# 2023 ANNUAL REPORT

www.upstateworkforceboard.org

Upstate WORKFORCE BOARD

Advancing the Future of Business and Community

## A Word from the CHAIRMAN

The Upstate Workforce Board is proud to present its 2023 Annual Report for our past program year (July 1, 2023 - June 30, 2024). We bring together a multitude of employment, training, community, and educational services into a comprehensive system to better serve the job seekers and business customers in our three-county area of Cherokee, Spartanburg, and Union counties. The programs and staff funded



by the Upstate Workforce Board continue to improve the economic vitality of our region. The current and future workforce greatly influences the economic development of the area and for that reason, we are always looking for creative solutions to generate interest in the jobs available today and those predicted to come in the near future. During program year 2023, over 15,000 in-person visits were made to our SC Works centers. All of these visits were individuals coming in for help with their job search, seeking training opportunities, meeting with a workforce specialist, attending a workshop or orientation, or seeking partner services. There is a lot of activity going on in the SC Works centers geared towards helping everyone walking through the doors.

We are fortunate that the Upstate area has enjoyed low unemployment rates and increased employment opportunities. While we recently saw a slight up-tick in layoffs and a few closures, jobs are still available for those seeking to work and individuals with needed skill sets. There were 74 job fairs/recruiting events held in our service area during program year 2023 for employers to secure talent.

Youth success is also something very important to us. The USC Upstate ACHIEVE program had 85 individuals ages 16 - 24 enrolled during program year 2023. These individuals were high school dropouts that received several services to include GED attainment, work experience, job placement and much more. Program and board staff are consistently in the schools attending career fairs or utilizing our virtual reality headsets to highlight the various career options available to students in our area.

We understand that for both employer and job seeker, continuous learning is imperative if our area is to remain competitive for jobs that currently exist and those that we anticipate will be in demand in the future. We continue to study data to stay abreast of trends and training needs for the future. One area we are feverishly watching and studying now is Artificial Intelligence (AI) and its impact on the workplace. The growth of AI is staggering. We are aware that we must stay up to date on current and future training needs if we are to maintain a skilled workforce. Hearing from our businesses is still the best source of information to help us focus our work.

The Upstate Workforce Board is comprised of business and community leaders who have a genuine desire to help those who are looking to enhance their lives through employment or continuing education. They provide oversight of our funded programs and make sure that the money we receive from the state through the federal government is spent wisely and efficiently. I am equally appreciative of the staff who keep the board apprised of the programs we support, any issues needing to be addressed, and then guide us as we continue to meet and exceed our performance measures. The Upstate Workforce Board has proven to be a vital entity as the three-county area continues to attract new and expanding businesses.

~ Craig Jacobs,
Board Chairman

## Members of the Board of Directors (7/1/23-6/30/24)

- Mr. Wade Ballard Ford Harrison, LLP
- Ms. Erin Black
   Adult Education Spartanburg County
- Mr. Bill Brasington
   Adult Learning Center, Inc.
- Ms. Anne Brock-Trail
   S.C. Department of Employment and Workforce
- Mr. Jay Coffer Spartanburg Community College
- Mr. Josh Cleapor AT&T

- Mr. Robert Faucett
   Chesapeake Bank
- Ms. Betty Guzzo LBG Associates
- Ms. Judy Horton
   Horton Consulting
- Ms. Robyn Hill
   Wells Fargo
- Mr. Craig Jacobs
   Spencer/Hines Properties
- Mr. Jerome Kirkland BASF
- Mr. Marion Littlejohn
   Bosch Security Systems, LLC

- Mr. Ken Moon
   Cherokee County
   Development Board
- Mr. Nathan Norris
   Highland Baking Company
- Ms. Cherie Pressley
   Department of Commerce/
   Upstate Regional Education
   Center
- Ms. Rhonda Rogers
   Röchling Automotive
- Ms. Jennie Thomas
   S.C. Vocational Rehabilitation

