



UPSTATE WORKFORCE BOARD ONE STOP COMMITTEE MEETING

May 9, 2017

Noon

SC Works Spartanburg

Present:

Ms. Ann Angermeier, UWB

Mr. Brent Bishop, UWB

Ms. Betty Guzzo, Committee Member

Mr. Craig Jacobs, Chair

Ms. Alice Lang, UWB

Ms. Heather Riggs, Guest

Ms. Dana Wood, UWB

Welcome

The meeting was called to order at 12:04 p.m. by Mr. Craig Jacobs, Committee Chair.

Dashboard/Just In Time Reports

Mr. Doug Stephenson provided an update to the Committee, referencing the April 2017 Dashboard and Just In Time reports. SC Works is changing the process of collecting information to reflect more accurately center traffic and the services being given to clients. SC Works Upstate want to be sure they are not counting anyone twice for the same service. This will be shown on all Dashboards and Just In Time Reports from now on. Since January, the staff have been working with Cooper Standard, Michelin and other manufacturers to do more OJT and utilize the training budget. This is reaping great benefits for clients and companies. Ms. Dana Wood pointed out that a Talent Development Specialist had been on FMLA, but was not retained after she returned from medical leave, so SC Works is currently hiring a fulltime bilingual case manager. As a result, the current caseloads are higher than normal, but that will shift once the new person is hired. Union Center traffic for WIOA clients is down. Ms. Angermeier said this makes sense because there are so many blue-collar jobs available at the moment. On the Just in Time Report, Mr. Stephenson said that there should be higher numbers in job referrals going forward. The co-location with DEW is going very well. Ms. Pam Kennedy, SCDEW Regional Manager has left DEW, and they are hiring to fill her position. Some special events by SC Works included a Stand Down event where they collected items for veterans. They went on a DISH network tour and found it amazing. Ms. Wood reported that they were able to get approval from the State to do a series of Employability Workshops so potential new employees can be trained on safety standards, work ethic, and other industry related information. Attendees will get a certificate of participation. This is being done with Cooper Standard right now. This can be done across multiple industries. This will start in

June. Ms. Wood will keep track of it and report back to the committee at the next meeting. BI-LO in Boiling Springs will be closing, so there will be around 50 dislocated workers.

Financials (Ending March 2017)

Brent Bishop reported on the budget for SC Works. He presented two versions of the budget, one with Business Services Team (BST) Greenville cost and one without. That is why the first one shows percentages as above 75%, but the second one shows them below, reflecting the cost sharing of BST with Greenville. Ms. Wood reported that there will be more shifting of dislocated worker money to adult spending, but this does not require Board approval, since the Board already gave UWB staff permission to do this on an on-going basis. However, Ms. Wood said they still will share the information with the committee and the Board. There is still money left in the dislocated worker funds in case it is needed. Training money is getting spent quickly. BST is calling companies every week about OJT, and the expenditures will be reflected in the next report. Overall everything is tracking well. There may be money left on the rent line item, but it will be used to paint the building in Union. Computer spending is only at 33%, but Mr. Stephenson said they have ordered two interactive White Boards to use in the centers and that should use up some of this money. Committee member Betty Guzzo asked about the effectiveness of the advertising trucks. Ms. Wood reported that it is hard to track this.

SC Works Upstate General Updates

- **IWT**

Ms. Dana Wood reported that this is an item that we need the committee's approval on. There are some local funds still available to increase funding available to Minghua. Staff is requesting permission provide \$1,978.40 in additional IWT funding to Minghua. **Ms. Betty Guzzo made a motion and Mr. Craig Jacobs seconded the motion to recommend that the Board approve awarding an additional \$1,978.40 to Minghua for a local IWT grant. The motion was carried unanimously with no abstentions.**

- **Re-Entry Grant**

Ms. Dana Wood reported we were awarded the Re-Entry grant. We have started the grant and the staff person is in place. It is going well.

