Annual Report
2015-2016

Upstate
WORKFORCE BOARD

Advancing the Future
of Business and Community

upstateworkforceboard.org

OUR MISSION

To build and maintain a workforce development system that meets the needs of employers

OUR VISION

To create and oversee a continuously improving workforce development system that:

- Encompasses all necessary resources for the citizens of our region to obtain employment at a livable wage
- Ensures employers have a work ready pool of applicants and a point of contact to obtain other employer related services
- Promotes youth development in education, training and employment

OUR CORE VALUES

- Uncompromising integrity in all situations
- Honestly and justly holding each other accountable in ethical challenges
- Embracing different perspectives, experiences, cultures, backgrounds, talents, and contributions of others
- Striving for excellence in workforce and community development

A Word from the Current Chairman…

These are exciting times in the Upstate area. Whether you are an employer, an employee, a job seeker or someone who has not found that dream situation yet, there are opportunities for all. The Upstate Workforce Board is here to help all residents willing to improve their education and skills so they may be a part of the great things that are happening. By funding programs aligned with our stated mission and vision, it is our hope that we can match the needs of the businesses in the area with the desires of the Upstate workforce.

Curtis Anderson, Chairman

BOARD MEMBERS
(7/1/15 – 6/30/16)

Mr. Curtis Anderson
BMW Manufacturing

Mr. Wade Ballard
Ford & Harrison, LLP

Mr. Shelley Blount
Jocassee Designs, Inc.

Mr. Bill Brasington
Adult Learning Center, Inc.

Mr. Ryan Childers
BMW Manufacturing

Ms. Tammy Cooley
Spartanburg County Adult Education

Mr. Jim Cook
Cherokee County Development Board

Mr. Chuck Ewart
The Ewart Group

Mr. Robbie Faucett
Chesapeake Bank

Mr. Wayne Gregory
International Glass, Molders, Pottery & Allied Workers

Ms. Betty Guzzo
LBG Associates

Mr. Craig Jacobs
Spencer/Hines Properties

Ms. Pam Kennedy
SC Department of Employment & Workforce

Ms. Kathy Lancaster
Spartanburg Community College

Ms. Cherie Pressley
SC Department of Commerce

Mr. Carter Smith
Economic Futures Group

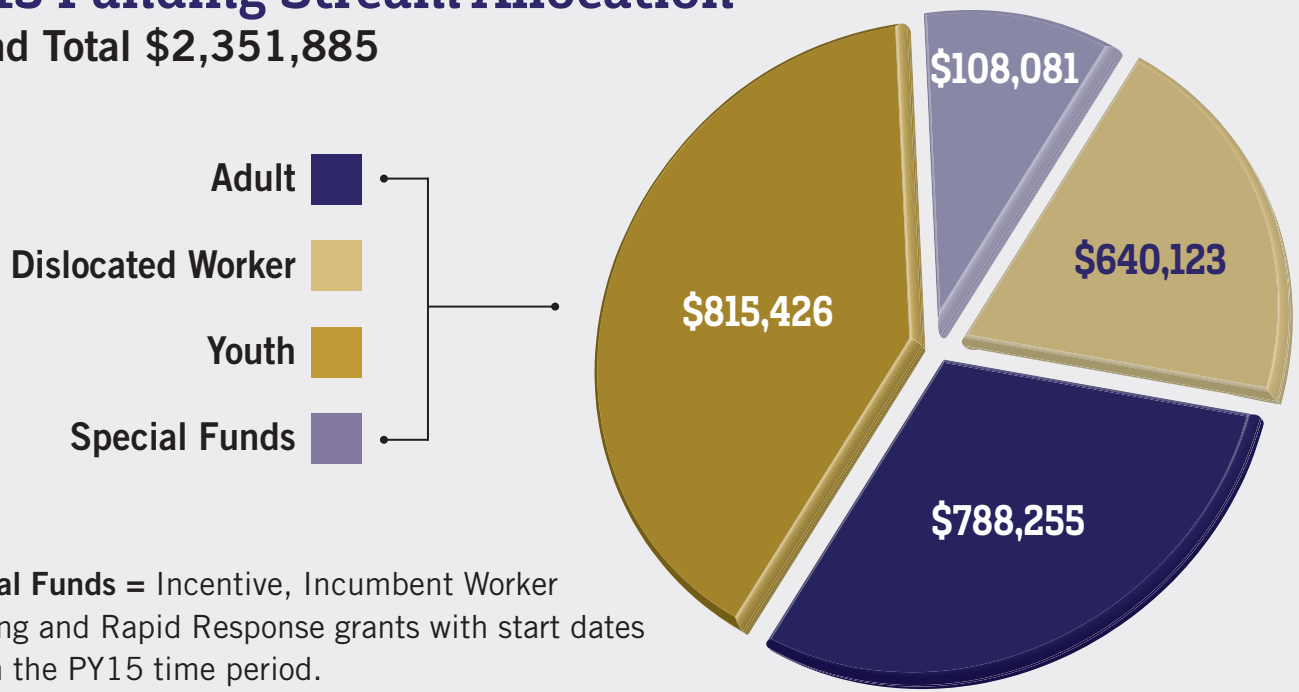
Ms. Jennie Thomas
SC Vocational Rehabilitation, The Bryant Center

