B.13.6	<p>There are times when staff is expected to serve an individual that they have a close relationship with, but do not fit the area's nepotism/conflict of interest policy. It is the best interest of the staff member to disclose the relationship.</p>	No comment
B.13.7	<p>The nepotism/conflict of interest policy is not designed to prevent individuals who have a relationship with SC Works staff, but rather to identify possible problems and to develop alternate ways of serving customers. The WIOA director may assign a different staff member or may monitor the situation.</p>	No comment
B14	<p>Financial - The Contractor will submit a financial report, which includes a report of all costs incurred under the Grant Agreement or by the Contractor up to and including the last day of the month. These reports are due by the sixth working day of the following month.*</p>	No comment
B14.1	<p>Financial systems must have a method for identifying and collecting refunds.</p>	No comment

B14.2	Contractors must complete a Grant Agreement closeout report no later than thirty days after the expiration of the agreement.*	No comment
B.14.3	<p>Upper Savannah Council of Governments reserves the right to deobligate funds if the area receives less funding than anticipated.</p> <p>The Upper Savannah Workforce Board has the right to deobligate funds from Contractors who are not registering participants and expending funds as planned. Registration levels and expenditures will be reviewed midway through the Grant Agreement.</p>	No comment
B14.4	The terms and conditions of this Grant Agreement specify the circumstances in which funds may be transferred between line items. It requires any changes in personnel costs to have prior approval from Upper Savannah. This statement of work further requires that any changes to out-of-area travel and equipment purchases must also have prior approval.	No comment
B.14.5	<p>Any alteration, addition or deletion to the terms of this Grant Agreement which are required by changes in federal laws, or federal regulations, or by (1) state instructions; (2) Department of Labor Field Memorandums; (3) Department of Labor WIOA Information Series; or (4) Upper Savannah Workforce Investment Area instructions are automatically incorporated into this Grant Agreement without written amendment hereto, and shall go into effect on the date designated by the law, regulation or instruction.</p> <ul style="list-style-type: none"> • If a Contractor cannot conform to the necessary changes in the Grant Agreement, the procedures specified in the terms and conditions of this Grant Agreement should be followed. • Except as provided otherwise by paragraph A of this section, any material alterations, additions, or deletions to the Grant Agreement must be modified in writing. If a Contractor wants changes, it should request in writing the proposed modification. Both parties must execute modifications. • The Upper Savannah Workforce Development Board may impose sanctions on Contractors when continued non-compliance with this Grant agreement, the Workforce Innovation and Opportunity Act of 2014 and/or its regulations. 	No comment
B14.6	State financial monitors have identified two areas, which they see as being vulnerable to abuse and because of past monitoring; Upper Savannah has adopted the following	No comment

	<p>policies.</p> <ol style="list-style-type: none"> 1. Mileage for staff travel – Documentation should indicate reason for travel, start and ending points and mileage. Monitors may compare the mileage claimed with a Mapquest or Google maps estimate for the journey. If the distance charged exceeds the estimated distance by 10%, the amount over 110% will be disallowed. 2. Meals – In the event the Contractor pays for a meal associated with a meeting, there should be an agenda and a signed attendance sheet. 	
B14.7	If financial records are stored on a computer, appropriate steps must be taken to ensure the data is protected from hardware failure, intentional tampering or external viruses or ransomware. Upper Savannah will not pay to rebuild data if steps could have been taken to safeguard it.	No comment
B.14.8	If Upper Savannah WIOA funds are used to create a product, document, image, process, etc. that is commercially viable, Upper Savannah reserves the right to protect the intellectual property. The goal is not for Upper Savannah to profit, but rather to ensure that what is created can be shared by the workforce system.	No comment
B.14.9	Guidelines for reporting fraud can be found in TEGL No. 02-12. https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=9222	No comment
B.14.10	The Contractor must have in place the capability of furloughing staff with a week notice in the event of a government shutdown.	No comment
B.14.11	If the Contractor has a policy to pay out unused annual leave at separation, it should either have the ability to limit leave accumulation or it should budget for accrued leave. Upper Savannah may not have funding to pay annual leave if a contract is terminated.	No comment
B.14.12	The state workforce development board requires areas to spend at least 30% of program funds for adult and dislocated workers on client costs including training and supportive services. The budget reflects a goal of 40% client costs. The required client expenditure rate may go up or down depending on funding and other costs that Upper Savannah has to pay.	No comment
B14.13	The contractor will use its definition for equipment if it is consistent with federal regulations. Upper Savannah must give written permission for equipment which costs more	