- **Transportation Demo Grant**

Ms. Wood reported we now have the opportunity to apply for a new grant: a Transportation Demo Grant. They are awarding 6 grants at \$100,000 to workforce boards to work with state designated transportation agencies. After initial meetings with partners, it has been decided to work with the Spartanburg County Transportation "Dial-a-Ride." They serve people in the city and outside the city limits. It has to be used to transport people to and from work. The initial goal is to focus on 2nd and 3rd or weekend shifts which is when these vehicles will be more available. We are targeting employers that are close to

each other, determining when shifts begin and end, and coordinating schedules. We are also working on the sustainability piece, paying for all, then moving to employer payroll deductions. For innovation, we will hold a recruitment event to identify people needing transportation to work. The application is due June 1st. Award notice will be made in June.

- **Secret Shopping**

Ms. Wood reported Secret Shopping was complete in Cherokee and Spartanburg. Donny Kaufmann hired someone to conduct the most recent secret shopping since staff may recognize him. Ms. Wood shared the results. The person stated they had trouble finding the Cherokee facility. However, all the staff were professionally dressed and all had on name tags. He said the caseworker helped him and gave him the information he needed. Cherokee had a great report. The shopper stated that the Spartanburg location was also hard to find. SC Works staff and Board staff have requested signage on Kennedy Street, but the college has not been helpful in allowing this. The staff person assisting him wore a name tag, but other staff members did not have them on.

- **Union Staff Training**

Ms. Wood reported that Donny Kauffman conducted staff training in Union as a result of the Union Secret Shopper report. Since he was the Secret shopper, he approached it from a customer perspective. He did personality profiles and customer service training. He said the group was very engaged and they asked for additional training. There were 12 people who attended the training. They gave very good feedback. Everything was scored very high. The training included staff from Union and Gaffney.

- **RFP**

Ms. Wood reported that they are in negotiation for the contract. Someone from ResCare flew in from New York for a meeting with Spartanburg and Greenville. Everything is being held up because of having no budget and not knowing the allocations. Positions have already been posted and staff are starting to apply internally. They won't make any offers until they have allocations. Ms. Angermeier said it has never been this late before.

Future Meeting Dates

Ms. Dana Wood presented the schedule for PY17 Board and Committee meeting dates.

Other Business

Mr. Stephenson stated that rural libraries have fewer staff than they need. SC Works Upstate plans to provide written instructions for clients visiting the libraries. Mr. Kenneth Taylor made up laminated sheets telling people that they can contact SC Works on Facebook and will be responded to quickly. Mr. Craig Jacobs reported he cannot attend the next Board meeting. Betty Guzzo agreed to report on his behalf.

Adjournment

With no further business, the meeting was adjourned at 1:06 p.m.

The next meeting will be held on August 22, 2017 at noon.

AGENDA
ONE STOP COMMITTEE MEETING
May 9, 2017
12:00 noon
SC Works-Upstate

- Welcome Mr. Craig Jacobs
- SC Works Update Mr. Doug Stephenson
 - Dashboard
 - Just In Time Reports
 - Fund Utilization
- Financials *(ending March 2017)* Mr. Brent Bishop
- SC Works Upstate General Updates Ms. Dana Wood
 - IWT *
 - Re-Entry Grant
 - Transportation Demo Grant
 - Secret Shopping
 - Union Staff Training
 - RFP
- Future meeting dates Mr. Craig Jacobs
- Other Business & Adjourn

**denotes a voting item*

Next Meeting Date: August 22, 2017

Our Mission Statement:

Build and maintain a workforce development system that meets the needs of employers.

