

SC Works Upstate

Just-In-Time Report
March 2022
PY21 Issue 9

Cherokee Spartanburg Union

Prepared by:



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

WIOA Orientation Attendance:

21 (virtual)

TABE Testing
Spartanburg – 0

Workshop Attendance

60 (virtual & in-person)

Center Traffic:

Month- 1013

PY21- 10,390

Unemployment Rates

FEB. (or latest available)

(*not seasonally adjusted)

US	South Carolina	Spartanburg	Union	Cherokee	Veterans
3.8	3.5	3.9*	6.2*	4.9*	3.1

Center	SCWOS Job Referrals - Staff	Internet (self)
Cherokee	353	179
Spartanburg	1,883	692
Union	279	74

Customer Satisfaction Survey

Survey Date: 3/1/2022 to 3/31/2022
Project Name: SC SPARTANBURG ONE STOP
RD Name: All

Good Greeting: Yes 50 (100%)

Courtesy and Professionalism: Excellent 45 (90%), Good 3 (6%)

Service Received was Helpful: Very Much 46 (92%), Somew... 2 (4%)

Facilities and Equipment: Excellent 49 (98%), N/A 1 (2%)

Were Various Options Discussed?: Yes 48 (96%), No 2 (4%)

Did Staff Help?: 1 (2%), 49 (98%)

Average LIA % Positive: 96.99%

Feedback, Comments and Suggestions:

Project Name	Survey Date	7-Did well and areas to improve
SC SPARTANBURG ONE STOP	03/10/22	
SC SPARTANBURG ONE STOP	03/17/22	
SC SPARTANBURG ONE STOP	03/21/22	
SC SPARTANBURG ONE STOP	03/31/22	
SC SPARTANBURG ONE STOP	03/17/22	A++ service. Thank you.
SC SPARTANBURG ONE STOP	03/21/22	Deanna was a big help. She gave great advise.
SC SPARTANBURG ONE STOP	03/10/22	Deanna, receptionist, very polite, professional and friendly! Toya very helpful and advisement was terrific!
SC SPARTANBURG ONE STOP	03/10/22	Excellent service!!!
SC SPARTANBURG ONE STOP	03/16/22	Great SERVICE
SC SPARTANBURG ONE STOP	03/10/22	Great workers. Very pleasant.

Business Partner Surveys (Latest Available-January 2022)



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

<u>Answer Choices</u>	<u>Responses</u>	
Very satisfied	37.50%	9
Satisfied	62.50%	15
Dissatisfied	0 %	0
Very dissatisfied	0%	0
	Answered	24
	Skipped	0