Mr. David Wall
Wells Fargo Bank

Ms. Martha Young
Dee Traxx, Inc.

PY15 Funding Stream Allocation

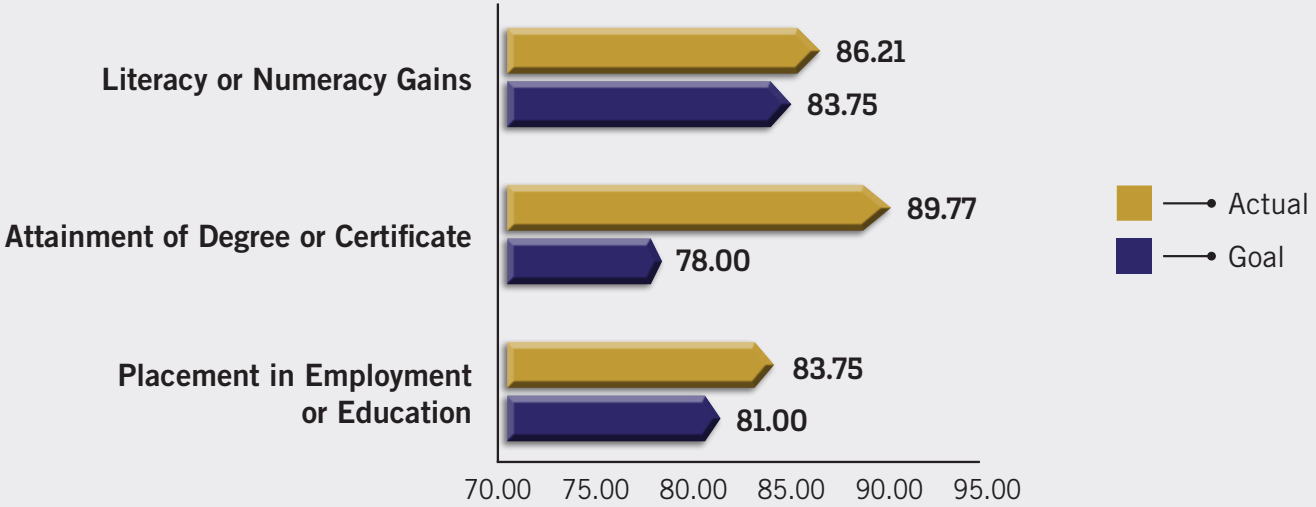
Grand Total $2,351,885



Special Funds = Incentive, Incumbent Worker Training and Rapid Response grants with start dates within the PY15 time period.

Youth Performance Summary

PY15 Performance Results – Ages 16 to 24

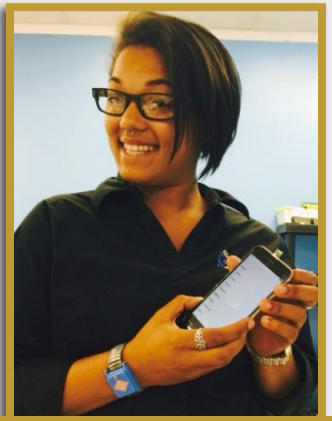


We successfully met AND exceeded our goals for PY15!

USC Upstate ACHIEVE

ACHIEVE
A Program of the Upstate Workforce Board

ACHIEVE was established in 1979 when the superintendents, from the seven Spartanburg County school districts, and USC Upstate officials obtained a Department of Labor grant to offer services to out-of-school youth. For 38 years, the USC Upstate ACHIEVE Program has specialized in serving these youth, ages 16-24, from Cherokee, Spartanburg and Union counties. Transportation continues to be the hub-of-the-wheel as a main supportive service for the youth.