## **Staff Members**



**Ann Angermeier** Executive Director



**Dana Hudgins**Associate Director/COO

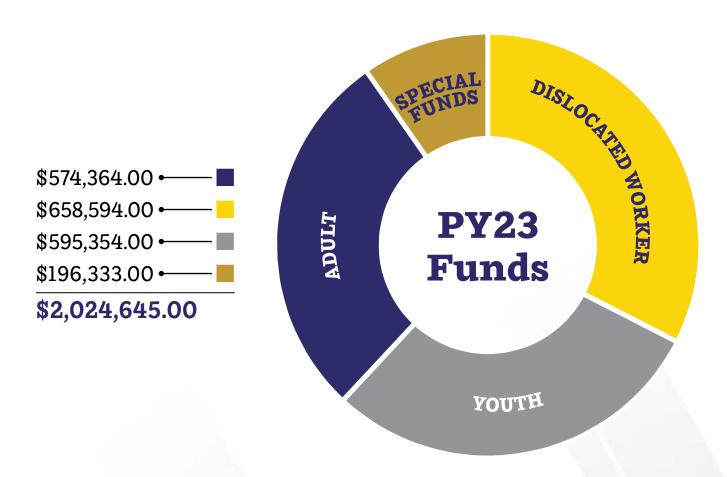


**Brent Bishop** Finance Manager



**Nikoya Shaw**Community Impact Director/
Executive Assistant

# PY23 Annual Report Figures



<sup>\*</sup>Special Funds = Incentive, Incumbent Worker Training, Rapid Response and other special funding received in the time period within PY23.

|         | \$196,333.00 |  |  |
|---------|--------------|--|--|
| 23RET01 | \$ 29,666.00 |  |  |
| 23IET03 | \$166,667.00 |  |  |

## PY23 Performance

|                      | DOL Performance<br>Measures | Annual<br>Goal | Actual      | % of Goal |
|----------------------|-----------------------------|----------------|-------------|-----------|
| ADULT                | 2nd Q Entered Employment    | 78.7%          | 74.1%       | 94.2%     |
|                      | 4th Q Entered Employment    | 76.5%          | 79.7%       | 104.2%    |
|                      | Median Quarterly Wages      | \$6,429.00     | \$8,908.00  | 138.6%    |
|                      | Credential Rate             | 67.5%          | 75.4%       | 111.7%    |
|                      | Measurable Skills Gain      | 58.1%          | 82.3%       | 141.7%    |
| DISLOCATED<br>WORKER | 2nd Q Entered Employment    | 81.6%          | 81.5%       | 99.9%     |
|                      | 4th Q Entered Employment    | 80.0%          | 81.8%       | 102.3%    |
|                      | Median Quarterly Wages      | \$8,037.00     | \$11,607.00 | 144.4%    |
|                      | Credential Rate             | 60.5%          | 75.0%       | 124.0%    |
|                      | Measurable Skills Gain      | 58.5%          | 88.6%       | 151.5%    |
| YOUTH                | 2nd Q Entered Employment    | 79.0%          | 77.8%       | 98.5%     |
|                      | 4th Q Entered Employment    | 73.7%          | 77.8%       | 105.6%    |
|                      | Median Quarterly Wages      | \$2,600.00     | \$3,604.00  | 138.6%    |
|                      | Credential Rate             | 75.3%          | 77.8%       | 103.3%    |
|                      | Measurable Skills Gain      | 44.3%          | 73.5%       | 165.9%    |



 $<sup>\</sup>bullet$  The Upstate Workforce Board met or exceeded all Performance Measures during PY23.

## PROGRAM OVERVIEW

The University of South Carolina Upstate ACHIEVE Program has operated for 44 years as a program of the Upstate Workforce Board. It implements the 14 Youth elements of the Workforce Innovation and Opportunity Act (WIOA), and serves Cherokee, Spartanburg and Union County youth, ages 16-24. ACHIEVE operates from a central site, co-located with SC Works



GREATER UPSTATE

Spartanburg, while partnering with Adult Education centers in all three counties to co-enroll youth for educational and employability training. At the main site in the SC Works center, ACHIEVE implements a GED class for participants who need transportation, and others referred by the local schools. ACHIEVE also serves and transports 16- and 17-year-olds referred from the Department of Juvenile Justice in the three counties.

Supportive services include educational supplies/materials, youth incentives, work clothing and transportation. Once a participant is eligible for services, ACHIEVE transports them to and from class, picking them up at their homes as well as transporting to activities and trainings. Van drivers develop a rapport with the participants that they transport and work to remove a transportation barrier that many of the youth have.

