

## Workforce Development Board

**UPPER SAVANNAH WDA INSTRUCTION NUMBER: PY'17-11**

**TO:** Upper Savannah Grantees

**ISSUANCE DATE:** May 8, 2018

**EFFECTIVE DATE:** Immediately

**SUBJECT:** Supportive Services Change, Replacing Upper Savannah Instruction PY'16- 3

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Supportive services are allowable under the Workforce and Innovation Opportunity Act. The Final Rules in 20CFR 680.920 instruct local boards to develop local policies which ensures service coordination in their area. The policies below apply to individuals enrolled in WIOA programs. They do not apply to clients in follow-up unless specified.

### 1. Assistance with Transportation

WIOA contractors can provide transportation for onetime events. For example if the contractor schedules a field trip for a class of youth participants to an employer, the contractor can either provide or procure transportation for the group. Written permission must be obtained for travel outside of the Upper Savannah region. Contractors can work with public transportation providers to provide transportation to school and to work for the first three weeks of a job.

#### Transportation Reimbursement

Who Is Eligible for Service?	Adults, Dislocated Workers and Youth who attend approved occupational skills training, basic training or work experience further than 5 miles from their home and who do not receive transportation assistance from another organization.
What Is Provided?	\$5 dollars a day for 5 to 24 miles one way \$12 dollars a day for 25 miles one way or more Transportation payments for work experience are limited to three weeks.
What Documentation is Necessary for Payments?	The contractor must obtain a class schedule showing where classes are offered and calculate the distance from the client's house to the training. The documentation must be updated whenever there is a change in training or the client's residence. The printout showing that the training is more than 5 miles away should be filed with accounting paperwork when a purchase order for transportation is generated.  Contractors may pay clients weekly or bi-weekly. Attendance records must show the client attended the class. The client cannot be paid for days they attend virtual classes or work online unless the tele-class set up or computer lab is more than 5 miles from the client's house. Attendance documentation should be submitted to the accounting office with check request forms.

**2. Assistance with childcare and dependent care.** Contractors must be familiar with childcare options in the area and make referrals as appropriate. The services below are for those who have unmet needs.

Who Is Eligible for Service?	<p>Adults and Youth who attend approved occupational skills training or adult education activities who require childcare assistance to attend class.</p> <p>Children must be 13 years old or younger. The service is limited to six months for clients funded under the adult program.</p>
What Is Provided?	<p>A payment of up to \$15 a day for pre-school care or up to \$8 a day for after school care for school age children. The payment must be to the provider. Relatives may be used as childcare providers, but a reimbursement will not be made to a parent. For example, a dad cannot be paid for keeping his child so the mother can attend class.</p>
What Documentation is Necessary for Payments?	<p>The contractor must obtain a class schedule showing where classes are offered. Childcare is not provided for internet-based classes. The contractor must have on file:</p> <ol style="list-style-type: none"> <li>1. Documentation of children’s ages (can be self-attestation from parent.)</li> <li>2. Documentation of the provider. W-9 forms should be on file for providers, which have payments exceeding \$600 a year.</li> <li>3. Documentation that the provider is not a parent of the child. (Can be self-attestation.)</li> <li>4. If the provider is not a licensed childcare facility, the client must sign a statement indicating the client selected the provider and that by paying towards the cost of childcare, WIOA does not make any guarantees regarding the quality of care.</li> <li>5. Attendance documentation. Childcare can only be paid for days when clients are in class.</li> <li>6. Documentation that childcare is not provided by another agency, or still exists after other agency contributes. (For example, DSS pays for day care from 7 am to 6 pm, but client needs care from 5:30 am to 7 am to attend clinical classes.) The documentation can be self-attestation. However if a client is dual enrolled between partner programs, WIOA should verify what services the client is receiving.</li> </ol>

**3. Assistance with Housing**

The Upper Savannah Workforce Area does not provide assistance with housing. The agencies, which may help, include GLEAMNS Community Services Block Grant, churches and the GAMES Homeless Coalition.