◀ *ACHIEVE student Kendall Richards*

During PY15, ACHIEVE served 60 active participants and 38 follow-up participants. ACHIEVE provides educational and employment training to all participants. Educational training involves GED/basic skills preparation along with other classroom trainings, such as CellBotics, Forklift, Security Protection Officer and CERT (Community Emergency Response Training). Credentials for completion are "stackable" for further programs. For PY15, the credential performance of the GED attainment and skills trainingprograms met an 82.9% performance goal. Career readiness (employability) begins with building a job portfolio. This inclngoudes building a résumé, withstanding mock interviews, application completion, cover letters and career exploration. Each participant also worked to obtain a WorkKeys score at the Silver level or above. Once the employment training was completed, ACHIEVE participants performed a variety of job internships. To further enhance career readiness, participants experienced various on-site trainings. ACHIEVE participants who had a driver's permit, took driver's education and obtained a driver's license. Participants also attended a Financial Literacy simulation. During the 12 month follow-up in PY15, 1st Quarter Placement resulted in 72.5% performance, with participants placed in college (Spartanburg Community College) and jobs. ACHIEVE participants had the opportunity to participate in an average of two extracurricular activities per month, to encourage "permanent" lifestyle changes.

The YouthStop™

PY 15-16 has been a time of tremendous change and growth for The YouthStop™. The program shifted successfully from an in-school-youth program serving school districts in Spartanburg County to an out-of-school youth program serving drop-outs in Cherokee, Spartanburg and Union counties. Staff worked closely with local districts to ensure that in-school youth exited with positive outcomes and clear, comprehensive plans. All eight of the in-school youth who completed this year earned high school diplomas. All are currently working and/or have enrollment plans for advanced training in the fall.

Academic services leading to attainment of a high school diploma transferred from local school districts to county specific Adult Education Centers. Under WIOA, adult education is a core partner, and grantees are required to develop partnerships that ensure quality services to participants. The YouthStop™ staff worked closely with adult education providers and visited locations in all three counties weekly to monitor and assist with participant progress. In addition, YouthStop™ provided academic and occupational planning services, advanced skills training opportunities, fee payment, counseling, entrepreneurship training, financial literacy, leadership development, tutoring, transportation assistance and work readiness training. To increase participant access and to maintain a presence in Cherokee and Union, services were offered on-site at YouthStop™ and at Adult Education offices.

▲ *YouthStop participants in CERT training.*

Work experiences were increased during the year, and all allocated funds were expended. Several placements resulted in participants being hired in unsubsidized employment. YouthStop™ exceeded all performance measures with over 100% goal attainment in all areas.

The YouthStop™
"Where Academic Preparation and Career Readiness Meet"

Youth Special Events and Projects

The ACHIEVE Program has capitalized on the past years when the Upstate Workforce Board held a Youth Alliance Leadership yearlong class about community service. One initiative created a continual service-learning project. For the past three years, ACHIEVE staff/participants have delivered Mobile Meals on a bi-monthly basis. Many a time, participants saw the need and had a heartfelt response to recipients, like a war veteran with no legs. During the winter holidays, the participants made personalized ornaments at *Hearts of Clay* and delivered them to the Mobile Meal recipients.

MOBILE MEALS
God's love in action

Hearts of Clay
Pottery Painting Studio

Another special event that happened in PY15 was the Community Spotlight (CS) where individuals from various walks of the life visited ACHIEVE and spent about 15 minutes to share their stories about overcoming adversity. SC Works Spartanburg employees participated and were very open and encouraging to the youth. The CS gave an opportunity for the at-risk youth to see that successful individuals experience hardship, but many times, choose a "road less traveled".

Students delivering Mobile Meals ►

Youth Special Events and Projects (cont'd.)

The YouthStop™ held a 3 week boot camp in August for returning and newly certified participants.

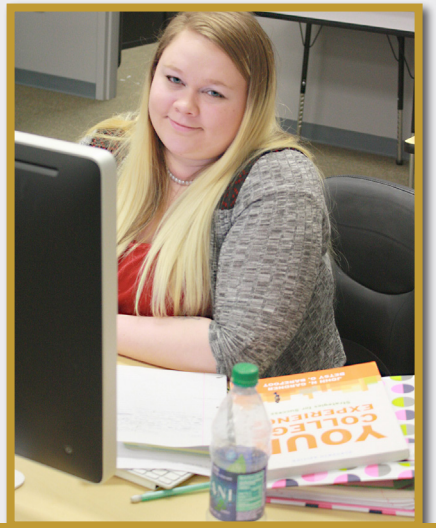
Week 1 focused on team building and leadership development. Participants took part in games designed to foster communication skills, problem-solving techniques, team strategies and confidence. Students were given the Myers-Briggs personality test. The YouthStop™ staff discussed each personality type and led participants through exercises designed to improve self-awareness.