While obtaining a high school diploma or GED is a primary goal for ACHIEVE's youth, the program offers a host of employability trainings on-site as well as through partnerships. One training goal assists youth with obtaining a driver's license through partnerships with local driver's education schools to eliminate that employment barrier. Each participant develops a career portfolio with ACHIEVE's career readiness staff and through partnerships with the SC Department of Employment and Workforce and SC Works staff. These include services such as developing résumés in the resource center and attending workshops on interviewing skills, entrepreneurial skills, Labor Market Information, and other skills training.

## → PY23 HIGHLIGHTS

In PY23, ACHIEVE continued to deliver quality WIOA services to our at-risk, out of school youth.



Our program was able to continue to meet one of the primary needs of the students by keeping the food pantry stocked throughout the program year. The pantry was able to continue to meet the food insecurity needs of the students through very generous donations from the community, local partners and ACHIEVE staff. Through a partnership with the Spartanburg Period Project, our students were also able to receive access to quality feminine care products.

Our partnerships continue to be a strong part of our program. We work closely with the Adult Education centers in Cherokee, Spartanburg and Union counties and have seen a significant increase in co-enrollments with the Spartanburg office this year. During this co-enrollment process, their students stay in their classroom and receive their education services while ACHIEVE comes in to assist students with the removal of barriers (driver's education, forklift, work-base learning, etc.). These services are not able to be provided by Adult Education and can greatly assist co-enrolled students. Two students at Spartanburg Adult Education who were struggling with transportation needs are receiving driver's education and transportation services from ACHIEVE to and from school or work.

## → PY23 HIGHLIGHTS (cont'd)

Each year, the program needs shift based on the needs of our students. This year, we had a lot of students wanting/needing to take driver's education and students who were very interested in work-based learning experiences. Because of this, we received the blessing to be able to use left over monies from the purchase of one of our new vans to apply towards



GREATER UPSTATE

driver's education, thanks to the Spartanburg County Foundation. We also expended 100% of funds appropriated for work-based learning on valuable experiences for students.

In PY23, ACHIEVE served youth with a variety of barriers. All the youth who were served had at least one barrier, but most had multiple: 5% pregnant/parenting; 45% current offenders; 100% high school dropouts; and 52% were ages 16-17. Local high schools refer youth who are expelled or if the school exhausts all services and determines the youth can best continue their education through ACHIEVE. As a program, we helped to award 27 GEDs in the program year.

ACHIEVE expended 27+% of PY23 funds to place participants in work-based learning opportunities to match their career interests. Thirteen business partners hosted fifteen work-based learning experiences and job shadow opportunities ranging from positions in health, construction, manufacturing, IT, veterinary and community and social services. These business partners mentored and provided valuable experience and feedback to our participant interns. Several of the work-based learning experiences led to employment.



▲ Students in ACHIEVE receive hands-on life skills training on running a business. Students discussed what kind of business they would have if they could be their own boss and formed their own company, Santa's Workshop. They came up with the standard operational needs for starting the company: rent, cost of materials, salaries, utilities, and what they could sell the product for to make profit. Each student received a timecard to document when they started and finished the ornaments each day. They donated the completed ornaments to the Department of Social Services.

▼ ACHIEVE student participates in a virtual reality workshop.



The ACHIEVE Program brings services to continue its mission that was established 44 years ago, "recognizing that it is through the holistic development of an individual that relatively permanent changes in lifestyle, goal orientation and futuristic thinking occur." While GED preparation and work readiness goals top the mission, leadership development and counseling services complete the purpose. ACHIEVE collaborates with the WIOA core partners and local agencies and businesses to combine resources to best serve the youth.

## → ACHIEVE SPARTANBURG CENTER

PY23 started off with **Tayquan "Tay" Powell** getting his GED at the beginning of August. He had enrolled with ACHIEVE in the previous PY and through our services, not only did he receive the title of graduate, but he also received his driver's license, a forklift certification and upon earning his GED, went right into higher education. Tay is a proud USC Upstate ACHIEVE graduate and is currently enrolled at Spartanburg Community College and about to graduate from their welding program. Upon graduation, he has plans to continue to further his education in either business or nursing.