**4. Needs Related Payments (NRP)**

Who Is Eligible for Service?	<p>WIOA Adult and Youth clients who are economically disadvantaged at the time of enrollment, who are unemployed and who are not receiving UI benefits.</p> <p>Payments are limited to those who are in occupational classroom training which is nine weeks or shorter and which has class at least 24 hours a week or more.</p>
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What Is Provided?	\$150 a week payment for eligible clients who are in class. A client cannot receive NRP and transportation and/or childcare simultaneously. Clients may use the payment for more than one training program if multiple programs are recommended in the Individual Employment Plan. Reimbursement is capped at 12 weeks.
What Documentation is Necessary for Payments?	<p>Client files must contain:</p> <ol style="list-style-type: none"> <li>1. Income verification that the client had family income of 70% or below of the LLSIL. The income verification cannot solely determined by self-attestation.</li> <li>2. Documentation that client is unemployed. This will come from the application and a statement on the NRP request form submitted weekly.</li> <li>3. Documentation of UI status – UI printout and on NRP request form.</li> <li>4. Statement from client that they are not receiving income support from another agency for attending class.</li> <li>5. Information showing that training program is 9 weeks or less and has at least 24 hours a week of instruction.</li> <li>6. Attendance documentation. Payments will only be made for weeks when client attends 80% of scheduled hours or more.</li> </ol> <p>Because NRP are more complicated than other supportive services, NRP applications will be jointly reviewed by Upper Savannah and the career services and training contractor.</p>

**5. Assistance with Educational Testing**

Who Is Eligible for Service?	WIOA Adult, Dislocated Workers and Youth
What Is Provided?	<p>Payment for licensing exams or tests for educational credentials</p> <p>WIOA will not pay for an exam twice without remediation. If a client fails the initial exam, the client must participate in at least one hour of remediation for every \$5 of the cost of the retest.</p>
What Documentation is Necessary for Payments?	<p>File must include:</p> <ol style="list-style-type: none"> <li>1. Information on test. When and where is it administered? What credential will be earned if the client passes?</li> <li>2. Documentation of payment. It is preferred that the testing organization is paid directly. If the client pays, there must be a receipt or other clear evidence that the client (and not another agency) paid the cost.</li> <li>3. Either a release form allowing WIOA to get a copy of the credential or a written assurance from the client that the client will provide a copy of the credential.</li> <li>4. Documentation of remediation if retaking test.</li> </ol>

**6. Reasonable Accommodations for individuals with Disabilities**

The Upper Savannah area is committed to eliminating barriers to employment. The area ensures its locations are ADA compliant. From time-to-time, there may be need for services such as a sign language interpreter. Upper Savannah and its contractor will handle situations on an as-needed basis.

**7. Referrals to Health Care**

Upper Savannah can pay for health care expenses, which are necessary for a client to go to class or get employment. Examples of services include: immunizations, TB testing, prescription eyeglasses, clinic visit to get a prescription to treat health condition which would cause client to fail pre-employment physical (such as high blood pressure), prescription medicine. To stretch funding (and help clients access care after WIOA participation) referrals should be made to free clinics when possible. In the case of prescription glasses. WIOA can pay for basic frames and the prescription lenses. WIOA will not pay for upgrades such as designer frames, no line bifocals, and tint changing coatings. It is a best practice to get an estimate before authorizing eyewear.

Note: Even though contractors must document the necessity of medical expenses, care should be taken so that a client’s specific medical condition and treatment are not kept in files. Diagnoses should be redacted from records and not disclosed in case notes. If it is impossible to separate the financial documentation and sensitive medical information, the documentation may be placed in a sealed envelope marked “confidential information relating to check number #xxx” and be kept in a locked cabinet so that an auditor may review it if necessary, but otherwise it will be shredded unopened after the records retention date passes.

Who Is Eligible for Service?	WIOA Adult, Dislocated Workers or Youth who need medical assistance to go to training or get or keep a job
What Is Provided?	Immunizations Testing Medical care Prescriptions Prescription eye glasses
What Documentation is Necessary for Payments?	File must include: <ol style="list-style-type: none"> <li>1. Statement from client that the treatment was necessary to attend school or to work</li> <li>2. Itemized bill from provider. (Note: bills for glasses must breakout any upgrades.)</li> <li>3. It is recommended that providers be paid directly. If a client pays the provider, they must provide a receipt or other evidence that they paid the expense, and it was not paid for by another source (such as insurance.)</li> </ol>

**8. Assistance with uniforms or other work attire and work-related tools**

Up to \$200 in uniforms, personal protective equipment and tools may be purchased for a client. If the client is attending training, the items must be required by the school. If the items are needed for work, they must be required by the employer. General clothing such as an interview suit or a pair of khaki slacks for employment at Wal-Mart cannot be purchased. It is recommended that uniforms be purchased for the client or the client be given a voucher.

