



UPSTATE WORKFORCE BOARD ONE STOP COMMITTEE MEETING MINUTES

September 30, 2022 - Noon

VIRTUAL

Present:

Ms. Betty Guzzo, Committee Member

Ms. Judy Horton, Committee Member

Ms. Kathy Jo Lancaster, Committee Member

Mr. Marion Littlejohn, Committee Member

Mr. Nathan Norris, Committee Chair

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

Absent:

Mr. Jim Cook, Committee Member

Ms. Cathy Harter, Committee Member

Welcome

The meeting was called to order by Mr. Nathan Norris, Committee Chair, at 12:02 p.m. He welcomed everyone in attendance.

Financial Report

Mr. Brent Bishop, UWB Finance Manager, gave an SC Works budget update for August. He shared that spending on training and supportive services was very strong.

Mr. Bishop highlighted special grants and noted that the Resiliency Grant has helped keep the Participant Cost Rate on track. He gave an overview of the State Incumbent Worker Training (IWT) Grant, Dislocated Worker Grant (DWG), and the Rapid Response (RR) Grant, which is related to the closing of Belk Distribution.

SC Works Update

Mr. Adam Lindsley, SC Works Operations Manager, gave the *Just in Time* and *Dashboard* reports. He shared the August dashboard and highlighted that the total center traffic for August was up from 866 to

1,288. He noted that the increase was for Workforce Innovation and Opportunity Act (WIOA) programs, Unemployment Insurance (UI) and Wagner-Peyser (WP). Mr. Lindsley reported that 63 WIOA orientations were scheduled for August with 28 attendees and noted that 12 workshops were offered with 42 attendees. He shared that there were 37 new Adult and 8 new Dislocated Worker enrollments and reviewed the numbers by location. Ms. Ann Angermeier, UWB Executive Director, asked for staff to clarify the entered employment section on the report. The number looks low and without context is hard to understand what is being reported. She noted that the number looks low compared to the number of job orders. Ms. Nikki Burgess, SC Works Project Director, agreed to make the change on future reports. Mr. Lindsley shared there were 4 recruitment events held with a total of 126 jobseekers attending.

Ms. Burgess noted a new section on the report showing the clients receiving supportive services only. She shared that there were currently 12 total receiving supportive services and that we are not paying for training for those individuals. Eleven in nursing and 1 in criminal justice are from the University of South Carolina Union (USC Union). Mr. Lindsley highlighted the unemployment rates for each county and the monthly comparison. He noted that soft skills workshops would increase next month. Mr. Lindsley reported that 98% percent of jobseekers noted they were satisfied on the client surveys, and there was only one business not satisfied from the business surveys. Ms. Johnnie-Lynn Crosby, SC Works Greater Upstate Regional Director of Business Solutions, shared that she reached out to the business to find out why and what improvements would help that business. Mr. Lindsley stated that there were 61 total target population enrollments for the year and gave an overview of the monthly social media, community and business engagements.

Ms. Dana Wood, UWB Associate Director, reported on the recognition of Ms. Johnnie-Lynn Crosby as an outstanding SC Works Staff at the State Workforce Board meeting. She also informed the committee that staff were able to demonstrate virtual reality headsets at that meeting. She noted that the State Board was impressed, and a few members asked about the possibility of showcasing the tool at the upcoming Workforce Symposium scheduled on October 4, 2022.

ETPL Performance

Ms. Wood shared that there were currently no performance measures (locally or at the state level) to decide if an underperforming provider should be removed. Ms. Wood said that she looked at requirements from other areas outside of South Carolina. She also reviewed the performance report provided by the state that showed current performance. The committee discussed the data presented. Ms. Angermeier suggested creating a subcommittee to review and analyze the data. Ms. Wood asked for committee members to volunteer for the subcommittee. Ms. Judy Horton, Committee Member, and Mr. Nathan Norris, Committee Member, volunteered to join the subcommittee. Ms. Wood shared that a meeting would be scheduled before the next committee meeting.

4th Quarter Performance

Ms. Angermeier reviewed the performance and shared plans for a cookout for staff and partners. She noted that board members would be invited to assist with the event.

Participant of the Year

Ms. Wood shared the desire to recognize an Adult and/or Dislocated Worker Participant of the Year. She gave an overview of the draft award criteria that will be used for the Youth of the Year Award. Ms. Wood shared that the youth award would be named after the late Mr. Curtis Anderson, former Board Member and Chairman of the Board. She suggested that the Adult/Dislocated Worker Participant of the Year be named after Mr. Craig Jacobs, our current Chairman and longest serving Board Member. Ms. Wood shared that she believes this is a great way to recognize Mr. Jacob's many years of service to the board. Committee members were in favor of naming the award after Mr. Craig Jacobs. Ms. Wood asked for volunteers to evaluate the criteria to be used. The subcommittee will discuss ways to recognize candidates, such as presenting them with a plaque at a board meeting.

BST Surveys

Ms. Wood shared that Mr. Lindsley covered the business survey in his report. She offered the floor to Ms. Crosby to expound. Ms. Crosby stated that the surveys allow the ability to track and improve business services. Ms. Crosby shared that staff address issues as needed and gave an overview of the company that noted it was not satisfied with the service. She clarified that after reaching out, they determined that the issue was with the system, not the staff. She shared that they are working to figure out how to make the system more user-friendly or ways staff can help troubleshoot.

Adjournment

With there being no additional business, the meeting was adjourned at 12:45 p.m.

The next meeting is January 6, 2023.