

# SC Works Upstate

Just-In-Time Report

April 2021

PY20 Issue 10

## Cherokee Spartanburg Union



Prepared by:



# SC Works Upstate Traffic, WIOA Orientation, WIN, and Workshop Data

WIOA Orientation Attendance:

18 (only virtual at this time, though will do face-to-face if needed)

WIN Testing

Spartanburg – 31

Center Traffic:

Month- 1,997

PY20- 15,767

Workshop Attendance

119 (virtual, includes HS students)

## Unemployment Rates

March (or latest available)


(\*not seasonally adjusted)

US	South Carolina	Spartanburg	Union	Cherokee	Veterans
6.1	5.1	4.7*	7.5*	6.1*	4.6

Center	SCWOS Job Referrals - Staff	Internet (self)
Cherokee	0	4,195
Spartanburg	1,615	20,751
Union	0	2,069

## Customer Satisfaction Survey

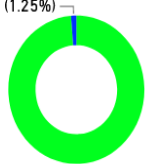


4/1/2021 4/30/2021

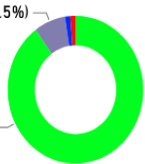
SC SPARTANBURG ONE STOP

All

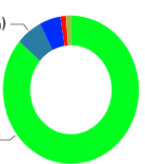
Good Greeting



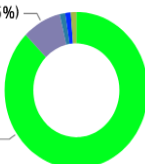
Courtesy and Professionalism




Service Received was Helpful



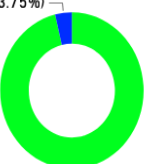
Facilities and Equipment



Were Various Options Discussed?



Did Staff Help?



Average LIA % Positive

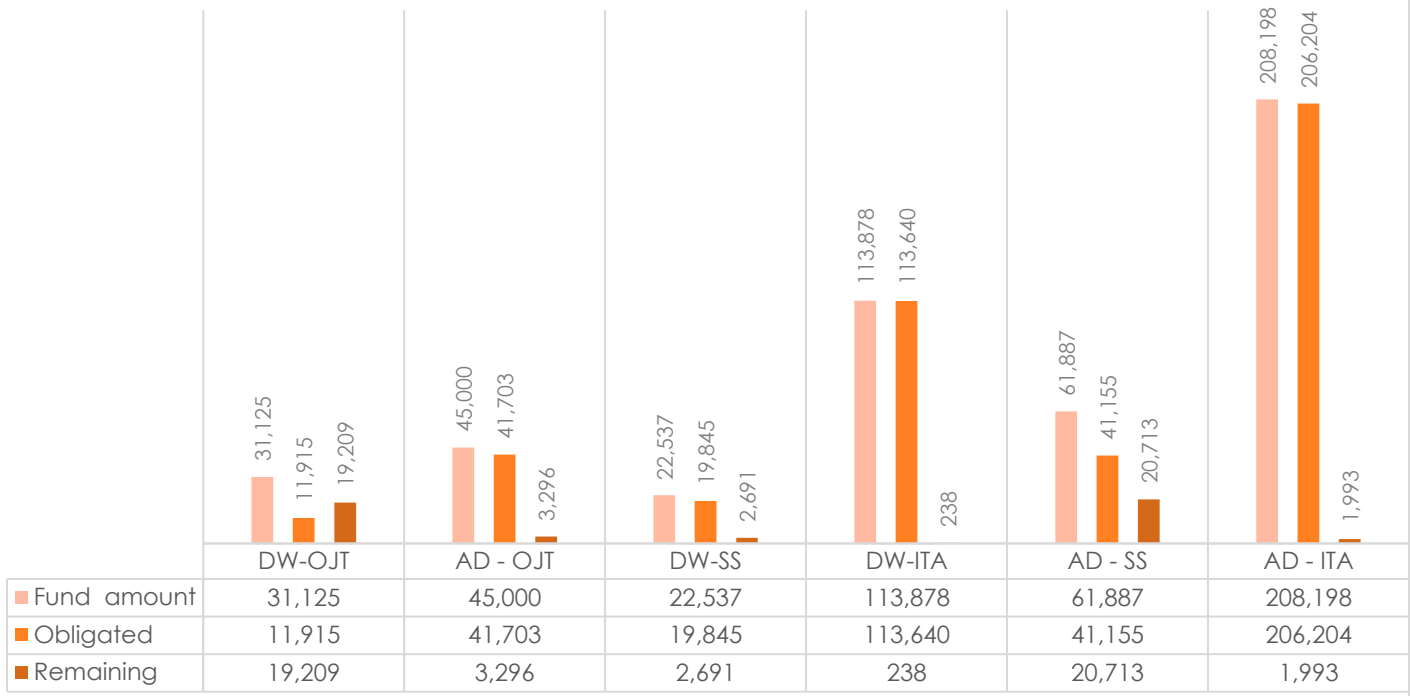
# 95.42%

Feedback, Comments and Suggestions

Project Name	Survey Date	7-Did well and areas to improve
SC SPARTANBURG ONE STOP	04/26/21	
SC SPARTANBURG ONE STOP	04/27/21	
SC SPARTANBURG ONE STOP	04/28/21	
SC SPARTANBURG ONE STOP	04/28/21	Amber at the front desk always has a smile on her face and uplifting personality when greeting us and makes us feel welcome even during hard times.
SC SPARTANBURG ONE STOP	04/28/21	Angie Rocks!!!
SC SPARTANBURG ONE STOP	04/27/21	Daniel is so patient and helpful
SC SPARTANBURG ONE STOP	04/27/21	Staff is always so helpful
SC SPARTANBURG ONE STOP	04/26/21	Staff is very friendly