SC Works Upstate

Monthly Report Card PY16
(April 2017)

Bringing Employers
and
Job Seekers
Together



DASHBOARD 04/01/2017 through 04/30/2017

	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			TOTAL
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Total Center Traffic	1845	1771	1601	1224	998	1539	2224	2329	2544	2083	0	0	18158
WIOA Traffic (Spartanburg 184, Gaffney 39, Union 40)	84	129	92	56	57	82	113	108	199	263			1183
UI Traffic (Spartanburg 355, Gaffney 108, Union 76)	140	121	85	102	80	453	596	566	537	539			3219
WP Traffic (Spartanburg 1044, Gaffney 238, Union 244)	1618	1519	1424	1066	861	1004	1568	1655	1812	1516			14043
Total Unduplicated Center Traffic	1037	1055	981	715	572	919	1432	1411	1506	1335	0	0	10963
# Scheduled for Orientation	57	62	41	41	32	23	69	89	52	60	0	0	526
# Attended Orientation	42	43	29	23	26	13	45	51	23	35	0	0	330
# of Workshops Offered	32	28	25	31	26	45	17	14	20	16	0	0	254
# Scheduled for Workshops	35	54	68	65	13	30	26	46	76	35	0	0	448
# of Workshop Attendees	21	23	54	56	6	25	21	31	65	22	0	0	324
New ADULT Enrollments	12	23	13	7	12	6	19	27	23	19	0	0	161
New DW Enrollments	3	4	5	1	3	2	7	5	8	5	0	0	43
Total Caseload	253	257	268	194	197	194	204	214	238	251	0	0	253
New ADULTS beginning training	7	15	9	7	8	2	10	19	14	8	0	0	99
New DWs beginning training	0	0	3	2	1	0	1	1	2	3	0	0	13
% New Clients vs Clients Entering Trng	46.7%	55.6%	66.7%	112.5%	60.0%	25.0%	42.3%	62.5%	51.6%	45.9%			56.9%
# of New Job Orders Placed	230	325	232	246	233	192	248	320	386	322	0	0	2734
# of New Jobs Available	787	1054	748	789	512	370	949	573	3051	767	0	0	9600
# Entered Employment	85	57	91	77	20	63	13	9	22	59	0	0	496

TALENT DEVELOPMENT SPECIALISTS CASELOADS:***

Nancy Wilson - 101
Melika Jones - 79
Nikki Burgess - 71

Location PY16 PY15 Change
*Cherokee 352 0 +352
*Spartanburg 1451 1254 +197
Union 280 596 -316

WIOA, UI, and WP numbers are for number of services provided not individual traffic counts

Spartanburg offices merged on 12/9/16
New Gaffney Office numbers starting 2/1/17

CENTER TRAFFIC:

Provider Training Program/Number of enrollees
TDI CDL 4
Adult Ed GED 1
Arclabs Welding 1

OIT/WEF In Development 2
OIT/WEF Established 1

New Trainings by County

Cherokee = 2
Spartanburg = 3
Union = 1

Upstate Workforce Board Profit & Loss Budget vs. Actual July 2016 through March 2017