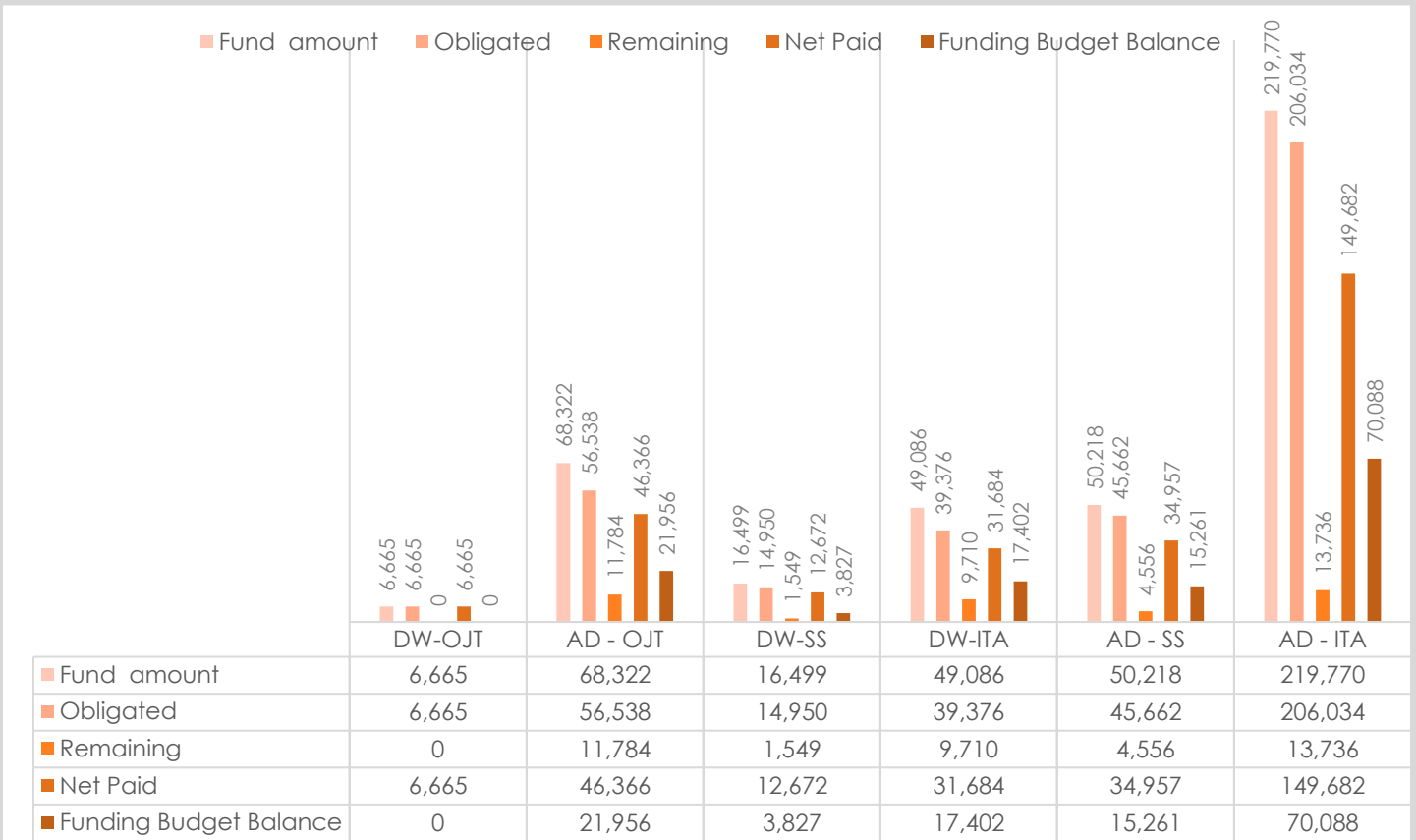
Total Satisfied= 100%

RECRUITMENT EVENTS:

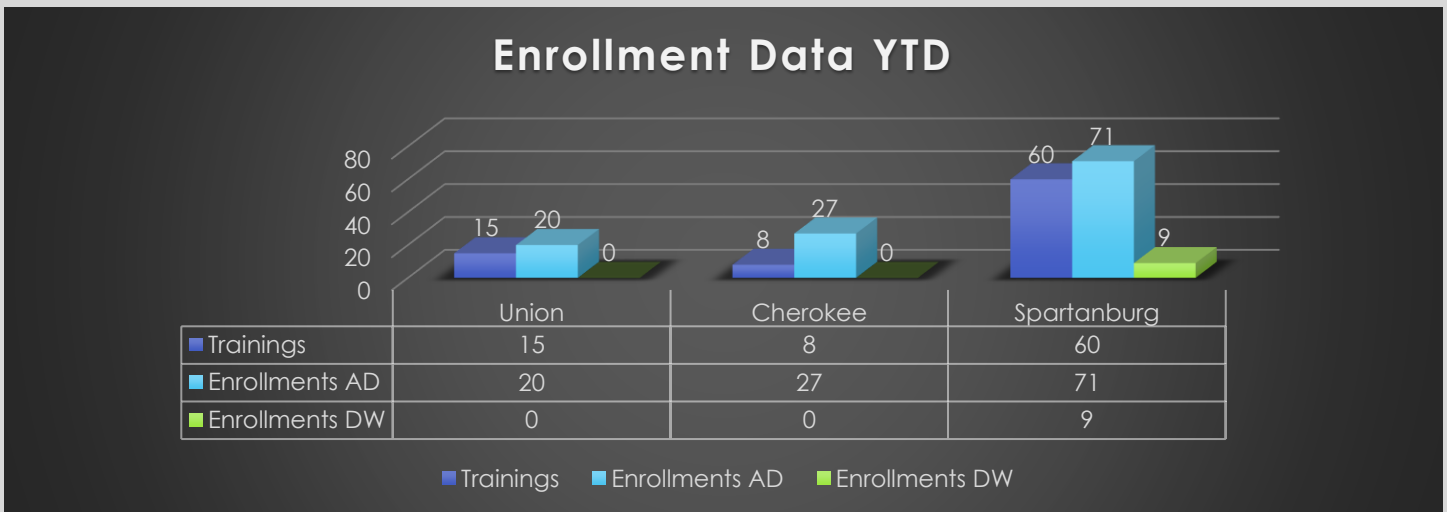
March 2022

Events	Jobseekers
10	192

Training & Support Services Funding PY21



Enrollment Data Cumulative PY21



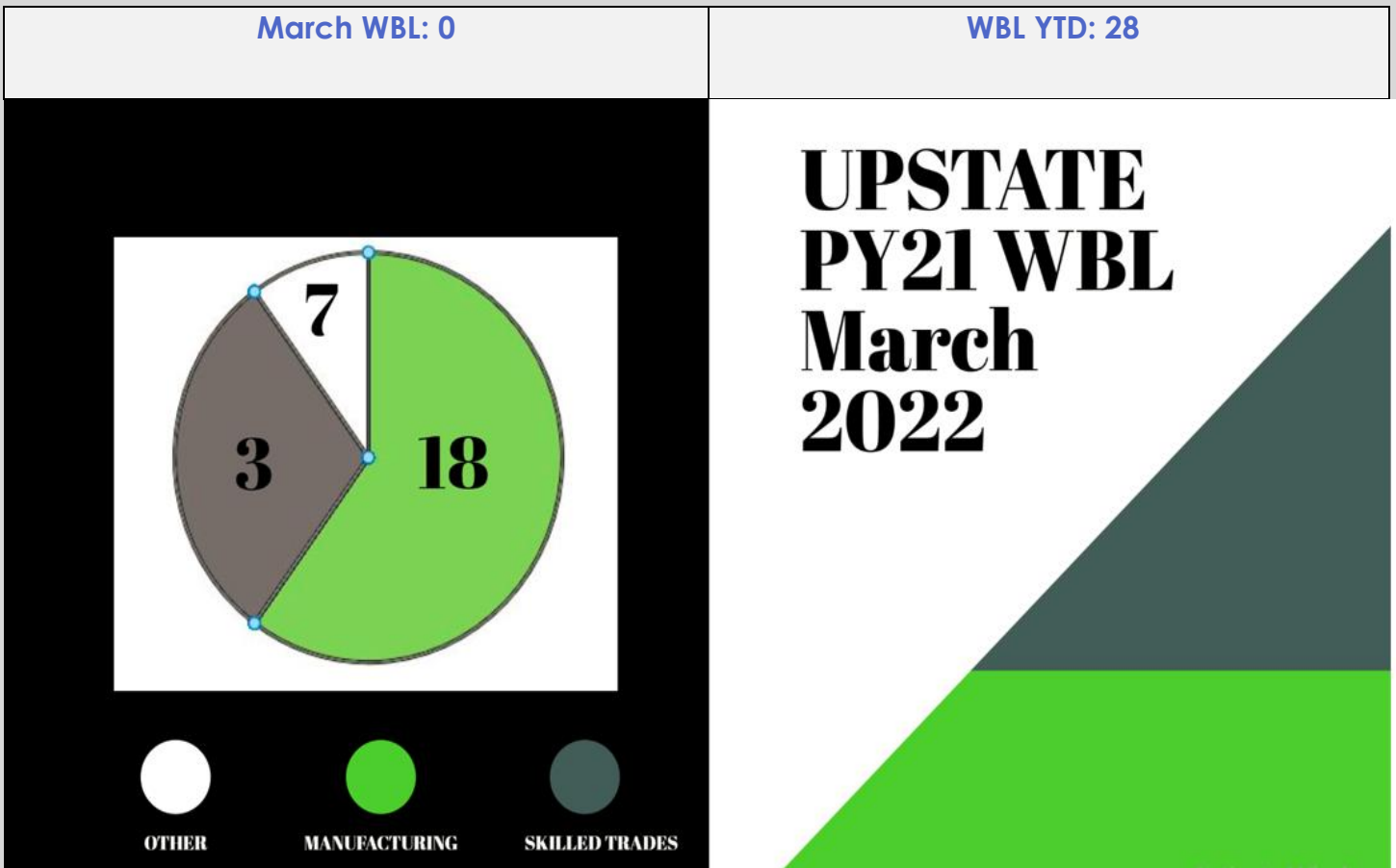


Priority of Service Rate (at end of month) = 82% (98 of 119)

Enrollment Data March

Center	New Trainings	Enrollments AD	Enrollments DW
Union	2	2	0
Cherokee	1	3	0
Spartanburg	3	6	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	20	24%	20%
Trades / Const.	4	5%	15%
Logistics	38	46%	15%
Other	21	25%	50%

Community Engagement

Events Attended:

Spartanburg- 19

Cherokee- 15

Union- 19

Social Media (Thru March)

Social Media Outreach (Cumulative):

386 Posts and 288 Facebook Likes

PY21 Goal - 252 Posts and 200 Likes

Social Media Spotlight



Equus Team Focus / Outreach

On March 11, SC Works Greater Upstate held its Quarterly Training. During this session, Charleen Allen from SCCB presented information on Assisting People with Visual Impairment. SCCB trainers also covered the assistive programs JAWS and ZoomText on our ADA stations. Kenneth and Stacey presented a customer service training on Dealing with Difficult Customers. SC Works Upstate would also like to say a huge “Thank you” to Rob Howell, Senior Vice President of Avison Young for presenting the new office plans to Spartanburg staff on March 15. After seeing the plans, we are truly excited to see what is coming down the road for our Spartanburg Center.

Jocelyn attended the Union County Community Partners Meeting with a variety of partners. John Blomberg and Harish Flyer with the SC Small Business Development Center were the guest speakers.

Kenneth conducted a virtual workshop on Identifying Strengths with clients at the Union Services Center.

Kenneth conducted the career readiness portion of this semester's Operation Educate program. There were participants online from Cherokee and Spartanburg counties to learn about Resume Writing, Interviewing, and Job Search Strategies among other topics.

