

SC Works Upstate

Just-In-Time Report
December 2021
PY21 Issue 6

Cherokee Spartanburg Union

Prepared by:



SC Works Upstate Traffic, WIOA Orientation, WIN, and Workshop Data

WIOA Orientation Attendance:

17 (virtual)

WIN Testing

Spartanburg – 1

Center Traffic:

Month- 852

PY21- 7,617

Workshop Attendance

41 (virtual & in-person)

Unemployment Rates

Nov. (or latest available)

(*not seasonally adjusted)

US	South Carolina	Spartanburg	Union	Cherokee	Veterans
4.2	3.7	2.9*	4.7*	3.7*	3.9

Center	SCWOS Job Referrals - Staff	Internet (self)
Cherokee	201	242
Spartanburg	1,203	854
Union	132	68

Customer Satisfaction Survey

Survey Date: 12/11/2021, 12/31/2021
Project Name: SC SPARTANBURG ONE STOP
RD Name: All

Good Greeting: Yes 39 (100%)

Courtesy and Professionalism: Excellent 37 (94.87%), Good 1 (2.56%)

Service Received was Helpful: Very Much 35 (89.74%), Somewhat 2 (5.13%)

Facilities and Equipment: Excellent 35 (89.74%), Good 3 (7.69%)

Were Various Options Discussed?: Yes 37 (94.87%), No 2 (5.13%)

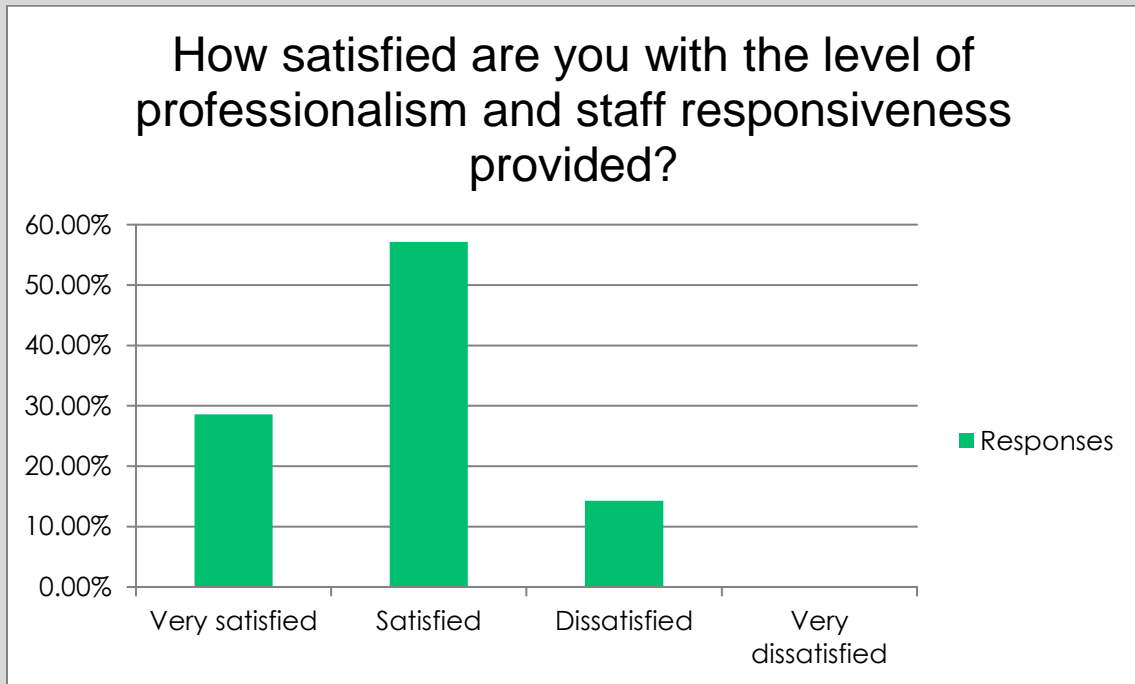
Did Staff Help?: Yes 37 (94.87%), No 2 (5.13%)

Average LIA % Positive: 95.73%

Feedback, Comments and Suggestions:

Project Name	Survey Date	7-Did well and areas to improve
SC SPARTANBURG ONE STOP	12/16/21	
SC SPARTANBURG ONE STOP	12/23/21	
SC SPARTANBURG ONE STOP	12/16/21	Excellent Service! Thank you .
SC SPARTANBURG ONE STOP	12/16/21	Goldstar
SC SPARTANBURG ONE STOP	12/16/21	Great staff, makes the process easier when you have staff that wants to help!
SC SPARTANBURG ONE STOP	12/08/21	I appreciate all that you all do. Wonderful check-in experience as well! Thank you!
SC SPARTANBURG ONE STOP	12/23/21	I have always been treated with respect here.
SC SPARTANBURG ONE STOP	12/16/21	I have had such a helpful experience this time. Thank you!!
SC SPARTANBURG ONE STOP	12/16/21	I really appreciated the services that I received this morning. Thank you kindly,

Business Partner Surveys (Latest Available-November 2021)



How satisfied are you with the level of professionalism and staff responsiveness provided?

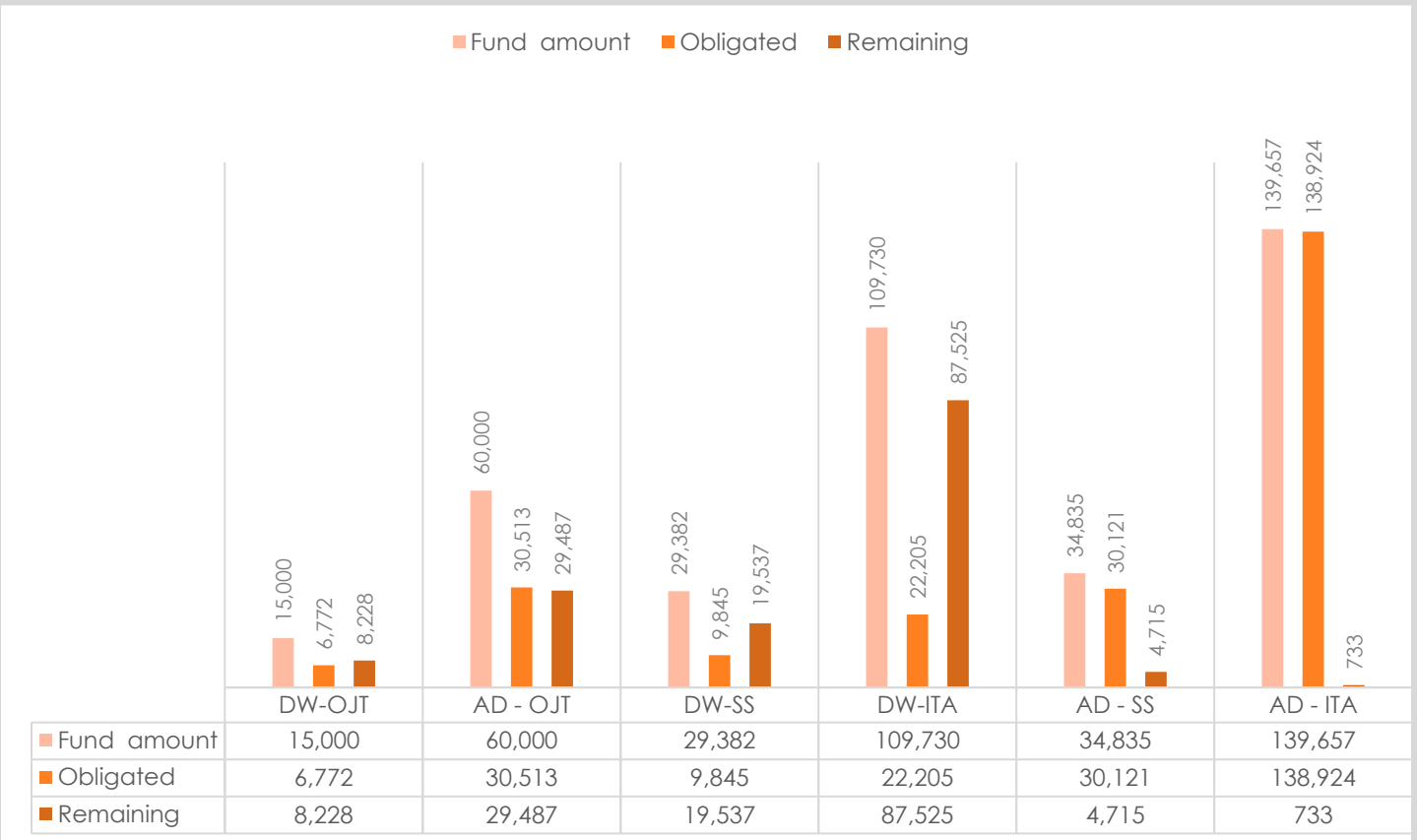
<u>Answer Choices</u>	<u>Responses</u>	
Very satisfied	25.57%	2
Satisfied	57.14%	4
Dissatisfied	14.29%	1
Very dissatisfied	0%	0
	Answered	7
	Skipped	1