Arbor					
75% of PY16		Jul '16 - Mar 17	Budget	\$ Over Budget	% of Budget
Income					
Grants Received		1,535,308.25	1,535,308.25	0.00	100.0%
Total Income		1,535,308.25	1,535,308.25	0.00	100.0%
Expense					
Administration					
Dues, Prof fees, Subscriptions	700.00	1,500.00	-800.00	46.67%	
Fringes	72,611.36	103,832.44	-31,221.08	69.93%	
Indirect Cost	60,445.42	81,167.70	-20,722.28	74.47%	
Management Fee	67,469.70	84,441.95	-16,972.25	79.9%	
Salaries	378,955.81	448,016.28	-69,060.47	84.59%	
Total Administration	580,182.29	718,958.37	-138,776.08	80.7%	
Operating Expenses					
Computers and Software	12,443.63	37,398.48	-24,954.85	33.27%	
Contract/Consulting Services	21,142.60	29,500.00	-8,357.40	71.67%	
Equipment Rental	2,596.35	4,500.00	-1,903.65	57.7%	
Mileage	11,883.97	14,000.00	-2,116.03	84.89%	
Misc. & Facilities Costs	8,806.16	13,406.00	-4,599.84	65.69%	
Office Supplies	3,410.86	8,250.00	-4,839.14	41.34%	
Outreach	425.07	7,000.00	-6,574.93	6.07%	
Postage	346.84	1,500.00	-1,153.16	23.12%	
Printing Supplies	1,038.03	2,250.00	-1,211.97	46.14%	
Professional Development	3,941.49	10,000.00	-6,058.51	39.42%	
Relocation	1,415.73	2,000.00	-584.27	70.79%	
Rent	91,738.83	131,670.40	-39,931.57	69.67%	
Telephone	10,506.28	19,800.00	-9,293.72	53.06%	
Travel-Out of Town	3,136.41	3,500.00	-363.59	89.61%	
Utilities	7,836.81	11,800.00	-3,963.19	66.41%	
Total Operating Expenses	180,669.06	296,574.88	-115,905.82	60.92%	
Supportive Services					
Transportation	3,480.00	56,068.75	-52,588.75	6.21%	
Total Supportive Services	3,480.00	56,068.75	-52,588.75	6.21%	
Training Expenses					
Instructional Training	129,975.66	421,506.25	-291,530.59	30.84%	
OJT Training	3,086.25	37,400.00	-34,313.75	8.25%	
Work Experience	4,525.00	4,800.00	-275.00	94.27%	
Total Training Expenses	137,586.91	463,706.25	-326,119.34	29.67%	
Total Expense	901,918.26	1,535,308.25	-633,389.99	58.75%	
Net Income	633,389.99	0.00	633,389.99	100.0%	

Upstate Workforce Board

Profit & Loss Budget vs. Actual

July 2016 through March 2017

Arbor with BST				
75% of PY16				
	Jul '16 - Mar 17	Budget	\$ Over Budget	% of Budget
Income				
Grants Received	1,738,848.26	1,738,848.26	0.00	100.0%
Total Income	1,738,848.26	1,738,848.26	0.00	100.0%
Expense				
Administration				
Dues, Prof fees, Subscriptions	700.00	1,500.00	-800.00	46.67%
Fringes	72,611.36	131,296.81	-58,685.45	55.3%
Indirect Cost	60,445.42	97,935.37	-37,489.95	61.72%
Management Fee	67,469.70	95,636.65	-28,166.95	70.55%
Salaries	378,955.81	566,519.55	-187,563.74	66.89%
Total Administration	580,182.29	892,888.38	-312,706.09	64.98%
Operating Expenses				
Computers and Software	12,443.63	37,898.48	-25,454.85	32.83%
Contract/Consulting Services	21,142.60	30,200.00	-9,057.40	70.01%
Equipment Rental	2,596.35	4,500.00	-1,903.65	57.7%
Mileage	11,883.97	25,340.00	-13,456.03	46.9%
Misc. & Facilities Costs	8,806.16	14,706.00	-5,899.84	59.88%
Office Supplies	3,410.86	9,500.00	-6,089.14	35.9%
Outreach	425.07	7,000.00	-6,574.93	6.07%
Postage	346.84	1,500.00	-1,153.16	23.12%
Printing Supplies	1,038.03	2,250.00	-1,211.97	46.14%
Professional Development	3,941.49	12,000.00	-8,058.51	32.85%
Relocation	1,415.73	2,000.00	-584.27	70.79%
Rent	91,738.83	140,670.40	-48,931.57	65.22%
Telephone	10,506.28	22,320.00	-11,813.72	47.07%
Travel-Out of Town	3,136.41	4,500.00	-1,363.59	69.7%
Utilities	7,836.81	11,800.00	-3,963.19	66.41%
Total Operating Expenses	180,669.06	326,184.88	-145,515.82	55.39%
Supportive Services				
Transportation	3,480.00	56,068.75	-52,588.75	6.21%
Total Supportive Services	3,480.00	56,068.75	-52,588.75	6.21%
Training Expenses				
Instructional Training	129,975.66	421,506.25	-291,530.59	30.84%
OJT Training	3,086.25	37,400.00	-34,313.75	8.25%
Work Experience	4,525.00	4,800.00	-275.00	94.27%
Total Training Expenses	137,586.91	463,706.25	-326,119.34	29.67%
Total Expense	901,918.26	1,738,848.26	-836,930.00	51.87%
Net Income	836,930.00	0.00	836,930.00	100.0%