	than \$5,000. Property must be inventoried annually. Generally, computers are not considered equipment. Computers and peripherals purchased for common use will be returned to Upper Savannah if the contract is terminated prior to the 3.5 year maximum. Computers purchased for staff use may remain with the contractor.	
B.15	Minimum Qualification of Funding Staff/ Limitation of Subcontracting	
	<p>The program manager must have experience handling complex programs. A bachelor's degree is necessary unless the person has extensive experience with federal workforce programs. Case managers and business services representatives should have at least a combined four years of relevant work experience/military or post-secondary education. All staff should participate in mandatory training required for SC Works certification. Case managers must obtain the Career Development Facilitator within a year of hire.</p> <p>The program manager and adult/dislocated worker case managers must be employees of the contractor and subcontracting is prohibited. The offeror may propose to subcontract youth services, business services and follow up providing the staff qualifications are similar.</p>	Job descriptions are required for all positions listed in the budget. List any positions subcontracted. Describe how the project leader will be selected.
B.16	<p>Option to Extend – The planned contractual period will be between January 1, 2023 and June 30, 2024. The contract may be extended two years if:</p> <ol style="list-style-type: none"> 1. The Contractor is enrolling clients and providing services. 2. There are no serious outstanding monitoring issues. 3. Performance (including enrollment and client expenditures and fund stream utilization) is at or above the area's goals. 4. Reports are submitted on time. 	No comment

COMPLETE THE BUDGET PAGES FOR THE EIGHTEEN (18) MONTH PERIOD

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
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	9/7/22	9/7/22	9/7/24	9/7/24	9/7/24
1. Stressable (blue, same as 2 of 10) Psychological Trauma	2	4	2	2	4
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	PY 22	PY 22	PY 23	PY 23	PY 23	PY 23	<i>This column is provided for clarification but does not need to be printed in response</i>
	3	4	1	2	3	4	<i>provided by USCOG</i>
Clients Carried In							
Newly Enrolled							
Cumulative Clients Served							
# Active Clients							# of WIOA active enrollees
# Active in Training							# WIOA with training activity in quarter
# Active in Ongoing Activity							# WIOA with activity longer than 1 day in qtr.
Budget (for 18 Month)							From budget form. Same number all cells
Planned Client Costs Cum by Q							Proposal based on budget
Planned All Costs Cum by Q							Proposal based on budget
Actual Client Costs Cumulative							Actual from Financial Status Reports
Actual Costs Cumulative							Actual from Financial Status Reports
Exits Cumulative							SCWOS report
Employed at Exit							SCWOS report from case closure report
# of Credential Reported							SCWOS report (1 credential per client)
Planned Cost Per Employ							Proposal based on budget
Planned Cost by Credential							Proposed based on budget
Actual Cost Per Employ							Calculated
Actual Cost Per Credential							Calculated

	PY 22	PY 22	PY 23	PY 23	PY 23	PY 23	This column is provided for clarification but does not need to be printed in response # provided by USCOG
Clients Carried In	3	4	1	2	3	4	
Newly Enrolled							
Cumulative Clients Seved							
# Active Clients							
# Active in Training							
# Active in Ongoing Activity							
Budget (for 18 Month)							
Planned Client Costs Cum by Q							From budget form. Same number all cells
Planned All Costs Cum by Q							Proposal based on budget
							Proposal based on budget
Actual Client Costs Cumulative							Actual from Financial Status Reports
Actual Costs Cumulative							Actual from Financial Status Reports
Exits Cumulative							SCWOS report
Employed at Exit							SCWOS report from case closure report
# GEDs Reported							
# of Credential Reported Including GEDs							SCWOS report (1 credential per client)
Planned Cost Per Employ							Proposal based on budget
Planned Cost by Credential							Proposed based on budget
Actual Cost Per Employ							Calculated
Actual Cost Per Credential							Calculated

PLANNED	1/1/23 -	4/1/2023	7/1/2023
Clients Carried In	3/31/2023	6/30/2023	8/13/2023
Newly Enrolled			
Cumulative Clients Served			
# OJT Trainees Cumulative			
OJT Expenditures Cumulative			
Supportive Services Cumulative			
Staff and Operating Expenditures Cum.			

If the offeror proposes to spend the entire budget (400K, 50 OJTs should be proposed.

ACTUAL	3/31/2023	6/30/2023	8/13/2023
Clients Carried In			
Newly Enrolled			
Cumulative Clients Served			
# OJT Trainees Cumulative			
OJT Expenditures Cumulative			
Supportive Services Cumulative			
Staff and Operating Expenditures Cum.			

