



UPSTATE WORKFORCE BOARD ONE STOP COMMITTEE MEETING MINUTES

January 6, 2023 - Noon

SC Works – Training Room

Present:

Ms. Betty Guzzo, Committee Member

Ms. Judy Horton, Committee Member

Mr. Nathan Norris, Committee Member

Ms. Ann Angermeier, UWB

Mr. Brent Bishop, UWB

Ms. Nikoya Shaw, UWB

Ms. Dana Wood, UWB

Ms. Nikki Burgess, SC Works

Ms. Johnnie-Lynn Crosby, SC Works

Mr. Adam Lindsley, SC Works

Ms. Anne Brock-Trail, SC Works

Absent:

Mr. Jim Cook, Committee Member

Ms. Cathy Harter, Committee Member

Ms. Kathy Jo Lancaster, Committee Member

Mr. Marion Littlejohn, Committee Member

Welcome

The meeting was called to order by Mr. Nathan Norris, Committee Chair, at 12:06 p.m. He welcomed everyone in attendance for the first meeting of the new year.

Financial Report

Mr. Brent Bishop, UWB Finance Manager, gave the SC Works budget update for October. He shared that we are a third of the way through the program year and he had no concerns. Ms. Nikki Burgess, SC Works Project Director, shared that they have exceeded their spending goal set in the statement of work for mid-year and are good on the Participant Cost Rate (PCR).

Mr. Bishop highlighted special grants and noted that the Resiliency Grant has helped keep the Participant Cost Rate on track and has helped supplement a few other expenses. He gave an overview of the Rapid Response (RR) Grant, which is related to the closing of the Belk Distribution Center, and reported that 26% of the grant was spent in November. He shared that there is a possible extension for the Dislocated Worker (DW) Grant targeting Dislocated Workers and placing them on On-the-Job Training (OJTs). Ms.

Dana Wood, UWB Associate Director, shared that the grant is in partnership with four other areas. She shared that, hopefully, the extension will come through soon.

Ms. Johnnie-Lynn Crosby, SC Works Regional Director of Business Solutions, shared that 4 individuals from Kohler are on OJTs. She also shared that 4 companies have been inquiring about OJTs since the Kohler Job Fair event. She is hopeful this will produce more OJTs. Ms. Ann Angermeier, UWB Executive Director, asked about the average wage of those previously employed by Kohler. Ms. Burgess shared that the average wage range was between \$20-30/hour, and most of them have been with the company many years.

Ms. Wood shared that the resiliency expenditure rate was met in November. She mentioned another round of funding was offered and applied for. Ms. Wood shared that she anticipates receiving about \$405,000 in the coming days. She noted that the process has been slower due to the holidays. Ms. Wood gave an update on the plan for storing large equipment purchased with the resiliency funds. She shared that she is looking for affordable options.

SC Works Update

Mr. Adam Lindsley, SC Works Operations Manager, gave the *Just in Time* and *Dashboard* reports. He shared the November dashboard. He reported that the total traffic increased some. He shared that there were 25 WIOA orientations, 59 workshops with 59 attendees. He shared that Mr. Kenneth Taylor, SC Works Outreach Facilitator, has engaged with partner agencies to conduct workshops at their locations and offered virtual reality exploration. Mr. Lindsley noted there were around 119 WIOA enrollments for the year. He reported 12 individuals started training during the month of November. Mr. Lindsley shared that in November, there were 24 work-based Learning opportunities and 4 hiring events offered.

Mr. Lindsley highlighted that there was 96% positive feedback from the customer satisfaction surveys, and there were a couple of dissatisfied from the business surveys. Ms. Wood shared that there would be a more detailed update on that later in the meeting.

To conclude the report, Mr. Lindsley gave a brief update of social media engagement numbers and highlighted a recent success story.

ETPL Update

Ms. Wood reminded the group of discussion held at the last committee meeting to form an ad hoc committee to research and develop a policy for managing Eligible Training Providers (ETP) performance. She shared the ad hoc committee met and filtered the list by providers offered in the area and highlighted providers performing less than 50% in each of the 4 measures. The group then highlighted those providers/programs failing 3 or more measures. Ms. Wood provided the consolidated list for the

committee's review. Ms. Wood shared there is no policy for the local area or from the state regarding removal of providers from the list due to performance. She shared that it is critical to develop the policy before removing any from the list. As the committee reviewed the list, Ms. Wood noted that the program completion is independent from entered employment. She informed the committee that the ad hoc committee would continue to investigate to make a policy recommendation, and this would be one of the big projects for this program year.

Ms. Judy Horton, Committee Member who volunteered to be a part of the ad hoc committee, asked about requesting additional information directly from the providers. Ms. Wood shared that the providers see reporting as a burden, and it would depend on the type of information we request. Ms. Angermeier shared it would be great to get information that is area specific. The committee hopes to have a recommendation at the next meeting.

BST Surveys

Ms. Wood reminded the committee that the surveys are sent to employers with closed job orders. Ms. Angermeier shared that Ms. CJ Jackson, UWB Consultant, would like to meet to implement a better process for conducting surveys. Ms. Crosby shared that of the 21 surveys completed in November, only 2 were dissatisfied. She shared that 1 employer was dissatisfied with the quality of candidates (that were likely self-referrals). Ms. Anne Brock-Trail, SCDEW Manager, shared that contacting the employer is the best step to follow up and possibly reconfigure the company specific needs, which usually fixes the concerns. Ms. Crosby shared that the 2nd dissatisfied employer was a small business, but they did not give an explanation. Staff will follow up with both companies.

Participant of the Year

Ms. Wood shared that changes were made to the Youth version's document, and they are looking at adopting a similar approach for the Adult Participant of the Year. Ms. Wood shared that the process would include a staff nomination rubric and a One Stop Committee nomination rubric. After the rubric review, there will be an interview with the individual either virtually or in-person. She shared that the nominee would receive a small gift card/award and would be invited to attend the last board meeting of the year. Ms. Wood noted that the finalized forms would be ready at the next meeting to start the process for selections for this program year.

Other Business

Ms. Wood shared that SC Works was invited to participate in a research study. She noted that we were one of three areas in country. Ms. Wood shared that the goal of the project is to see if marketing financial programs increases earning or successfulness in the WIOA program. This program will be in partnership with the Financial Empowerment Center in Greenville. Ms. Wood reported that she and Ms. Burgess met with the research team and they feel that this is a beneficial additional service. She shared that WIOA

participants can access financial resources and receive incentives. She shared that every Monday, the Financial Counselor will be on-site at the SC Works Center. Ms. Wood also shared that about \$25,000 would be received to cover staff working on the project and travel related to reporting project outcomes.

Ms. Wood reminded the committee that a blanket transfer approval was approved at the board meeting starting the new program year. She informed the committee that there would be a transfer soon that will move Dislocated Worker funds over to Adults to continue the momentum of serving that population through the program year. She shared that the transfer would not impact any specific line items.

Ms. Wood informed the group of an incident at the center involving a disgruntled customer. Ms. Wood shared that the staff did a great job de-escalating the issue. Ms. Wood gave an update that the individual was placed on a no-trespass order. Staff are continuing conversations on how to handle those situations to ensure staff members feel safe. Ms. Wood stated she does not believe there is a need to pay for security, but wanted to make sure some sort of training is in place. Ms. Brock-Trail shared that SLED has a point person that conducts walk throughs at businesses to make them aware of potential threat issues. The committee was in support of exploring that as an option.

Adjournment

With there being no additional business, the meeting was adjourned at 1:06 p.m.

The next meeting is February 24, 2023.