

SC Works Upstate

Just-In-Time Report
February 2022
PY21 Issue 8

Cherokee Spartanburg Union

Prepared by:



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

WIOA Orientation Attendance:

36 (virtual)

TABE Testing

Spartanburg – 0

Center Traffic:

Month- 783

PY21- 9,377

Workshop Attendance

73 (virtual & in-person)

Unemployment Rates

JAN. (or latest available)

(*not seasonally adjusted)

US	South Carolina	Spartanburg	Union	Cherokee	Veterans
4.0	3.5 (Dec.)	3.1* (Dec.)	5.2* (Dec.)	4.0* (Dec.)	3.5
Center		SCWOS Job Referrals - Staff		Internet (self)	
Cherokee		162		195	
Spartanburg		1,156		783	
Union		51		55	

Customer Satisfaction Survey

Survey Date: 2/1/2022, 2/28/2022
Project Name: SC SPARTANBURG ONE STOP
RD Name: All

Good Greeting: Yes 44 (100%)

Courtesy and Professionalism: Good 6 (13.64%), Excellent 37 (84.09%)

Service Received was Helpful: Somewhat 5 (11.36%), Very Much 36 (81.82%)

Facilities and Equipment: Good 2 (4.55%), Excellent 42 (95.45%)

Were Various Options Discussed?: No 1 (2.27%), Yes 43 (97.73%)

Did Staff Help?: 44 (100%)

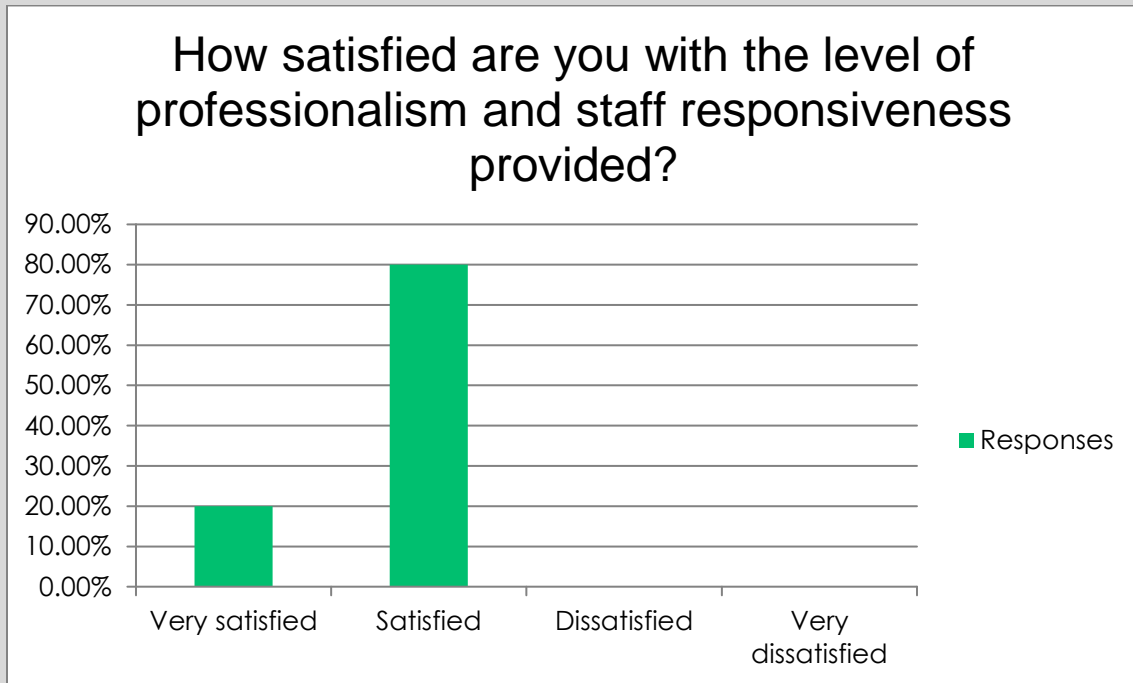
Average LIA % Positive: 96.21%

Feedback, Comments and Suggestions:

Project Name	Survey Date	Feedback
SC SPARTANBURG ONE STOP	02/17/22	7-Did well and areas to improve
SC SPARTANBURG ONE STOP	02/22/22	
SC SPARTANBURG ONE STOP	02/24/22	
SC SPARTANBURG ONE STOP	02/16/22	Both ladies, front desk and resource center desk, were extremely friendly, worked with my sense of humor, made me feel welcome and were consummate professionals.
SC SPARTANBURG ONE STOP	02/07/22	Front desk, Deanna, was a pleasant, very nice lady.
SC SPARTANBURG ONE STOP	02/15/22	Junelle gave us special service. Thank you so much for the special instruction and care taken to help us. Being older we are not used to computers so you are an immense help!!
SC SPARTANBURG ONE STOP	02/17/22	Keep up the great work! Thanks
SC SPARTANBURG ONE STOP	02/03/22	None
SC SPARTANBURG ONE STOP	02/15/22	None

Business Partner Surveys (Latest Available-December 2021)

****Due to staffing changes, January numbers not yet available****



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

<u>Answer Choices</u>	<u>Responses</u>	
Very satisfied	20.00%	1
Satisfied	80.00%	4
Dissatisfied	0 %	0
Very dissatisfied	0%	0
	Answered	5
	Skipped	0