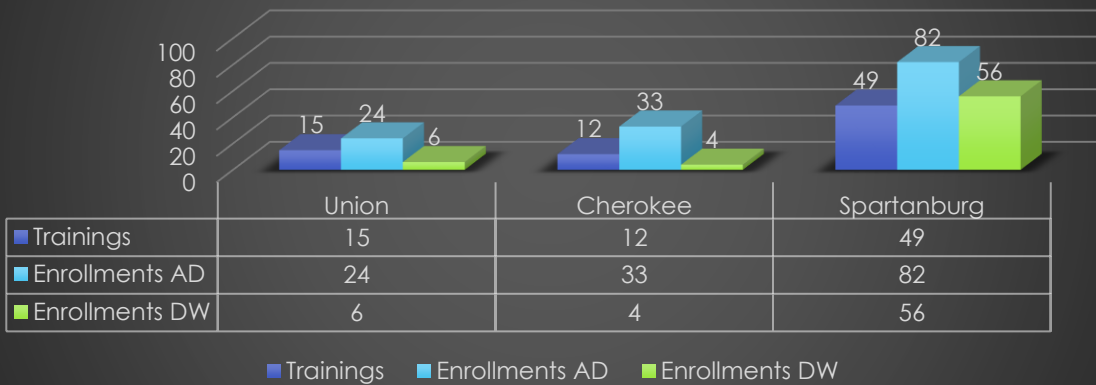
## Training & Support Services Funding PY20

■ Fund amount   
 ■ Obligated   
 ■ Remaining



## Enrollment Data Cumulative PY20

### Enrollment Data YTD



## Enrollment Data April

Center	New Trainings	Enrollments AD	Enrollments DW
Union	1	2	0
Cherokee	0	2	0
Spartanburg	1	3	6

### Special Populations Enrollments YTD

Veterans	Disability	Criminal Background	Basic Skills
14	4	33	17

## OJT / WEX

<b>April: 1</b>	<b>YTD: 19</b>	<b>Goal PY20: 20</b>
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<u>Training Target Sectors</u>	<u>Number In Training</u>	<u>Percent</u>	<u>Goal</u>
Manufacturing	15	21%	20%
Trades / Const.	5	7%	15%
Logistics	45	51%	15%
Other	19	21%	50%

## Community Engagement

Events Attended:

Spartanburg- 9

Cherokee- 4

Union- 6

## Social Media

Social Media Outreach (Cumulative):

272 Posts and 348 Facebook Likes

PY20 Goal - 252 Posts and 200 Likes

## Equus Team Focus / Outreach

Deivis Henao, Operations Manager, Equus Workforce Solutions, accepted another position and we all are wishing him great success! After nearly 4 years with SC Works Greater Upstate, Deivis has left a legacy to be proud of! And- after a search for a qualified candidate, Adam Lindsley, presently a Talent Development Specialist, has earned and is being promoted to Operations Manager effective on 24 May- Welcome, Adam. We wish you success!

BrightSpring Health, parent company of Equus Workforce Solutions, awarded the Equus team of SC Works Greater Upstate the 2020 Operation of Excellence Award! Criteria for award included Customer Satisfaction, Quality Improvement and Quality Measurement, Performance Accomplishment, and more.

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Kenneth provided two workshops on Financial Literacy to math students at Union County High school. He also provided a special workshop on CV-19/job market and LMI to Adult Ed students in Cherokee County.

Kenneth provided Resume Assistance to Kobelco dislocated workers in transition due to Rapid Response; Joceyln provided WIOA Information Session to over 40 employees.

Jordan/Nikki attended a quarterly ISO meeting hosted by Stephen Little, DOC, and presented on WIOA.

Nikki/JL attended a Community Advisory Board meeting on behalf of Spartanburg Adolescent Health Initiative.

Jocelyn informed the Union County Community Partner Meeting on WIOA. Additionally, met with the Union TASC committee.

Doug attended TATT Chat and received an update on the Greenville Drive and the upcoming 1A season.

## **Success Story: Calvin Lindsay**

### **The Challenge (Background):**

In June 2020, Mr. Lindsay was affected by a major layoff with Greif Packaging, LLC. He knew that he had a strong skillset and decided that the layoff may be a perfect chance to pursue his dream of owning his *own* trucking company. A colleague had told him about the WIOA program and he realized it would be a great opportunity to pursue his dream.

### **The Solution (WIOA Services):**

The Talent Development Specialist (TDS) met with Mr. Lindsay in November 2020 and conducted a one-on-one WIOA enrollment. Mr. Lindsay provided all documentation needed and was successfully enrolled as a Dislocated Worker on 2 November 2020. Prior to his enrollment, he had already done some research and had chosen Spartanburg Community College as his training provider. He completed the WIN Assessment and two Academy courses. Mr. Lindsay turned in his WIOA Scholarship, and the TDS advised him in the process of completing requirements for enrollment in CDL training.

### **The Outcome:**

Mr. Lindsay began CDL training on 6 January 2021 and by 5 March 2021 he had completed the program! He successfully obtained his CDL-A license with Hazmat and Tank endorsements. Mr. Lindsay provided documentation of his licensing, course completion, and receipts for supportive service reimbursement of fees pertinent to training. On 29 March 2021, Mr. Lindsay let the TDS know that he was attending his first day of orientation for a new job with Tide Water Transit Company (TWT). During the initial three weeks of training, he will earn \$100/day; after that, he will make \$250 plus 25% of the daily load that he transports. Because of the WIOA program, clients like Mr. Lindsay who have endured unforeseen layoffs are able to pursue dreams and develop new skills. Success achieved!!!