



## **UPSTATE WORKFORCE BOARD ONE STOP COMMITTEE MEETING**

**August 4, 2023**

**Noon**

**SC Works**

### **Committee Members Present:**

Ms. Betty Guzzo  
Ms. Kathy Jo Lancaster  
Mr. Ken Moon  
Mr. Nathan Norris, Chair

### **Committee Members Absent:**

Ms. Judy Horton  
Mr. Marion Littlejohn

### **Guests Present:**

Ms. Ann Angermeier  
Mr. Brent Bishop  
Ms. Nikoya Shaw  
Ms. Nikki Burgess  
Mr. Kenneth Taylor  
Ms. Anne Brock-Trail  
Ms. Mary Beth Walters

### **Welcome**

Mr. Nathan Norris, Committee Chair, called the meeting to order at 12:01 pm and opened the floor to Mr. Ken Moon, New Board and Committee Member. Mr. Moon introduced himself and shared that he is the new Executive Director of the Cherokee County Development Board (CCDB), replacing Mr. Jim Cook. He shared that before working for CCDB, he served as the Gaffney SC Works Greater Upstate Center Manager and was a Facilitator there before that. Mr. Moon noted that he served 23 years in the Air Force prior to that.

### **Financial Report**

Mr. Brent Bishop, UWB Finance Manager, shared the June 2023 budget report. He noted that the spending in a few lines was low as some qualified expenses were applied to other grants during the program year. He then reported on the expenditures for the special grant funds through June. Ms. Nikki Burgess, SC Works Greater Upstate Project Director, shared she has not received the notice yet regarding the Dislocated Worker Grant (DWG) extension. She also mentioned that the Upstate area would be fully staffed after the Union Talent Development Specialist (TDS) starts on 8-7-23.

### **SC Works Update**

Ms. Burgess stated that she would present the Year End Review summary at the board meeting on August 28, 2023. Mr. Kenneth Taylor, SC Works Greater Upstate Operations Manager, reported that center traffic for the year was 13,380. He noted that of 586 scheduled orientations, there were 324 in attendance.

Mr. Taylor shared that the center traffic was at 1,393 in June. He reported that 25 WIOA clients participated in soft skills workshops. He anticipates that there will be an increase in attendance since there is a new Facilitator now on staff. Customer surveys were at a 98% satisfactory rate.

Ms. Burgess shared that there were 3 individuals in the 4th Quarter Dislocated Worker Credential measure. Two out of the three individuals completed the coursework. One received a credential; one did not take the required exam to earn a credential. She shared that she followed up with the individual who did not take the exam to ask them what they needed to complete. Ms. Ann Angermeier, UWB Executive Director, asked her to follow up with the CDL participant that did not complete training.

Mr. Taylor resumed his report and shared that 62 individuals completed work-based learning. He reported there were 5 hiring events with 280 total jobseekers attending. Mr. Taylor shared data on their social media outreach and noted that Ms. Burgess would share success stories in her summary at the board meeting. With no questions, the report concluded.

#### **Business Surveys:**

Ms. Angermeier shared that business surveys were revised. Ms. Burgess shared that there have been improvements to the survey results after the revision, and now reports are available weekly. She also noted that there was duplication in the system. Ms. Angermeier said that the goal is gathering feedback from different employers. Ms. Burgess stated that they are looking at the system to ensure staff enter the appropriate codes.

#### **Other Business**

Ms. Angermeier stated that she and Ms. Dana Hudgins, UWB Associate Director, had a discussion with the state DEW staff about piloting a program incorporating virtual reality at the Union County Department of Juvenile Justice (DJJ).

Ms. Nikoya Shaw, UWB Community Impact Director, shared about a grant submitted to Mary Black Foundation to upgrade current SC Works VR headsets to full access. Ms. Burgess explained to the group the benefit of having full-access headsets for clients.

Ms. Angermeier and Ms. Hudgins met BMW staff to talk about assisting their suppliers through a pilot training program to address recruitment challenges called AMPPED. She shared that they are continuing the conversation about this initiative.

#### **Adjournment**

With no further business or discussion from the floor, the meeting was adjourned at 12:34 p.m.

**The next meeting will be held October 6, 2023.**