Week 2 was devoted to exploring careers, the global marketplace and local business and industry. Participants worked on résumé writing skills and interviewing techniques. The group also met via Face Time with several individuals who are living and working in foreign countries. A tour of the business incubator at The Center for Business and Entrepreneurial Development completed the week.

Week 3 focused on studying and technology skills. Students were assessed for learning styles and explored study techniques. Special care was taken to discuss how students integrate and use technology. Small groups designed and produced short instructional videos on a topic of choice.

"The YouthStop is an amazing program. The staff helped me in so many ways. Without them, I would not have earned my diploma or enrolled is Spartanburg Community College. They gave me confidence to study nursing and pursue my dreams. When people believe in you, it makes you believe in yourself."

~ Brittany Kimbrell ►



SCVRD Award

In October 2015, to commemorate National Disability Employment Awareness month, the South Carolina Vocational Rehabilitation Department in Spartanburg recognized *Operation Educate* as *Partnership of the Year*. They honored each of the agency/business partners who collaborate to bring ongoing success to Operation Educate. This project offers educational opportunities to inmates from the Spartanburg Detention Center as they seek to learn positive work skills, specialized training, and job readiness, while they receive guidance and job placement. This collaboration was recognized as the South Carolina Association of Counties 2016 Barrett Lawrimore Memorial Cooperation Award winner. The program reduces recidivism and lowers taxpayer costs, producing positive results for the inmates and their families. The program also helps meet the demands of the local workforce by producing qualified employees.

Back row (left to right): Beth Henson, Nancy Wilson, Johnnie-Lynn Crosby, Ann Angermeier, Nannette Bongiovi, Araceli Hernández-Laroche, Trinia Mims
Front row (left to right): Neal Urch, Dana Wood

VR Vocational Rehabilitation
Let's go to work

SC Works Upstate

SC WORKS
UPSTATE
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

The primary goal of SC Works Upstate is to provide services to facilitate the attainment of meaningful employment, which is accomplished through making the connection between job seekers and employers.

What is our purpose?

'…to establish and continuously improve an accessible, seamless, and customer-focused one-stop delivery system in Cherokee, Spartanburg, and Union counties by assisting employers, job seekers, and those seeking other workforce or community related services.' SC Works Upstate centers provide these services via our comprehensive center in Spartanburg, and our affiliate centers in Cherokee and Union counties. Location/contact information is below:

SC Works Cherokee
111-C Tiffany Park Circle
Gaffney, SC 29341
(864) 342-7207 TTY:711

SC Works Spartanburg
220 East Kennedy Street
Spartanburg, SC 29302
(864) 764-1966 TTY:711

SC Works Union
103 West Main Street
Union, SC 29379
(864) 427-4119 TTY:711

The SC Works Upstate centers have been operated by Arbor E&T, LLC d/b/a ResCare Workforce Services since July 1, 2008. Managing services for outcomes as required by the Workforce Investment Act (WIA) (effective 1 July 2015 – the new Workforce Innovation and Opportunity Act – WIOA) has been standard operating procedure, and during PY15, we continued with efforts to share resources available from the Upstate Workforce Board, SC Works, partners such as ACHIEVE, AARP, Department of Vocational Rehabilitation (VR), South Carolina Department of Employment and Workforce (DEW), Department of Social Services (DSS), Adult Education, and many other valuable partners.

SC Works Upstate (cont'd.)

The new program year started with sadness, as reductions in funding to the Upstate resulted in several dedicated and respected team members being laid off. Nonetheless, the remaining SC Works Upstate team charged ahead with full implementation of the new Workforce Innovation and Opportunity Act (WIOA).

On July 28, 2015, SC Works hosted the Chamber of Commerce Business After Hours monthly networking event. The "Christmas in July for Veterans" theme was well received. The lobby and conference rooms were adorned with red, white, and blue decorated Christmas trees, 3 dimensional paper snowflakes, and white lights. The catered event was sponsored by Cooper Standard, Arc Labs, Vision to Destiny, and a generous benefactor. Two veteran organizations, Operation Restoration and Upstate Warrior Solution, were spotlighted for their assistance in helping veterans.