Who Is Eligible for Service?	WIOA Adult, Dislocated Workers or Youth who need a uniform, personal protective equipment or tools to complete approved training, go to work or keep a job
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What Is Provided?	Uniforms, personal protective equipment (hardhat, steel toe boots, reflective vest, safety glasses, ear protection), welding protection, hand tools needed to work in occupation.
What Documentation is Necessary for Payments?	<p>File must include:</p> <ol style="list-style-type: none"> <li>1. Statement from school or copy of school catalog or if a uniform or personal protective equipment is required by an employer, there must be documentation of what is necessary (job listing, letter, email, page from employer orientation guide.)</li> <li>2. Itemized listing of items purchased.</li> <li>3. If the client is being reimbursed, the documentation should show that the client paid for the items.</li> </ol>

**9. Assistance with books, fees, and other necessary items for student enrolled in post-secondary classes.**

Who Is Eligible for Service?	<p>WIOA Adult, Dislocated Workers or Youth enrolled in post-secondary occupational or basic skills training.</p> <p>The training can include programs on the Eligible Training Providers List as well as training sponsored through partner agencies, unions or employer associations. If the training is not on the eligible training provider's list, there must be documentation that the training is consistent with the area's priorities, it leads to a self-sufficiency wage, there is demand for that occupation and there is an opportunity to get a credential.</p>
What Is Provided?	<p>Items must be <u>required</u> for students.</p> <p>Contractors should get an estimate prior to authorizing charges.</p> <p>No computers can be purchased.</p> <p>I-pads can only be purchased when they are required and the purchase of the I-pad reduces costs for books.</p> <p>The area does not pay for general desktop supplies such as paper, notebooks, pencils, etc.</p> <p>Equipment and tool kits costing more than \$500 may be purchased as necessary, but WIOA maintains ownership of the equipment or tools until the trainee completes and needs the material to start a training related job. In the event that a trainee drops out, the equipment/tool kit will be reissued to another trainee.</p> <p>If the books and other materials are not for a program on the Eligible Training Provider's List, the limit is \$1,200 per client.</p>
What Documentation is Necessary for Payments?	<p>File must include:</p> <ol style="list-style-type: none"> <li>1. ITA documentation showing course on ETP list <u>or</u> documentation that the training is consistent with the area's policies. The following training programs are not allowed: nursing assistant, medical assistant, ward secretary, medical billing and coding, phlebotomy, cosmetology, barbering, massage therapy, college transfer programs, horticulture, public safety, building construction, paralegal, clerical, child development and human services., courses for a four-year degree or higher.</li> </ol>

	<ol style="list-style-type: none"><li>2. Course syllabus or other document showing need for books, equipment, etc.</li><li>3. Itemized bills from provider or receipts from client. Client purchases must show the client paid for the items.</li><li>4. Release form to allow WIOA to obtain copy of the student's credential from school.</li></ol>
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**10. Payments and fees for employment and training-related applications, tests and certifications**

Payments for employment-related applications, tests and certifications are allowable as long as they are consistent with the client's individual employment plan. Please note however, that it is not Upper Savannah's policy to conduct background checks and drug screens on all clients as a condition for program participation. Screening is limited to what is required by training vendors and employers.

**11. Legal Aid Services**

The cost for filing for an expungement of a South Carolina minor offense may be paid for clients who are enrolled and actively working towards goals in their Individual Employment Plan. A case manager may set goals which must be met prior to WIOA authorizing payment for expungement funding.

**12. Other Supportive Services – Driver's Education Training**

Clients who lack a driver's license may be offered instruction through a commercial training provider.

Please distribute to all appropriate staff for review and implementation.