TAYQUAN POWELL, Spartanburg Center



**Luke Wright** of the Spartanburg Center was also a graduate who utilized all WIOA Youth services. He was referred to our services via our partnership with the Hope Center for Children. Luke received his GED in September of 2023 while he was still 17. Through ACHIEVE services, he received driver's education/license, participated in financial wellness, and was inspired by presentations from our WIOA Adult Program. On his 18th birthday, Luke co-enrolled with the WIOA Adult program to receive support/training for truck driving school. We look forward to seeing Luke accomplish his goals!

**► LUKE WRIGHT,**Spartanburg Center

well done!

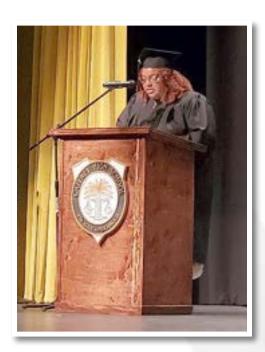
## ACHIEVE CHEROKEE CENTER

For PY23, it wasn't hard to recognize Hazel Webb. She was a standout at Cherokee County Adult Education and quickly became a standout in the ACHIEVE Program. Hazel is a student who has had to support herself and her siblings from a very early age. She maintains full time employment at Boysen, where she has worked herself up to a supervisory role, all while working to earn the title of GED graduate. She approached Career Readiness Specialist, Lisa Hannon, about her interest in a career in Cosmetology. With this information and on her days off, Hazel successfully completed a work-based learning experience at Regina Benton's School of Cosmetology. Hazel has enrolled into courses at Spartanburg Community College with hopes to continue her dreams through higher education.





HAZEL WEBB, Cherokee County



Yalissa Draper speaking at Cherokee County Adult Ed. Graduation.



Gaffney Adult Ed Graduates from ACHIEVE/Adult Partnership

#### GREATER UPSTATE

## → PY23 SUMMARY OF SERVICES AND CENTERS

SC Works Upstate is a collaborative organization that serves the community by providing career services within a tri-county workforce area. All three centers (Gaffney, Spartanburg and Union) in the Upstate provide a consistent set of services with the same purpose under the guidelines of the Workforce Innovation and Opportunity Act (WIOA), with the overarching goal of attaining self-sufficient employment for all individuals, no matter the barriers. This is accomplished through basic career services such as job search assistance, applying for unemployment insurance and/or referral services to workforce partners. In addition, there are a variety of intensive career services offered in all locations, such as career counseling, career readiness workshops and training programs. The training programs provide financial assistance for in-demand occupational skills training and on-the-job (OJT) training opportunities. Another important part of the training program is the supportive services offered to individuals which assist in removing any barriers to employment such as lack of sufficient transportation, absence of needed childcare and other items (emergency assistance with housing, computer/book supplies for training and uniforms/tools).

## LITTER HERO PROGRAM

This program was discussed and initiated in reaction and response to several factors: decreased labor from individuals incarcerated, increased

visibility and reaction to homelessness in Spartanburg, and increased litter throughout Spartanburg County. As a result of this need, over ten community partners including Spartanburg County, City of Spartanburg, OneSpartanburg Inc., Spartanburg Opportunity Center, United Way of the Piedmont, H.O.P.E. Ministries, Keep OneSpartanburg Beautiful, Miracle Hill Ministries, and Equus Workforce Solutions dba SC Works Greater



Litter Hero Graduation

Upstate came together to build a supportive workforce program that provides employment, supportive services and life skills training.

Litter Hero is a 90-day program which employs up to four individuals who are experiencing homelessness or housing instability. They work on a litter crew as employees of the Designated Employer (City of Spartanburg). These individuals report to work every weekday at the designated locations/times to engage in case management and life skills training as assigned prior to heading to their worksite. They are transported to and from the designated worksite (as determined by Spartanburg County and City of Spartanburg). The crew's work involves physical stamina, particularly in the summer. The intake process includes an application, two interviews, drug screening, background check and a physical to ensure that they are fit to work outside in various conditions.

Conditions for participation in the program: must engage in case management weekly as assigned; must agree to drug testing at any point throughout the program; must agree to and complete a background check; must agree to and pass a physical; and must be able to meet the requirements and work hours as set by the employer.