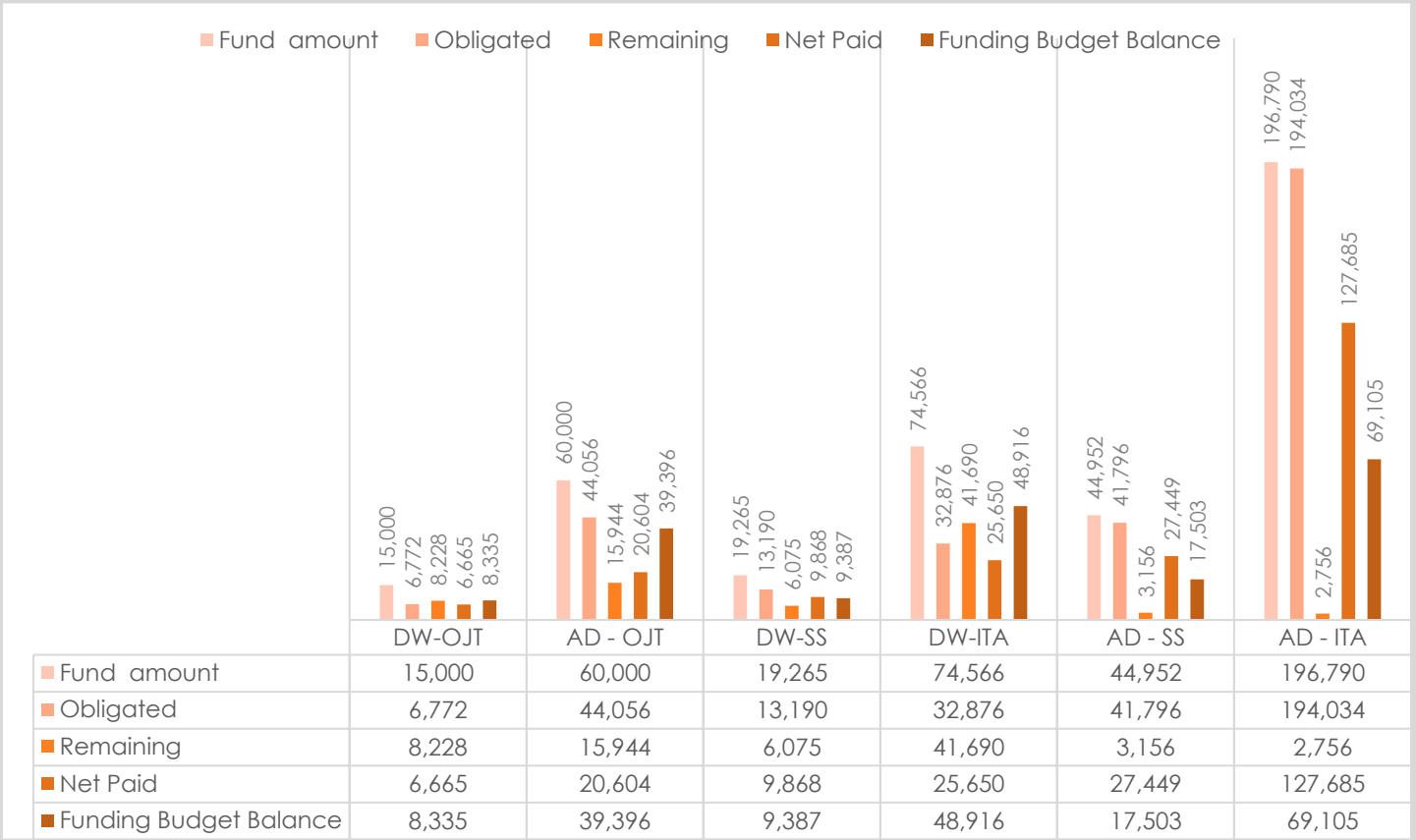
Total Satisfied= 100%

RECRUITMENT EVENTS:

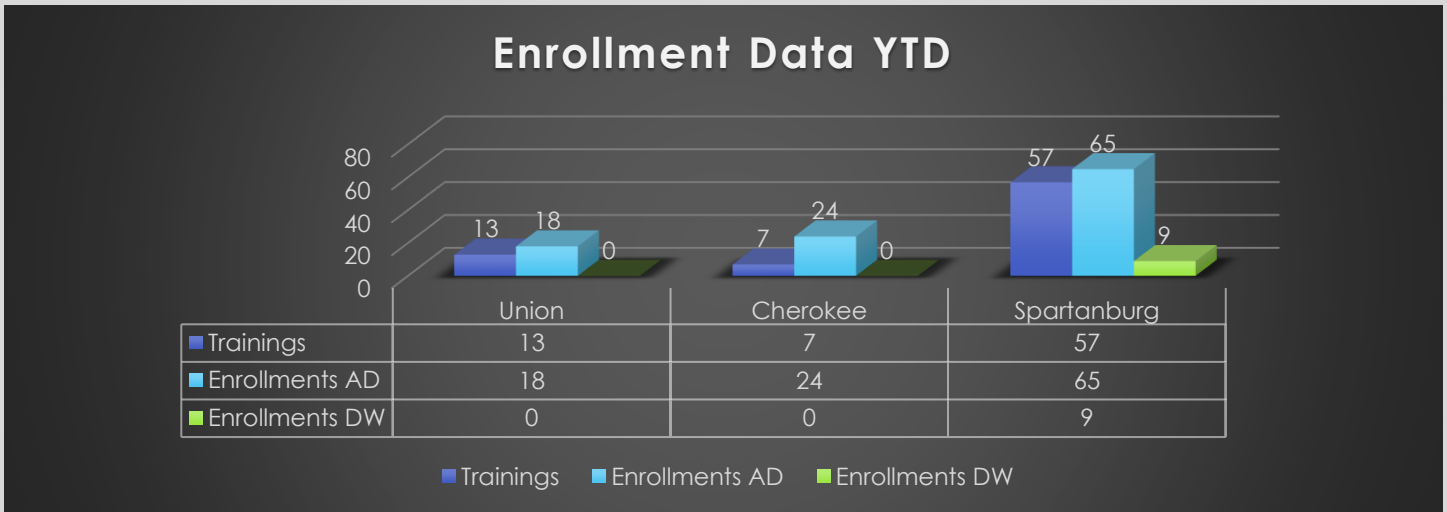
February 2022

Events	Jobseekers
4	138

Training & Support Services Funding PY21



Enrollment Data Cumulative PY21



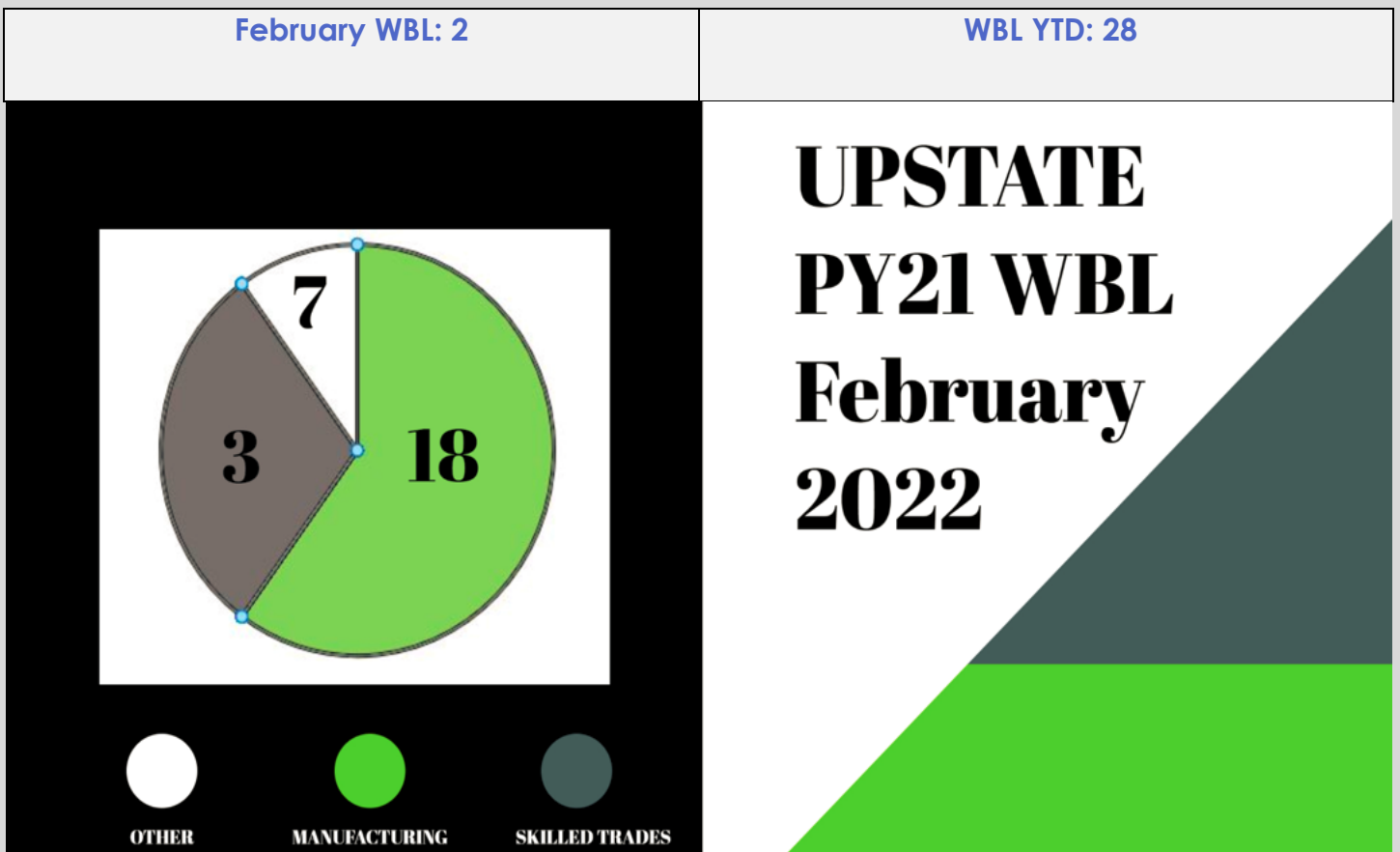


Priority of Service Rate (at end of month) = 83% (97 of 116)

Enrollment Data February

Center	New Trainings	Enrollments AD	Enrollments DW
Union	2	1	0
Cherokee	3	2	0
Spartanburg	5	6	4

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	20	26%	20%
Trades / Const.	4	5%	15%
Logistics	34	44%	15%
Other	19	25%	50%

Community Engagement

Events Attended:

Spartanburg- 22

Cherokee- 10

Union- 12

Social Media

Social Media Outreach (Cumulative):

333 Posts and 268 Facebook Likes

PY21 Goal - 252 Posts and 200 Likes

Social Media Spotlight

ARE YOU ATTENDING COLLEGE AND NEED **FINANCIAL ASSISTANCE?**
 SC WORKS GREATER UPSTATE OFFERS ASSISTANCE **WITH THE FOLLOWING:**

- TUITION AND FEES
- BOOKS, TOOLS AND UNIFORMS
- TRANSPORTATION REIMBURSEMENT
- CHILDCARE EXPENSES
- INTERNET REIMBURSEMENT
- TESTING FEES

CONTACT
 SC WORKS GREATER UPSTATE
 FOR MORE INFORMATION!