Direct questions regarding the supportive service policies to Workforce Staff at Upper Savannah at 864-941-8050.



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Ann Skinner  
Workforce Development Director  
Upper Savannah Council of Governments

## Youth Incentive Policy

### 2018 Incentive Policy

- \$25 Bonus for Taking TABE test, assessment and developing an Individual Employment Plan.
- \$100 Bonus for Obtaining Credential which meets definition of a credential attainment for performance measurement. (Can be earned up to three times.) This bonus does not apply if client is eligible for similar bonus from partner agency such as Goodwill.
- \$200 Bonus for Obtaining GED, high school diploma, or associate degree. (Can be combined with \$100 bonus, for example a person can get a GED and a SCMC certificate.)
- \$50 Bonus for Obtaining Unsubsidized Job and Participating in Career Advancement Counseling session. To be eligible the client submits a paystub. The client and career coach discuss how the client can be successful in the new job and possibility advance.

### 2019 Incentive Policy

- \$50 Bonus for attending at least two hours of pre-employment preparation and passing pre-employment test and attending five consecutive days of employment with good evaluation on timeliness, appropriate appearance, adherence to directions and efficient use of time.
- \$100 Bonus for Obtaining Credential which meets definition of a credential attainment for performance measurement. (Can be earned up to three times.) This bonus does not apply if client is eligible for similar bonus from partner agency such as Goodwill.
- \$200 Bonus for Obtaining GED, high school diploma, or associate degree. (Can be combined with \$100 bonus, for example a person can get a GED and a SCMC certificate.)
- \$50 Bonus for Obtaining Unsubsidized Job and Participating in Career Advancement Counseling session. To be eligible the client submits a paystub. The client and career coach discuss how the client can be successful in the new job and possibility advance.

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## Workforce Development Board

**UPPER SAVANNAH WDA INSTRUCTION NUMBER: PY'17-09**

**TO:** Upper Savannah Grantees

**ISSUANCE DATE:** August 7, 2017

**EFFECTIVE DATE:** Immediately

**SUBJECT:** Priority of Service Under WIOA

**Upper Savannah Council of Governments**

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The Workforce Innovation and Opportunity Act (WIOA) establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. When using WIOA Adult funds to provide individualized career services, training services, or both, priority must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Individuals who are English language learners meet the criteria for “basic skills deficient” and must be included in the priority populations for the title I Adult program. Under WIOA, priority must be implemented regardless of the amount of funds available to provide services in the local area.

The priority requirement does not necessarily mean that services may only be provided to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. The Local WDB and the Governor may establish a process that also gives priority to other individuals eligible to receive such services, provided that it is consistent with priority of service for veterans.

Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs, which include WIOA programs. However, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA priority for Adult funds, priority must be provided in the order described below. A veteran must meet each program’s eligibility criteria to receive services under the respective employment and training program. For income-based eligibility determinations and for determining priority of service, military pay or allowances paid while on active duty or paid by the Department of Veterans Affairs (VA) for vocational rehabilitation, disability payments, or related VA-funded programs are not to be considered as income.

Priority must be provided in the following order:

- First.** Veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services with WIOA Adult formula funds for individualized career services and training services.
- Second.** Non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
- Third.** Veterans and eligible spouses who are not included in WIOA's priority groups.
- Fourth.** Priority populations established by the Governor and/or Local WDB. Upper Savannah has established this priority to include adults who fall under the Upper Savannah Self-Sufficiency Guidelines (Upper Savannah WDA Instruction Number PY 17-08). The Upper Savannah Area will continue to use the "self-sufficiency" criteria adopted under WIA, which means employment that pays at least 100% of the LLSIL based on family size and income.
- Last.** Non-covered persons outside the groups given priority under WIOA. Eligible individuals who do not meet the above priorities may still be enrolled as participants in the WIOA adult program. However, effective July 1, 2016, seventy percent (70%) of newly enrolled adult participants must be low-income, to include public assistance recipients, or basic skills deficient. Upper Savannah has set a goal requiring ninety percent (90%) of newly enrolled adult participants to be low-income. This priority of service policy is not applicable to participants served as dislocated workers.