### **GREATER UPSTATE**

## → LITTER HERO PROGRAM (cont'd)

These individuals earn a wage of approximately \$14 per hour and work approximately 27 hours a week, which includes mandatory case management provided by United Way and life skills training by H.O.P.E. Ministries. They also have the option of being temporarily housed at Miracle Hill Ministries. Individuals have consistent access to supportive services and resources available throughout Litter Hero's duration. The individuals work with respective organizations to determine plans moving forward to gain more sustainable employment opportunities. Litter Hero operates with the goal of reducing litter in Spartanburg but with the greater goal of serving the community to build sustainable growth and investment in its citizens, giving people a chance to gain experience that will be beneficial to them in the future.



(Left to right) Claire Roussos, Yolanda Reid, Kidada Tate, Jamie Nelson, Shawn Parker and Marilyn Nguyen pose for a photo after a meeting checking in on the progress of the current Litter Heroes cohort.

Photo by Henry Keating/Staff

SC Works provides workshops, mock interviews, resume assistance, supportive services and one-on-one job searching assistance. Participants are encouraged and invited to all job fairs and hiring events SC Works hosts. We go over all of SC Works services - not just the employment side of the house. We work hard to assist participants with community resources and relationships to help ensure the success of each participant. This program is designed for and targets those in our community that are underserved and have the most barriers. We have just finished our sixth cohort with three out of four who started, graduating from the program. Kayla Kirby, Business Solutions Consultant, is the primary point of contact for SC Works and diligently works with these 'Heroes'. Yolanda Reid, Talent Development Specialist, provides supportive service assistance throughout program participation.



## **BUSINESS SOLUTIONS**

#### INCUMBENT WORKER TRAINING

SC Works Greater Upstate supports local businesses with Incumbent Worker Training (IWT) grants to help retain and train their current employees. In PY23, \$61,360 was invested in training 40 workers across Cherokee, Spartanburg, and Union counties. This training led to several positive outcomes including enhanced skills, increased production, improved efficiency, job preservation and opportunities for promotions.



IWT ensures that local companies stay competitive by providing their employees with essential training to keep up with evolving technologies, new product lines and new organizational structuring.

### **GREATER UPSTATE**

## → BUSINESS SOLUTIONS (cont'd)

#### LOCKHEED MARTIN PARTNERSHIP

In partnership with Lockheed Martin and South Carolina Technology and Aviation Center, SC Works Upstate has supported the new Aircraft Maintenance Technician cohorts for the last two program years. These cohorts are comprised of individuals who come from a variety of employment backgrounds ranging from the fast-food industry to recent college graduates all seeking a career pathway in aerospace with Lockheed Martin.

Utilizing the On-the-Job Training (OJT) program, SC Works has supported 30 individuals over the span of two years in these cohorts. Upon completion of this training cohort, all of these individuals are able to start in the Aircraft Maintenance Technician Apprenticeship program, earning a self-sustaining wage of \$18.53/hr. with opportunities for performance raises after 90 days.

SC Works has streamlined the process with Lockheed Martin from the beginning stages of recruiting individuals to the cohort through graduation of the program. We are excited about the opportunity to support Lockheed Martin in the future with their recruitment, retention and training goals.

## LOCKHEED MARTIN





#### **SECTOR STRATEGIES**

The Upstate Workforce area has successfully implemented a sector partnership to support the local manufacturing industry. The local manufacturers coined the partnership the Upstate Manufacturing Network (UMN). They meet consistently to work on issues that they deem important. The UMN follows the Next Gen Sector Partnership model.

#### Next Gen Sector Partnerships Are...

**Industry-Driven.** Business leaders come together to define a shared agenda based on the priorities that most impact the vitality and competitiveness of their industry—not the agenda of public programs. In a Next Gen Partnership, business leaders also drive the action. They personally champion priorities, volunteering on task teams to push for outcomes and results.

Community-Supported. Next Gen Sector Partnerships rely on a coordinated team of support partners including workforce development, economic development and education who work together to respond to industry needs. The partnership acts as a "shared table" for business leaders to collaborate with a range of public partners to work together to align programs to industry needs.