Total Satisfied= 82.71%

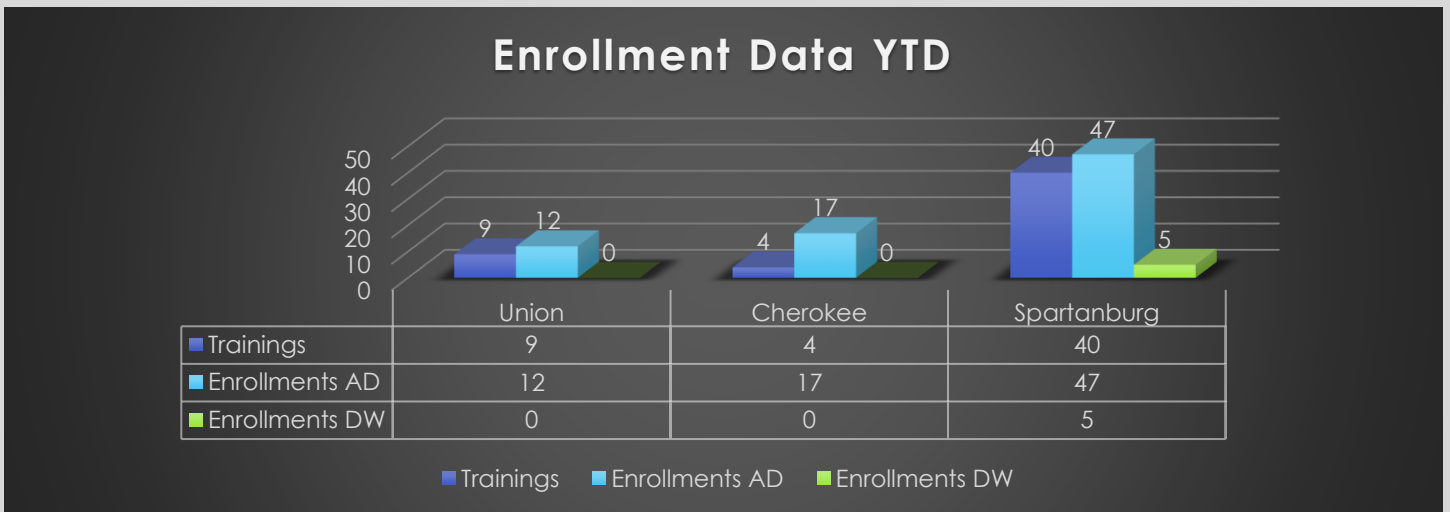
RECRUITMENT EVENTS:
December 2021

Events	Jobseekers
8	64

Training & Support Services Funding PY21



Enrollment Data Cumulative PY21



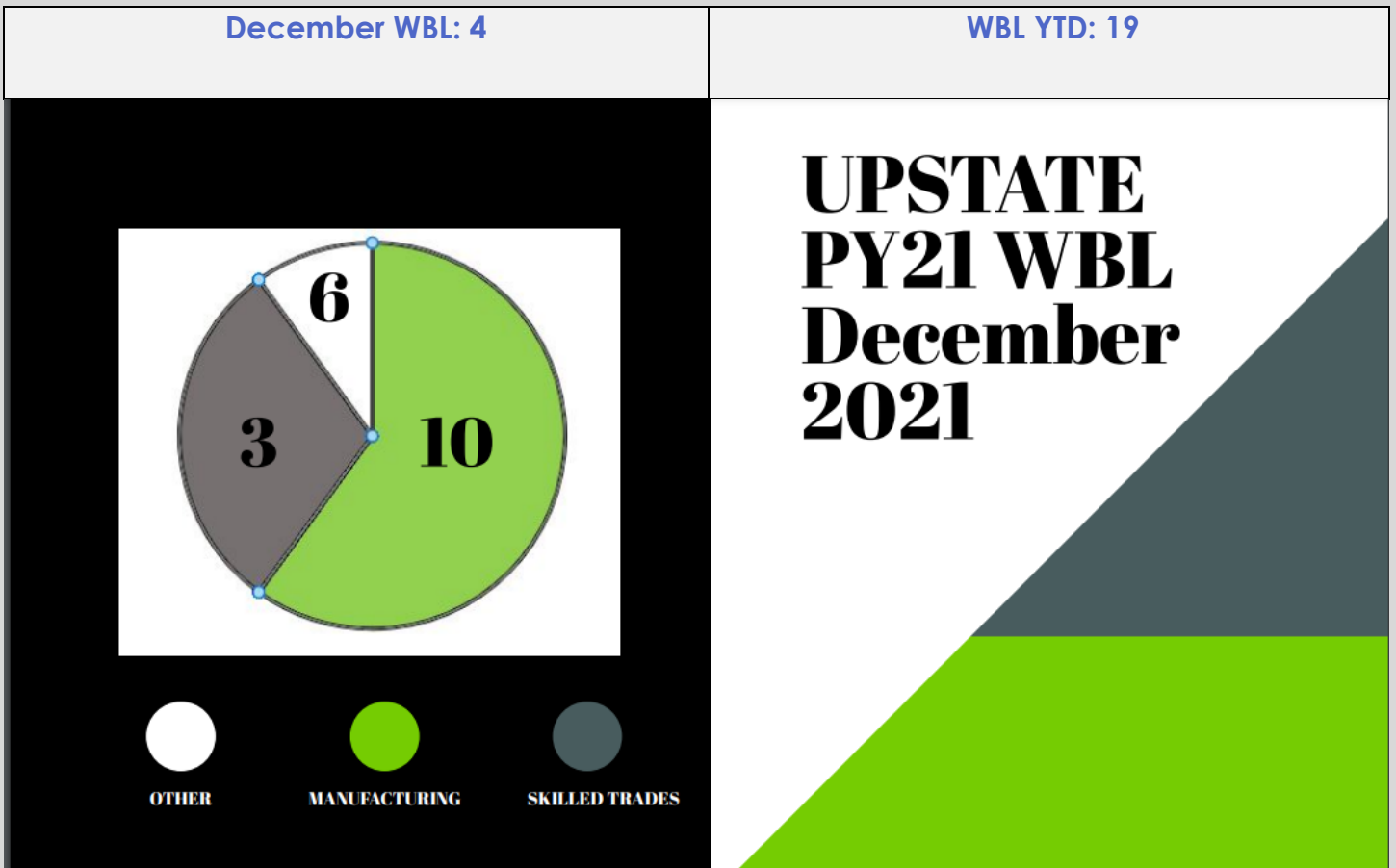


Priority of Service Rate (at end of month) = 79% (64 of 81)

Enrollment Data December

Center	New Trainings	Enrollments AD	Enrollments DW
Union	0	0	0
Cherokee	1	3	0
Spartanburg	7	5	0

Work-based Learning (OJT/WEX)



Training Target Sectors

<u>Training Target Sectors</u>	<u>Number In Training</u>	<u>Percent</u>	<u>Goal</u>
Manufacturing	11	21%	20%
Trades / Const.	4	7%	15%
Logistics	26	49%	15%
Other	12	23%	50%

Community Engagement

Events Attended:

Spartanburg- 11

Cherokee- 5

Union- 7

Social Media

Social Media Outreach (Cumulative):

232 Posts and 212 Facebook Likes

PY21 Goal - 252 Posts and 200 Likes

Social Media Spotlight



THIS IS WHAT JOB SEARCHING LOOKED LIKE IN THE 1930'S

THIS IS WHAT JOB SEARCHING LOOKS LIKE TODAY!