It is beneficial to capture all applicable priority of service categories to reflect efforts in serving those most in need. In addition, such characteristics will likely have a positive impact on future performance negotiations as the statistical adjustment model is implemented. Therefore, all applicable priority of service criteria should be recorded in SCWOS and the documentation required for each criteria recorded must be maintained in the participant's file.

**ACTION:**

Please distribute to all appropriate staff for review and implementation.

Questions regarding this instruction should be directed to the Workforce Development Staff at 864-941-8050.



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Ann Skinner  
Workforce Development Director

UPPER SAVANNAH COUNCIL OF GOVERNMENTS

/s/

Attachment

## UPPER SAVANNAH WDA LOWER LIVING STANDARD INCOME LEVELS (LLSIL)

### FOR ADULT SELF-SUFFICIENCY & PRIORITY OF SERVICES

FAMILY SIZE	100% LLSIL NON-METRO (Abbeville, Greenwood, McCormick, Newberry)	100% LLSIL METROPOLITAN (Edgefield, Laurens, Saluda)
1	\$12,968	\$13,166
2	\$21,245	\$21,573
3	\$29,159	\$29,609
4	\$35,995	\$36,555
5	\$42,478	\$43,144
6	\$49,676	\$50,459
7	\$56,874	\$57,774
8	\$64,072	\$65,089

For families larger than 8, add for each additional person in the family:

\* \$ 7,198 for non-metropolitan      \* \$ 7,315 for metropolitan

**NOTES:**

The metropolitan areas of South Carolina include the following counties: Aiken, Anderson, Berkeley, Calhoun, Charleston, Darlington, Dorchester, Edgefield, Fairfield, Florence, Greenville, Horry, Kershaw, Lexington, Laurens, Pickens, Richland, Saluda, Spartanburg, Sumter, and York.

In WIOA, training services may be made available to employed and unemployed adults and dislocated workers who are determined:

- Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services; and
- In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.

This issuance supersedes all previously issued Family Income Guidelines. WIOA Family Income Guidelines are updated periodically when national guidelines change. It is important that the previous copies of the guidelines are kept and are not discarded. The older versions, for example, would be used to review income levels in effect at the time an individual originally applied for WIA/WIOA.

**Use to determine an individual's Self Sufficiency for receipt of training services in WIOA.  
Do not use these Income Guidelines to determine an individual's  
Low Income Status for WIOA services or Needs Related Payments.**

### FOR DISLOCATED WORKER SELF-SUFFICIENCY

Self-sufficiency is defined as having a job which pays more than 80% of dislocation wage. If a person finds a part-time job, weekly earnings will be considered rather than hourly earnings.

## Workforce Development Board

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**UPPER SAVANNAH WDA INSTRUCTION NUMBER: PY'17-12**

**TO:** Upper Savannah Grantees

**ISSUANCE DATE:** May 8, 2018

**EFFECTIVE DATE:** Immediately

**SUBJECT:** Policy for Approving Training Programs

**REPLACES:** PY 15'04

**Background:** The Workforce Innovation and Opportunity Act (WIOA) requires training providers to apply for approval as an eligible training provider to receive WIOA occupational training funds. The Statewide List of Certified Training Providers includes all training programs certified by one or more Boards. Inclusion on the state list is not an endorsement from the SC Department of Employment and Workforce (SCDEW) of that program or provider.

### **Process for Approval:**

Training Providers must first complete the state application process with SCDEW before they can be considered for local approval (<https://scpath.org/>). Upon receipt of completed application and program data, SCDEW does an initial review. The state application allows program providers to indicate what geographical area they wish to serve. Local areas are notified when a program application has completed the submission process and requests local approval. Local areas will review the data submitted to the state.

Through the years, the Upper Savannah Workforce Development Board has adopted policies. Upper Savannah staff uses the pre-established criteria to make determinations regarding inclusion on the local list.

*This document does not include all of the definitions or instructions listed in the state process. It summarizes some key provisions and describes local practices, which supplement the state policy.*

### **Criteria for Local Approval:**

#### Training Providers

1. Has completed the application submission process to be placed on the SC Eligible Training Providers list.\* (More information regarding items marked with an "\*" is included on page 3, #3.)