864-764-1966

SC WORKS GREATER UPSTATE
 AN EQUAL OPPORTUNITY EMPLOYER/PROGRAM.

Equus Team Focus / Outreach

This month brought some exciting new changes to our Union County SC Works office, which is located in the Union County Carnegie Library. On February 25, the library unveiled their new state-of-the art Apple Lab fitted with brand new Apple computers. This represents a significant upgrade in technology to what already existed. We are proud to say that our SC Works Union customers will have access to this Apple Lab as our resource room has now been relocated into this new space. We are excited to see how this change will impact our Union County customers for the better!

Kenneth facilitated a Career Exploration workshop with a group of students from the Upstate Achieve program using the VR technology.

Kenneth and Joy Downing from The Bridge each participated in a tour of one another's centers to discuss the variety of services each had to offer. Joy is excited about partnering with SC Works to assist her clients and Kenneth was excited to learn about the resources The Bridge provides.

Kenneth attended the quarterly PCC Meeting with the Spartanburg Housing Authority via Zoom. These meetings allow stakeholders to receive updates on the Family Self-Sufficiency program and assist in staffing cases.

Jocelyn met with Vocational Rehabilitation counselor to discuss partnership and to learn more about services offered by Voc. Rehab.

SC Works staff attended and facilitated the monthly Community Partner meeting via WebEx.

Adam & Jocelyn attended the ribbon cutting ceremony for the new Apple Lab at the Union County Carnegie Library.

Mary Beth attended the kick-off meeting to discuss a White-Collar Worker job fair to encompass open HR, Clerical, Administrative, positions.

Kenneth met with the Transition Instructors at Dorman High School to provide an overview of SC Works services.

Mary Beth attended a discussion with Upstate Coalition for Veterans Services on how we can help veterans with local services, find jobs, etc.

Kenneth facilitated a workshop with students from Union County Adult Education on the services and partner programs available through SC Works.

Success Story: Michael Mahaffey

The Challenge (Background):

Michael was incarcerated in the SC Department of Corrections for 16 years for various drug-related charges. Michael had lost touch with his family and had no clear plan for success once released. He had a rather large amount of money he owed to the SCDMV for traffic violations that had resulted in a suspended license and multiple reinstatement fees. We knew that Michael was going to need a GPS Monitor and a place in Transitional Housing. Michael had only held general labor positions with Prison Industries for 16 years and did not have a basic understanding of how to live in our fast-paced, modern digital age.

The Solution (WIOA Services):

In March of 2021, Michael was screened and approved to participate in the first Operation Educate Manufirst Training Session at Tyger River Correctional. He received OSHA-10 Certification and training in the history and types of manufacturing prevalent in the Upstate. He received very high scores on all his assessments and began to conduct study sessions with the other participants. Michael was eager and described as "a pleasure to have in the class."

The Outcome:

Michael was interviewed by two Upstate employers prior to release and received offers of employment from both. He was released on October 1, 2021, and began work at Spartanburg Steele Products in Spartanburg, SC on November 8, 2021. Michael began as a Manufacturing Associate at a pay rate of \$17.43 per hour and was quickly identified as an excellent candidate for advancement. Within 30 days he was informed of the intention to train him as a Machine Operator and given his first pay raise. Michael has since paid all fines and reinstatement fees, had his driving privileges restored and purchased a BMW, which he is incredibly proud of. He has been able to reconnect with his children and begun to rebuild important family bonds. During his training to become an operator, Michael's pay was raised to \$22 hourly, and once his training is complete in February of 2022, he will be raised to \$25 hourly. The Re-Entry Navigator has received good reports from his supervisors and Michael remains in contact with her several times a week. He has begun to reach out to other new releases and makes it a habit to visit and encourage them as they re-enter life outside of the DOC.



***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.**