SC WORKS GREATER UPSTATE PROVIDES FREE CAREER READINESS SERVICES!

CONTACT US:

GREENVILLE
864-467-8080

GAFFNEY
864-342-7207

SPARTANBURG
864-764-1966

UNION
864-427-7140




ALL EQUAL OPPORTUNITY EMPLOYER/PROGRAM. ASSISTANCE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES. (T) 11

Equus Team Focus / Outreach

December was a great month at SC Works Upstate! Staff were able to celebrate the holidays with a fun holiday luncheon. On December 17, the Upstate Workforce Board provided a Chick-fil-a lunch for staff and partners as a recognition for meeting performance goals. Everyone had a great time eating together, exchanging gifts, and enjoying each other's company.

As 2022 begins, SC Works Upstate is prepared to ramp up activities once-again. There will be a renewed focus on community engagement and WIOA enrollments in the new year. We can't wait to see what 2022 will bring!

Jocelyn, Meika, Mary Beth, Ben and Nikki attended the City of Spartanburg bus tour. The group toured the various Community Centers within the local area.

Nikki and Kenneth attended the quarterly Safety Net meeting; Nikki presented information pertaining to services that SC Works Greater Upstate offers to the various communities.

Kenneth and Nikki conducted an SC Works "Meet and Greet" at the Dr. T K Gregg Community Center in Spartanburg. Information was shared on SC Works services, WIOA On the Job Training, and best practices for interviewing.

Adam and Anne met with staff from the Spartanburg Co. Public Library to give them a center tour and an overview of our programs and services.

Kenneth went to the Adult Education Center in Gaffney to conduct a Career Exploration Session with students using Virtual Reality.

Kenneth attended the monthly partner meeting for the Litter Hero program via Zoom.

Mary Beth attended a discussion with Winter Law Firm on HR Do's and Don'ts when it comes to letting someone go.

Kenneth attended the PCC Meeting hosted by the Spartanburg Housing Authority to discuss the progress of individuals in the Family Self Sufficiency program.

Jordan joined the Achieve team/students to assist with preparation of food boxes to be distributed in the community (Food Share Project).

Mary Beth attended a group meeting for the Skilled Trades Association.

Success Story: Byrice

The Challenge (Background):

Byrice visited the SC Works Center in need of financial assistance to obtain a Commercial Driver's License (CDL). He was having difficulty obtaining a full-time job and wanted to pursue CDL training, which would make him eligible for a truck driving position that he had his eyes on. Byrice had all the experience for these jobs, he just needed the CDL license and wanted to secure a steady income in the transportation industry.

The Solution (WIOA Services):

Byrice was determined eligible as an Adult under the Workforce Innovation Opportunity Act (WIOA) at the Cherokee SC Works Office. He was enrolled in the WIOA program on 07/28/2021. He entered the program in search of a career path in the trucking industry to have financial stability and growth. Upon enrollment in the WIOA program, Byrice worked closely with the Talent Development Specialist (TDS) to identify barriers, prioritize needs, and strategize a way to move forward. He was highly motivated and eager to complete the necessary required steps for WIOA. He completed the WIN assessment and obtained a bronze level. He was enrolled for the CDL program on August 23rd, 2021, at Truck Driver Institute, located in Richburg, SC. Byrice was approved for tuition costs and supportive services for transportation and licensing fees.

The Outcome:

Byrice successfully completed the CDL training at Truck Driver Institute (TDI) on September 23, 2021 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. He began applying for jobs, participated in interviews, and was offered a full-time position at Quality Logistics as a local truck driver. His start date was December 15th, 2021, and his average weekly salary is \$1200. Byrice was proud of the available resources through WIOA that allowed him to reach his goal in finding a career in the trucking industry, that he loves. Having his CDL was instrumental in him getting this position as it was a requirement to apply.



***The mission of the SC Works Greater Upstate system is to establish and continuously improve an accessible, seamless, and customer-focused one-stop delivery system in Cherokee, Spartanburg, Union, and Greenville counties by assisting employers, jobseekers, and those seeking other workforce or community related services.**