PY16

Arbor: Rapid Response Grants

PY16

Arbor Grants

Grant		TOTAL		Current %	75%
		thru March 31, 2017 Expenditures	Budget		
			Variance		% of Budget
Rapid Response IWT #16RRIWT09 (6-30-17)	\$	\$	\$ 49,720.00		0.00%
IWT 16M903IWT01-UWIB #16IWT03 (9-30-17)	\$	\$	\$ 80,113.00		0.00%
IWT 16M903IWT02-UWIB #16IWT03-02 (4-1-18)	\$	\$	\$ 38,734.00		0.00%
Totals	\$	\$	\$ 129,833.00		0.00%



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Summary for training at Union Training.

04/14/2017

The training at Union went very well. We covered the topics in the proposal: Personality profiles, Communication styles, listening skills, principles of excellent customer service and seeing things from the customers perspective. Although each topic had a time of its own, I incorporated concepts and examples of all throughout the presentation using the personality profiles as a base for everything.

The personality profile assessment was a success. The group really seemed to like it and they were able to make connections between working with other employees and customers. Throughout the training I gave several personal examples as well as real-life situations to help the group make a practical connection with the material.

On two different occasions there was a time for a group activity. One activity was to divide them up into similar personality styles to allow them to share what they were learning. They were very engaged and participated above expectations.

The other activity was helping them see things from the customers perspective. We all went outside and re-entered the building trying to evaluate everything from the eyes of a first time customer. This was a great exercise. Several things stood out and the group began to ask questions like, "why is that board here?, doesn't this area feel a little congested?, etc... There were actually good suggestions made about how the room could be set up a little differently to provide a better customer experience. We made the changes there on the spot.

Other observations:

- The group was very engaged and suggested that more training like this should be done. Several even commented that this type of thing would be good for the administrative staff.
- Comments were made about future opportunities to meet at some level to help with continued implementation of principles and things learned. Possibly even regular staff meetings.
- More interaction between different locations would be helpful.

I conducted an evaluation of the training at the end. This is a summary of the responses: 8 out of 12 participating.

- 1) Quality of training. Scale of 1-10. 1 worst and 10 best. Five gave it a 10 and three gave it a 9
- 2) Rate the presenter: Five gave me a 10 and three gave me a 9.
- 3) Liked best: Personality profiles and fun, engaging interaction with the group.



The JOHN MAXWELL **Team**



Advancing the Future of Business and Community

2017-2018 MEETING DATES

BOARD

- September 18, 2017
- November 20, 2017
- January 22, 2018
- March 19, 2018
- May 21, 2018

DISABILITIES COMMITTEE

- August 31, 2017
- October 26, 2017
- December 14, 2017
- February 22, 2018
- April 26, 2018

ONE STOP COMMITTEE

- August 22, 2017
- October 10, 2017
- December 5, 2017
- February 20, 2018
- April 10, 2018

YOUTH COMMITTEE

- August 16, 2017
- October 18, 2017
- December 6, 2017
- February 7, 2018
- April 18, 2018

EXECUTIVE COMMITTEE

- August 28, 2017
- October 23, 2017
- December 11, 2017
- February 26, 2018
- April 30, 2018

All meetings begin at 8:30 a.m. *except for the One Stop Committee meetings which begin at noon.*
Location will be provided prior to meeting date.