Sustainable over time. Since Next Gen Sector Partnerships are organized around topics that interest business leaders most—what it takes to ensure that their company thrives—they are sustainable over time.

For more information on the UMN please email: info@upstatemanufacturingnetwork.org

### GREATER UPSTATE

## → BUSINESS SOLUTIONS (cont'd)

#### INTERNATIONAL TALENT JOB FAIR

Several companies have launched pilot programs to employ non-native English speakers. Notably, Cooper Standard and Draexlmaier have led efforts to hire Russian and Ukrainian workers, addressing a significant labor need. In addition to working with local businesses, we've partnered with Lutheran Services of the Carolinas and World Relief, two organizations dedicated to assisting non-native English speakers with their basic needs, healthcare, translation services and employment opportunities.



To further support this effort, SC Works Greater Upstate organized an International Talent Job Fair at Spartanburg Community College's Tyger River Campus. This event aimed to connect individuals with limited English skills to employers willing to hire and train them. The fair attracted over 80 job seekers from Greenville, Spartanburg, Cherokee and Union counties.



## **SPARTANBURG**

#### PY23 METRICS

**Total Center Traffic** 11.280 Adult & DW Enrollments 139 **Began Training** 53

Our comprehensive center is in downtown Spartanburg close to the bus transportation hub and consists of multiple partner agencies and staff to include: Workforce Innovation and Opportunity Act (WIOA), South Carolina Department of Employment and Workforce (SCDEW), ACHIEVE, Department of Social Services (DSS), South Carolina Vocational Rehabilitation (SCVR), Veteran Services and South Carolina Senior Employment Program (SCSEP). The full range of services are available Monday through Friday. The center also hosts recruitment and outreach events and is housed alongside other relevant partners. Partner meetings are held monthly with attendance from the tri-county area. We find that partners appreciate this as the majority of them serve the same geographical locations.

## **Empower U**

The Upstate Workforce area was asked to enter into a partnership with the South Carolina Department of Juvenile Justice (DJJ) to provide a structured career exploration program. In January 2024, SC Works Greater Upstate staff started quarterly classes for young gentlemen EMPOWERING OUR YOUTH FOR THE FUTURE



housed at the DJJ Union Evaluation Center. During the classes, staff presented a variety of topics related to life skills and career exploration. Staff also utilized virtual reality technology to showcase viable careers. The pilot program is scheduled to end in December 2024. Funding for this project was provided by the South Carolina Department of Employment and Workforce. Results will be reported upon conclusion. The hope is that funding will be provided to continue the EmpowerU program and even expand it across the state.

### **GREATER UPSTATE**



#### The Challenge (Background):

Kelvin Hargraves is a veteran who lost his employment and decided to change career paths and get his CDL.

#### The Solution (WIOA Services):

Mr. Hargraves was enrolled in the WIOA program on December 6, 2023. He entered the program in search of a career path in the trucking industry to have financial stability and growth.



He stated that, "I wanted a career change, so I would never be in this unsure of a position again." Mr. Hargraves worked closely with the Talent Development Specialist (TDS) to identify barriers, prioritize needs and strategize a way to move forward. Mr. Hargraves completed WIN testing and a scholarship application. He applied to the Commercial Driving Academy (CDA) and was accepted into the CDL Class-A program. Mr. Hargraves was approved for tuition cost and support services for transportation to the CDA. He later graduated from CDA (located in Duncan).

#### The Outcome:

Mr. Hargraves successfully completed CDL training at Commercial Driving Academy on January 16, 2024, and obtained a CDL certification. He showed a constant sense of responsibility, commitment, and a desire to improve during his participation in the WIOA program. Mr. Hargraves was thankful for all the assistance he received. He found employment with Blue Print Transportation and has continued his successful journey.



### **CHEROKEE**

#### **PY23 METRICS**

| Total Center Traffic   | 3,334 |
|------------------------|-------|
| Adult & DW Enrollments | 89    |
| Began Training         | 27    |

One of our two affiliate centers, SC Works Cherokee is in Gaffney. The center houses a WIOA TDS, two SCDEW workforce staff, a SCSEP participant and two DSS Case Workers, where they assist the same clientele as the comprehensive center. A full range of services is available Tuesday-Friday. However, due to a smaller footprint, SC Works Cherokee refers to and works with community partners in their off-site locales much more. We apply a collaborative approach in which the Operations Manager, Kenneth Taylor, plans and facilitates a monthly community partnership meeting for the tri-county area.