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TOTAL BUDGET & EXPENDITURE SUMMARY

	PY 22	PY 22	PY 23	PY 23	PY 23	PY 23	
	3	4	1	2	3	4	Total
Operator							
Adult							
Dislocated Worker							
Youth							
CAREER Dislocated Worker*							
Total							

* Ends August 18, 2023

DIRECTIONS FOR BUDGET NARRATIVE

Describe staffing plan, include job descriptions. Staffing is the biggest costs. Tell what you need and why.

Explain operating costs. Detail what are one-time expenses such as staff computers and what will be re-occurring.

If profit sought, include and explain. Especially important for fixed price contracts.

If profit is based on expenditures show costs which are included as the base.

Client costs should be detailed to show average cost per client and number of clients benefiting.

Subcontracts should be explained.

Any transitional costs should be explained.

SC WORKS OPERATOR BUDGET FORMS

NOTE: This budget format is included y to show offerors the amount of detail necessary for a budget. Customize as necessary.

WORKFORCE INNOVATION AND OPPORTUNITY ACT Upper Savannah Workforce Development Area

Offeror _____

Grant Number _____

	Total	If a contract is awarded this section will be used to break costs into adult, dislocated worker and youth funds. But that level of detail is not necessary for the proposal				
1 Staff Salaries and Benefits						
2 Operating Expenses						
3 Indirect and/or Profit						
4 Equipment						
5 Assessment						
6 Instructional Training						
7 On-the-Job Training						
8 Work Experience/Internships						
9 Youth Summer Employment						
10 Youth Incentives						
11 Transportation						
12 Childcare						
13 Other Supportive Services						
14 Subcontracts						
15 Transitional Computer Expenses						
Total	\$ -					

All costs are program costs.

57

57

All positions must have an attached job description.

All positions must have an attached job description.

Shared supplies/photocopier/desk phone, etc should not be included

Line Item "2" Operating Expenses	Total				
A. Communications for operator staff					
B. Supplies - operator staff					
C. Supplies - for center					
D. Local Travel					
E. Conference Travel (approval required)					
F. Equipment Lease - Copiers					
G. Printing					
H. Other Operating (specify)					
I. Other Operating (specify)					
J. Other Operating (specify)					
Total Operating Expenses	\$	-			

Line Item "3" Indirect	Total				
Base Rate	\$	-			
Allowable Indirect (Rate X Base)	\$	-			
Base Rate = Salaries					
Name of approving agency: _____					
Period of plan: _____					
Line Item "3" Profit					
Provide additional documentation showing how profit will be calculated and what payment points are requested.					
Equipment purchases must be pre-approved by Upper Savannah. List equipment which will be purchased. (Include additional sheets if necessary.)					
Item Description	Total				

Workforce Innovation and Opportunity Act

59

[illegible]

Workforce Innovation and Opportunity Act

60

New operators should use this sheet to list items including equipment, supplies, software, subscriptions subcontracts, etc, necessary to configure system to support computers remotely.

SAMPLE BUDGET ADULT/DISLOCATED WORKER

NOTE: This budget form is included as a courtesy to show offerors the amount of detail necessary for a budget. Applicants can utilize their own format. Customize as necessary.

WORKFORCE INNOVATION AND OPPORTUNITY ACT Upper Savannah Workforce Development Area

Offeror				
Program	Case Mgt.	Case Mgt.	Case Mgt.	Case Mgt.
	Total	Adult	Dislocated Worker	Leave Blank
1 Staff Salaries and Benefits*				
2 Operating Expenses				
3 Indirect and/or Profit				
4 Equipment				
5 Assessment				
6 Work Experience/Internships				
7 HS Equivalency/Basic Skills				
8 Occupational Classroom Training				
9 OJT				
10 SS Transportaton				
11 SS Childcare				
12 SS Books, Fees, Etc.				
13 SS Needs Related Payments				
14 Other Supportive Services				
15 Other Training or Career Services				
16 Subcontracts				
16 Transitional Costs				
Total				
Client Costs as % of Total Budget		%	Items 5-13 are client costs	

All costs are program costs.