2. Is licensed by appropriate entity such as the SC Commission on Higher Education or is a registered apprenticeship.\*
3. Must have been in operation at least two years.\*
4. Is nationally or regionally accredited by a regulating body recognized by the US Department of Education, or where programmatic accreditation is not available for a course of study, the provider must be able to issue an industry recognized and portable credential to participants completing the course.\*
5. Offer training in a facility which is in compliance with ADA requirements and be able to pass a site visit.
6. Has a physical location within South Carolina, North Carolina or Georgia.\*
7. Offer training within 60 miles of the outside radius of the Upper Savannah Workforce borders.\*\* (See page 3, #4). Exceptions to this rule may be made for truck driver training schools that offer housing. Also, Upper Savannah may approve a school outside of the radius if it has a request from a WIOA applicant or client who has made arrangements to commute or obtain lodging.
8. The organization and/or its principals is not on the federal debarment list.\*
9. The school has adequate facilities, equipment and staff for students to be able to complete training. Upper Savannah reserves the right to visit any training vendor to ensure that the school correctly represented itself on the application. If the school is too far away to visit, Upper Savannah may call the workforce area where the provider is located to get a reference.

Eligible Training Courses:

1. Must be for an in-demand occupation for the Upper Savannah region and must lead to a self-sufficient wage as defined by WIOA performance guidelines. (See attachment for most current list.)\*
2. Students must be able to complete training and earn a recognized credential within two years. \*
3. Should be recognized by local employers as adequate preparation for selected career. Upper Savannah may contact employer references supplied by applicant. Also, Upper Savannah may contact additional employers to receive feedback on the value of training.
4. Training programs which prepare workers for skilled trades (such as machine tool, automotive technology and HVAC) and which prepare workers to be healthcare providers (such as registered nursing, paramedic) must have hand-on instruction so students can learn by guided practice. An exception is refresher courses designed to help a student pass a licensing exam.\*

**Renewal of Inclusion on State and Local Lists**

1. Providers and programs must be re-evaluated each two years according to policies developed by SCDEW and listed in the state policy.

2. The program must submit information to SCDEW annually so that performance data can be calculated. It is not expected that data will be available until after Program Year 2018. Once performance information is available, programs must meet local pre-determined goals.

### **Revocation of Inclusion on Lists**

1. Providers and programs may be removed if relevant information from the application changes or is found to be erroneous.
2. If an occupation is removed for the area's list of in-demand careers, programs will be removed. Existing trainees will be grandfathered.
3. Providers and programs may be removed if there appears to be a pattern of complaints and the school cannot resolve grievances filed by WIOA-funded students.

### **Appeals Process**

1. When it is determined that a program does not meet criteria for inclusion, the provider is notified in writing and the reason(s) for denial will be cited. If it appears the denial was due to an error in the application (for example the length of training was listed as 200 months rather than 20 months), the application can be amended and resubmitted.
2. Denials which were based on the judgement of Upper Savannah staff may be appealed. For example, if staff felt that there was not sufficient equipment to train students, that part of the determination could be appealed.
3. The Upper Savannah Workforce Board will not hear appeals for criteria which are factual and based on previously established board policy. For example, if it is proposed that photography be offered, and photography is not on the region's list of in-demand training, an appeal hearing will not be scheduled. The criteria which are starred with a single asterisk symbol "\*" are not eligible for an appeal hearing.
4. For the sake of expediency, Upper Savannah may initially exclude organizations which are outside a 60-mile radius from the borders of the Upper Savannah region. If a school identifies a potential student who might be served through Upper Savannah, the application will be re-evaluated upon request. This criteria is identified in the section above marked with a double asterisks ("\*\*").
5. The area will build data on performance history. In the future, there will be state and local requirements for performance. During the initial transition period, organizations may be able to appeal local termination due to poor performance.
6. An organization can appeal if it feels that Upper Savannah's determination and/or policies violate federal or state laws or regulations.