## **GREATER UPSTATE**



#### The Challenge (Background):

Janell came to SC Works after attending a Rapid Response event when her current employer, IVC was laying off. Janell knew she needed to do something different as a career. She was interested in a career that would bring her higher wages, stability and opportunities for advancement. She decided to act on her interest in becoming a nurse. She was eager to get started and enrolled at Greenville Technical College in the Nursing Program. Due to costs of books and other items, Janell turned to the WIOA program for supportive services and was enrolled as a DW on September 16, 2020.



#### The Solution (WIOA Services):

Janell quickly completed all program requirements and was able to receive financial assistance needed for books, fees and transportation reimbursement. She also received financial aid (grants) that helped her cover the tuition cost. She stated the program helped her with financial support that she would have otherwise needed student loans to cover. Janell graduated on May 1, 2024.

#### The Outcome:

Janell has recently been offered employment at Spartanburg Regional Medical Center and started on July 22, 2024. She states, "I am so glad that I was able to receive assistance from the WIOA program". She also stated that with the help of this program and the support from her family she has been able to achieve her goal of becoming an RN and is very grateful to have had this opportunity. She is eager to work in her new career as a Registered Nurse!



### **UNION**

#### **PY23 METRICS**

| Total Center Traffic   | 1,204 |
|------------------------|-------|
| Adult & DW Enrollments | 64    |
| Began Training         | 30    |

Our second affiliate center is located in the historic Carnegie Library in Union. One WIOA TDS is assigned full time, with SCDEW workforce staff and a Veteran Workforce Consultant splitting time between Gaffney and Union. A full range of services is available on Monday and Wednesday of each week. The library also serves as the University of South Carolina at Union library for their college students. In addition, other community partners are housed there including Project REST, United Way of the Piedmont and Union Cancer Association.

## **GREATER UPSTATE**

# **PY23**Contractural Goal Outcomes

| AD/DW Enrollments (goal 235):                            | 282   |
|--|-------|
| Social Media Posts/Followers:                            | 323   |
| OJT (On-the-Job Training) (goal of 20):                  | 20    |
| WEX (Work Experience):                                   | 5     |
| Recruitment Events (all three counties) (goal of 48):    | 57    |
| Community Events (all three counties) (goal of 168):     | 155   |
| Workshop Attendees (all three counties): 329 Adults, 290 | Youth |

# CUSTOMER SURVEY COMMENTS

# SC WORKS

## **GREATER UPSTATE**

At SC Works Greater Upstate, we value feedback from jobseekers and employers. Listed below are a variety of comments from the surveys given to our customers. The survey results are reviewed on a monthly and quarterly basis by operators, partners and the local board.

- ✓ Staff was very helpful and understanding, they helped me greatly. Thank you.
- ✓ Mike is very helpful in explaining the website and how it works.
- ✓ They have done an excellent job setting me in the right direction and options. I cannot brag enough about the staff in Gaffney.
- ✓ Latoya was friendly and helpful to all participants. She used examples and her own personal career journey to explain WIOA/SC Works options to attendees.
- ✓ Mrs. Latoya went above and beyond to provide information and answer all questions asked.
- ✓ Evelyn has very phenomenal customer service. Always there to help.
- ✓ Latoya was extremely helpful and provided me with hope on finding my next career path.
- ✓ Yolanda is great!
- ✓ Junell Mayes-Proctor was an amazing help! She was patient, understanding and very informative! I had a great experience here with her!
- ✓ They went above & beyond! I am a 20 yr. vet. I never felt more relaxed in a place with great people.
- ✓ Kesha was great. Every time I call or come in the office; she is the best.
- ✓ Mark was great. I did not know the extent of the services that SC Works offered.
- ✓ Staff member was beyond helpful! He was great, kind, caring, & understanding.
- ✓ Angela R. was awesome.
- ✓ Mr. John was a great help. I was looking confused at the screen and he must have seen my look. He scooted right up beside me & instructed me on what to do!