Line Item "1" Salaries/Fringe Benefits

[illegible]

This master salary page should be the same for adult/dislocated worker, youth and operator. With the relevant portion, not greyed out, all positions must have an attached job description

WORKFORCE INNOVATION AND OPPORTUNITY ACT

63

Line Item "2" Operating Expenses	Total	Adult	Dislocated Worker	Youth	Rapid Response
A. Communications					
B. Supplies					
C. Local Travel					
D. Conference Travel (approval required)					
E. Equipment Lease - Copiers					
F. Staff computers/scanners/monitors					
G.					
H.					
I. Other Operating (specify)					
Total Operating Expenses	\$ -				

Line Item "3" Indirect	Adult	Dislocated Worker
<div> <div>Base Rate</div> <div>Allowable Indirect (Rate X Base)</div> <div>Base Rate = Salaries</div> </div>		
Name of approving agency:		
Period of plan:		

Line Item "3" Profit	Adult	Dislocated Worker
Provide additional documentation showing how profit will be calculated and what payment points are requested.		

Equipment purchases must be pre-approved by Upper Savannah. List equipment which will be purchased.			
Item Description	Cost of Item	Adult	Dislocated Worker

ADULT

DISLOCATED

Line Item "5" Assessment N.A. Description	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Line Item "6" Work Experience	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Work Experience	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Line Items "7 & 8" Instructional Training	Cost Per	# Adults	Total For Adult	# DW	Total For DW
A. GED/Basic Skills					
B. Individual Training Acct.					
Total Instructional Training					
Line Item "9" OJT Training	Cost Per	# Adults	Total For Adult	# DW	Total For DW
OJT Reimbursement	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Line Item "10" Transportation	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Payments to Clients	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Line Item "11" Childcare	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Payments to Clients	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Line Item "12" Books & Fees	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Medical, uniforms, etc.	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Line Item "13" Needs Related Payments	Cost Per	# Adults	Total For Adult	# DW	Total For DW
	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Line Item "14" Supportive Services Other	Cost Per	# Adults	Total For Adult	# DW	Total For DW
	Cost Per	# Adults	Total For Adult	# DW	Total For DW
Line Item "15" Other, list	Cost Per	# Adults	Total For Adult	# DW	Total For DW
	Cost Per	# Adults	Total For Adult	# DW	Total For DW

WORKFORCE INNOVATION AND OPPORTUNITY ACT
Subcontracts

List Subcontracts and detail amount designated for adult and dislocated workers
Sucontracts to pay work experience wages maybe client costs

WORKFORCE INNOVATION AND OPPORTUNITY ACT
Transitional Costs/Existing Contractor Only

List costs needed to transition to paperless system

SAMPLE BUDGET FOR YOUTH


67

WORKFORCE INNOVATION AND OPPORTUNITY ACT Upper Savannah Workforce Development Area

Offeror :				
Program: Youth				
	I/S Youth*	O/S Youth	Total Youth	Work Based Learning
1 Staff Salaries and Benefits				
2 Operating Expenses				
3 Indirect & Profit				
4 Equipment				
5 Assessment				
6 Work Experience/Internships				
7 High School Equiv./Basic Skills				
8 Occupational Training				
9 OJT				
10 Transportation				
11 Childcare				
12 SS Books/Fees/Supplie				
13 Other Supportive Services				
14 Needs Related Payments				
15 Incentives				
16 Subcontracts				
Total	\$ -	\$ -	\$ -	

All costs are program costs.

In-School limited to 20%*

% of Work-Based Learning  Green cells/ Total

WORKFORCE INNOVATION AND OPPORTUNITY ACT

69

Line Item "2" Operating Expenses		Total Youth	I/S Youth	O/S Youth
A. Communications				
B. Supplies				
C. Local Travel				
D. Conference Travel (approval required)				
E. Equipment Lease - Copiers				
F. Printing				
G. Staff computer/printer/scanner				
H. Other Operating (specify)				
I. Other Operating (specify)				
Total Operating Expenses*		\$ -	\$ -	\$ -

Line Item "3" Indirect		I/S Youth	O/S Youth
Base Rate		\$ -	\$ -
Allowable Indirect (Rate X Base)		\$ -	\$ -
Base Rate = Salaries+Fringe			
Name of approving agency: _____			
Period of plan: _____			

Line Item "3" Profit	Youth	I/S	O/S
Include anticipated profit above. Include additional documentation showing how it will be calculated.			