On August 6, 2015, SC Works hosted the first ever Union County Industry Job Fair in partnership with the Union County Development Board and Spartanburg Community College. Nine Union County employers participated and the event drew a crowd of 300 job seekers.

In September, we said goodbye to Lynn Hall, the Spartanburg Comprehensive Center Manager, who accepted an advancement to a new position with ResCare in Catawba, and welcomed our new Manager, Lajuana Denesha, who came to us from SCDEW.

Christmas in July for Veterans ▶

SC Works Upstate (cont'd.)

SC Works hosted a large scale job fair for *Cooper Standard Automotive* on September 11, 2015 and 354 job seekers attended. Cooper Standard proceeded to hire three new employees every Monday as a result. The company was extremely happy with the results of the job fair and they are appreciative the support SC Works provides with innovative recruitment solutions.

In partnership with Ready SC, SC Works coordinated and hosted a two-day job fair for *Rite Aid Distribution Center.* 1,020 job seekers attended. SC Works BST members participated in the **Veterans Job Fair** hosted by Timken at Broad River Electric in Cherokee County on October 14, 2015. Our team was there to provide resume and mock interview assistance.

In December 2015, the Upstate was privileged to have nationally known WIOA expert Mary Ann Lawrence here to provide training to board members, local legislators, workforce partners, and SC Works team members on the full meaning and interpretation of the WIOA laws.

Operation Educate graduated its second class on December 8th! One of the graduates had an interview the day of graduation with a local employer, and was scheduled to start work in January 2016! This business relationship would not have been possible without the initial contact with the company regarding IWT training.

▲ *SC Works Upstate hosted numerous job fairs for local industries.*

SC Works Upstate (cont'd.)

On May 5, 2016, SC Works held their Annual Job Fair in the SCC Gymnasium. The event was sponsored by AFL, Contingent Resource Solutions, Michelin North America and Sitel. **502** job seekers and **71** employers attended, representing more than **2700** current job openings! Of the 502 job seekers who attended, it was reported that ***53 job offers*** were made on-site, ***90 interviews*** were scheduled on-site and ***20 referrals for immediate hire*** were made. Additionally, *150 candidates were scheduled for pre-hire assessments.*

▲ *SC Works Upstate 2016 Annual Job Fair*

Interesting statistics for SC Works in PY15:

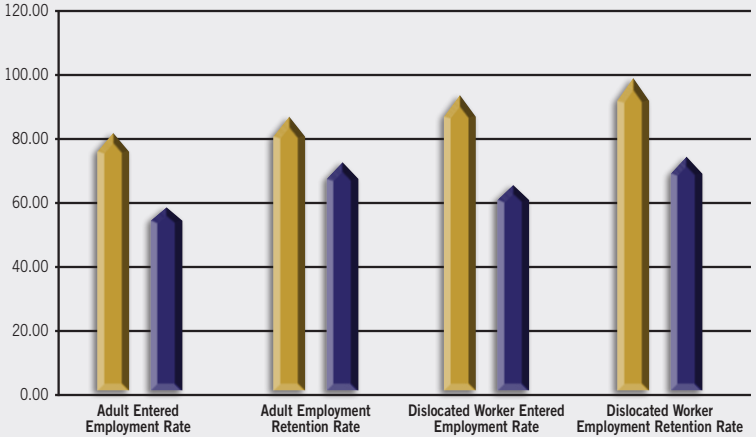
- ☑ Referrals to employers – 2,196
- ☑ WIOA Orientation – 339
- ☑ WorkKeys completed – 662
- ☑ Intensive Workshops attendance – 557

In June 2016, as the first full program year under WIOA came to an end, SC Works Upstate experienced an increase in workforce partnerships. More partners were actively participating with the Comprehensive Center in Spartanburg. The Upstate and DEW were beginning discussions on full co-location at all Upstate centers. DSS/SNAP was moving their E&T Coordinator into the comprehensive center, and we were beginning our search for a new center in Cherokee County.