7. If an organization wants to file an appeal for either an initial denial or a subsequent removal from the list, it should be filed in writing within 30 days of the receipt of the denial notice. The appeal must respond to the criteria that Upper Savannah found to be deficient. The state instruction gives additional guidance on appeals.
8. If an appeal is not filed within 30 days, an applicant's ability to appeal is exhausted. The two exceptions are if the appeal alleges that Upper Savannah's actions violate federal or state laws or regulations and if distance was the only unmet criteria and a client asks the area to reconsider.
9. When an appeal is filed, Upper Savannah will contact the proposed provider within seven days to see if an alternate resolution can be found. If the matter is not resolved to the satisfaction of the applicant, an appeal hearing will be scheduled. The executive committee of the Upper Savannah Workforce Development Board or an ad hoc committee of the board designated by the executive committee will schedule a hearing within 30 days of appeal request. A determination will be made within 30 days of the appeal hearing.

#### **Assurances and Payment Arrangements**

1. Individuals participating in WIOA may be issued a training scholarship (voucher) for training based on their needs and abilities. Scholarships have set amounts and are valid for a specific period of time. Students are given an award letter that they can take to the school they select.
2. WIOA cannot pay for costs incurred before a scholarship award letter is issued. Because a debt may prevent a student from obtaining a credential after training, debts have to be resolved prior to WIOA payment.
3. WIOA funding will be used to supplement other types of aid. Students will be required to apply for all applicable aid. Assistance will be applied towards training costs in the following order:
  - a. Pell Grants
  - b. State Grants
  - c. Lottery Funding
  - d. WIOA Scholarships

Students are not awarded WIOA funds if other aid covers all required costs.

4. The school will provide records showing all expected financial aid and the actual aid received. The information supplied to WIOA will also show if students took a loan.
5. If the projected costs are anticipated to exceed the sum of all financial assistance, the client must pay the estimated balance before WIOA funds are used. For example, if training costs \$10,000 and WIOA awards the student \$6,000, the client must pay \$4,000 out of pocket before WIOA funds will be used.
6. WIOA will pay up to the published cost for training. It is the responsibility of the school to keep financial information in the Eligible Training Providers list accurate. WIOA will follow the

school's written policies on refunds and withdrawals unless an alternate agreement is mutually agreed upon.

7. WIOA pays costs as they are incurred. For example, tuition for a four semester training program will be paid for each semester separately.
8. Student progress is monitored. Schools are required to share information on attendance and grades. If a student is not making adequate progress, funding will be discontinued.
9. The Upper Savannah region has a policy of withholding a portion of payment for fixed priced training programs. This applies to programs which cost more than \$4,000 which have a one-time cost for tuition at the start. WIOA will pay enrollment costs (application fees, drug screens, etc.) when a student starts approved training. After the first week of class, Upper Savannah agrees to pay half (50%) of the published training cost. A fourth is paid when the client obtains a credential and the remainder is paid when the client starts working. Documentation is necessary for payment. Upper Savannah will notify providers if their programs are subject to the tiered payment system.
10. Schools must abide by federal, state and local laws and regulations.

Questions regarding this instruction should be directed to the Workforce Development Staff at 864-941-8050.



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Ann Skinner  
Workforce Development Director

UPPER SAVANNAH COUNCIL OF GOVERNMENTS

Attachment

## Upper Savannah WDB Approved Training Programs

- Accounting
- Automotive Technology
- Basic Machine Operations
- Business - General
- Business Management
- Cardiovascular Technology
- Certification in Production & Inventory Management
- Civil Engineering Technology
- CNC - Computerized Numerical Control
- CNC Programmer
- Computer Networking Technology
- Computer Programming
- Computer Technology
- CSRA Electrical JATC
- Diesel Engine Performance
- Diesel Equipment Technology
- Electrical Maintenance
- Electronics Engineering Technology
- Emergency Medical Technology
- Engineering Graphics Technology
- Heating Ventilation and Air Conditioning
- Heavy Equipment Operator
- Industrial Electricity - Electronics
- Industrial Electronics Technology
- Industrial Maintenance Technician
- Lean Six Sigma Black Belt
- Lean Six Sigma Green Belt
- Machine Tool Technology
- Mechanical Engineering Technology
- Mechatronics Technology
- Microsoft Network Technician
- Nursing
- Paramedic
- Project Management
- Radiologic Technology
- Radiological Control Technician
- SCMC Program SC Manufacturing Certification
- Surgical Technology
- Truck Driver Training
- Welding