Kenneth represented the WIOA staff at the SFC Charles Stand Down event as a vendor. This event is hosted for Veterans and their families who experience homelessness.

All staff attended quarterly training on 3/11/22. Charleen Allen from SCCB presented on assisting individuals with visual impairment and trained on the use of ADA stations.

As Board Chair, Nikki facilitated the monthly Union County DSN meeting where updates were provided, and policies were updated.

Mary Beth attended the Rapid Response event for Kobelco and provided information on OJT to those who were being laid off.

Mary Beth attended the Jumpstart Second Chance Job Event. She went to speak with jobseekers about OJT and SC Works services.

JL attended a virtual meeting on regionalism hosted by SCDEW. Both Greenville and Upstate boards presented on the Greater Upstate model.

Nikki and Paul attended the Rapid Response meetings at Belk Fulfillment; there were two sessions hosted with approximately 259 employees, and 49 of those are interested in enrolling into WIOA.

Adam and Kenneth attended the Graduation Ceremony for the 2nd Cohort of the Litter Hero program.

Success Story: Lacey Davis

On-the-Job Training– Chartwells

Lacey Davis says working through Chartwells to bring healthy lunches to “her kids” at The Cleveland Academy of Leadership makes her so happy! When you see her face, you can tell. Her eyes light up! She’s also eager to let you know that her team at Chartwells is like her family. Lacey, says her supervisor, Guichard Ulysse, is a breath of fresh air in the cafeteria at the school. He says she has the “WOW” factor that they have been looking for in an employee. Ulysse was quick to point out that Lacey is efficient, friendly and has really taken on the tasks of her job with enthusiasm. She’s at work on-time, helps out wherever help needs to be given, and is just a joy to work with! Lacey is modest when it comes to her huge accomplishments in working as a Lead for Chartwells but listening to her and those around her talk about how much she enjoys her job is exciting to hear!



***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.**