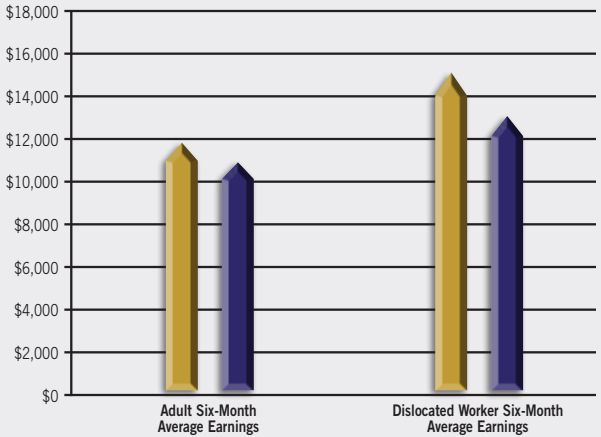
SC Works Performance Summary

PY15 Performance Results

	Actual	Required
• Adult Entered Employment Rate	81.81	59.52
• Adult Employment Retention Rate	86.82	72.88
• Dislocated Worker Entered Employment Rate	93.44	65.68
• Dislocated Worker Employment Retention Rate	98.68	74.72



	Actual	Required
• Adult Six-Month Average Earnings	$11,983	$10,972
• Dislocated Worker Six-Month Average Earnings	$15,250	$13,590



Actual Required

College and Career Readiness Showcase

In October 2015, the Regional Education Center, in partnership with the South Carolina Department of Commerce, USC Upstate, Spartanburg Community College, The Upstate Regional Education Center Board, The Upstate Workforce Board and the Cherokee, Spartanburg and Union school districts hosted the first College and Career Readiness Showcase. 4,700 eighth-grade students in public schools in Spartanburg, Cherokee and Union counties participated. During the two-day event, students explored different opportunities for jobs and professions as they gathered information about local colleges and Upstate businesses. This was a wonderful and informative event created to educate students about the importance of academic achievement and how it will impact their future careers. More than 35 vendors and 25 sponsors helped to make this event a success by investing in their community and future members of their workforce.

▲ *College and Career Readiness Showcase*

College and Career Readiness Showcase Sponsors ▶

May 2017

Upstate WORKFORCE BOARD

APRIL 2017

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JUNE 2017

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14 Mother's Day	15	16	17	18	19	20
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28	29 Memorial Day	30	31			

Mr. Curtis Anderson
Board Chairman

Mr. Wade Ballard
Board Member

June 2017

Upstate WORKFORCE BOARD

MAY 2017

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JULY 2017

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18 Father's Day	19	20	21 First Day of Summer	22	23	24
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Mr. Shelley Blount
Board Member

Mr. Bill Brasington
Board Member

July 2017

Upstate WORKFORCE BOARD

JUNE 2017

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AUGUST 2017

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Mr. Ryan Childers
Board Member

Ms. Tammy Cooley
Board Member

August 2017

Upstate WORKFORCE BOARD

JULY 2017

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SEPTEMBER 2017

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Mr. Jim Cook
Board Member

Mr. Chuck Ewart
Board Member

September 2017

Upstate WORKFORCE BOARD

AUGUST 2017

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OCTOBER 2017

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17	18	19	20	21	22 First Day of Autumn	23
24	25	26	27	28	29	30

Mr. Robbie Faucett
Board Member

Mr. Wayne Gregory
Board Member

October 2017

Upstate WORKFORCE BOARD

SEPTEMBER 2017

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NOVEMBER 2017

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8	9 Columbus Day	10	11	12	13	14
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Ms. Betty Guzzo
Board Member

Mr. Craig Jacobs
Board Member

November 2017

Upstate WORKFORCE BOARD

OCTOBER 2017

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DECEMBER 2017

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19	20	21	22	23 Thanksgiving Day	24	25
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Ms. Pam Kennedy
Board Member

Ms. Kathy Lancaster
Board Member

December 2017

Upstate WORKFORCE BOARD

NOVEMBER 2017

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JANUARY 2018

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10	11	12	13	14	15	16
17	18	19	20	21 First Day of Winter	22	23
24 Christmas Eve	25 Christmas Day	26	27	28	29	30
31 New Year's Eve						

Ms. Cherie Pressley
Board Member

Mr. Carter Smith
Board Member

January 2018

Upstate WORKFORCE BOARD

DECEMBER 2017

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FEBRUARY 2018

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14	15 Martin Luther King, Jr. Day	16	17	18	19	20
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Ms. Jennie Thomas
Board Member

Mr. David Wall
Board Member

February 2018

Upstate WORKFORCE BOARD

JANUARY 2018

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MARCH 2018

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11	12	13	14 Valentine's Day	15	16	17
18	19 President's Day	20	21	22	23	24
25	26	27	28			

Ms. Martha Young
Board Member

Advancing the Future of Business and Community

Upstate
WORKFORCE BOARD

upstateworkforceboard.org

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TTY:711

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