Line Item "4"			
Equipment purchases must be pre-approved by Upper Savannah. List equipment which will be purchased.			
Item Description	Cost of Item	Youth	O/S Youth

WORKFORCE INNOVATION AND OPPORTUNITY ACT

70

Line Item "5" Assessment	Cost Per Part.	# I/S Youth	I/S Youth Total	Cost Per Part.	# O/S Youth	O/S Youth Total
Line Item "6" Work Experience	Cost Per	# I/S Youth	I/S Youth Total		# O/S Youth	O/S Youth Total
Work Experience		0	\$ -			
Line Items 7&8" Instructional Training	Cost Per Part.	# I/S Youth	I/S Youth Total			
A. GED/Basic Skills		0	\$ -			
B. Occupational Training		0	\$ -			
Line Item "9" QJT Training	Cost Per	# I/S Youth	I/S Youth Total			
QJT Reimbursement			\$ -			
Line Item "10" Transportation	Cost Per	# I/S Youth	I/S Youth Total			
Payments to/for Clients						
Line Item "11" Childcare	Cost Per	# I/S Youth	I/S Youth Total			
Payments to Clients						
Line Item "12" Other Supportive Svc.		# I/S Youth	I/S Youth Total			
Books, etc.						
Line Item "13" Youth Summer Employment	Cost Per	# I/S Youth	I/S Youth Total			
Summer Youth Empl.		0	\$ -			
Line Item "14" Needs Related Payments.		# I/S Youth	I/S Youth Total			
			\$ -			
Line Item "15" Youth Incentives	Cost Per	# I/S Youth	I/S Youth Total	Cost Per	# O/S Youth	O/S Youth Total
Youth Incentives						

WORKFORCE INNOVATION AND OPPORTUNITY ACT
Subcontracts

List. Detail cost breakout between in-school and out of school.

SAMPLE CAREER DWG

NOTE: This budget form is included as a courtesy to show offerors the amount of detail necessary for a budget. Applicants can utilize their own format. Customize as necessary.

WORKFORCE INNOVATION AND OPPORTUNITY ACT **Upper Savannah Workforce Development Area**

Offeror				
	Program	Case Mgt.	Case Mgt.	Case Mgt.
		Total	Adult	Dislocated Worker
				CAREER DWG
1	Staff Salaries and Benefits*			
2	Operating Expenses			
3	Indirect and/or Profit			
4	Equipment			
5	Assessment			
6	Work Experience/Internships			
7	HS Equivalency/Basic Skills			
8	Occupational Classroom Training			
9	OJT			
10	SS Transportation			
11	SS Childcare			
12	SS Books, Fees, Etc.			
13	SS Needs Related Payments			
14	Other Supportive Services			
15	Other Training or Career Services			
16	Subcontracts			
16	Transitional Costs			
	Total			

The contract is to provide OJT to dislocated workers or long-term unemployed (13 weeks +)

Line Item "1" Salaries/Fringe Benefits

Proposed Positions

Annual Salary

CAREER DWG	
% of	Budget
Time	

[illegible]

CAREER DWG not listed on master salary page because the time period is different. If staff will show split between contracts in budget narrative..

WORKFORCE INNOVATION AND OPPORTUNITY ACT

74

Line Item "2" Operating Expenses		CAREER DWG					
A. Communications							
B. Supplies							
C. Local Travel							
D. Conference Travel (approval required)							
E. Equipment Lease - Copiers							
F. Staff computers/scanners/monitors							
G.							
H.							
I. Other Operating (specify)							
Total Operating Expenses		\$	-				

Line Item "3" Indirect		CAREER DWG				
	Base Rate					
	Allowable Indirect (Rate X Base)					
Base Rate = Salaries						
Name of approving agency:						
Period of plan:						

Line Item "3" Profit	CAREER DWG			
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Provide additional documentation showing how profit will be calculated and what payment points are requested.

CAREER DWG

Line Item "5" Assessment			
N.A.			
Description	Cost Per	# Clients	Total
Line Item "6" Work Experience			
	Cost Per	# Clients	Total
Work Experience			
Line Items "7 & 8" Instructional Training			
	Cost Per	# Clients	Total
A. GED/Basic Skills			
B. Individual Training Acct.			
Total Instructional Training			
Line Item "9" OJT Training			
	Cost Per	# Clients	Total
OJT Reimbursement			
Line Item "10" Transportation			
	Cost Per	# Clients	Total
Payments to Clients			
Line Item "11" Childcare			
	Cost Per	# Clients	Total
Payments to Clients			
Line Item "12" Books & Fees			
	Cost Per	# Clients	Total
Medical, uniforms, etc.			
Line Item "13" Needs Related Payments			
	Cost Per	# Clients	Total
Line Item "14" Supportive Services Other			
	Cost Per	# Clients	Total
Line Item "15" Other, list			
	Cost Per	# Clients	Total
		\$	-
		\$	-
		\$	-