

SC Works Upstate

Just-In-Time Report

May 2021

PY20 Issue 11

Cherokee Spartanburg Union



Prepared by:



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

WIOA Orientation Attendance:

24 (only virtual at this time, though will do face-to-face if needed)

WIN Testing

Spartanburg – 31

Workshop Attendance

27 (virtual)

Center Traffic:

Month- 2,359

PY20- 18,126

Unemployment Rates

April (or latest available)

(*not seasonally adjusted)

US	South Carolina	Spartanburg	Union	Cherokee	Veterans
5.8	5.0	4.3*	6.8*	5.9*	5.3

Center	SCWOS Job Referrals - Staff	Internet (self)
Cherokee	586	2,247
Spartanburg	852	11,256
Union	186	1,255

Customer Satisfaction Survey

Survey Date: 5/1/2021 - 5/31/2021

Project Name: SC SPARTANBURG ONE STOP

RD Name: All

Good Greeting

No 3 (4%)

Yes 72 (96%)

Courtesy and Professionalism

Needs ... 2 (2.67%)

Good 6 (8%)

Excellent 63 (84%)

Service Received was Helpful

Some... 5 (6.67%)

Neutral 7 (9.33%)

Very Much 60 (80%)

Facilities and Equipment

OK 5 (6.67%)

Good 5 (6.67%)

Excellent 63 (84%)

Were Various Options Discussed?

No 3 (4%)

Yes 72 (96%)

Did Staff Help?

7 (9.33%)

68 (90.67%)

Average LIA % Positive

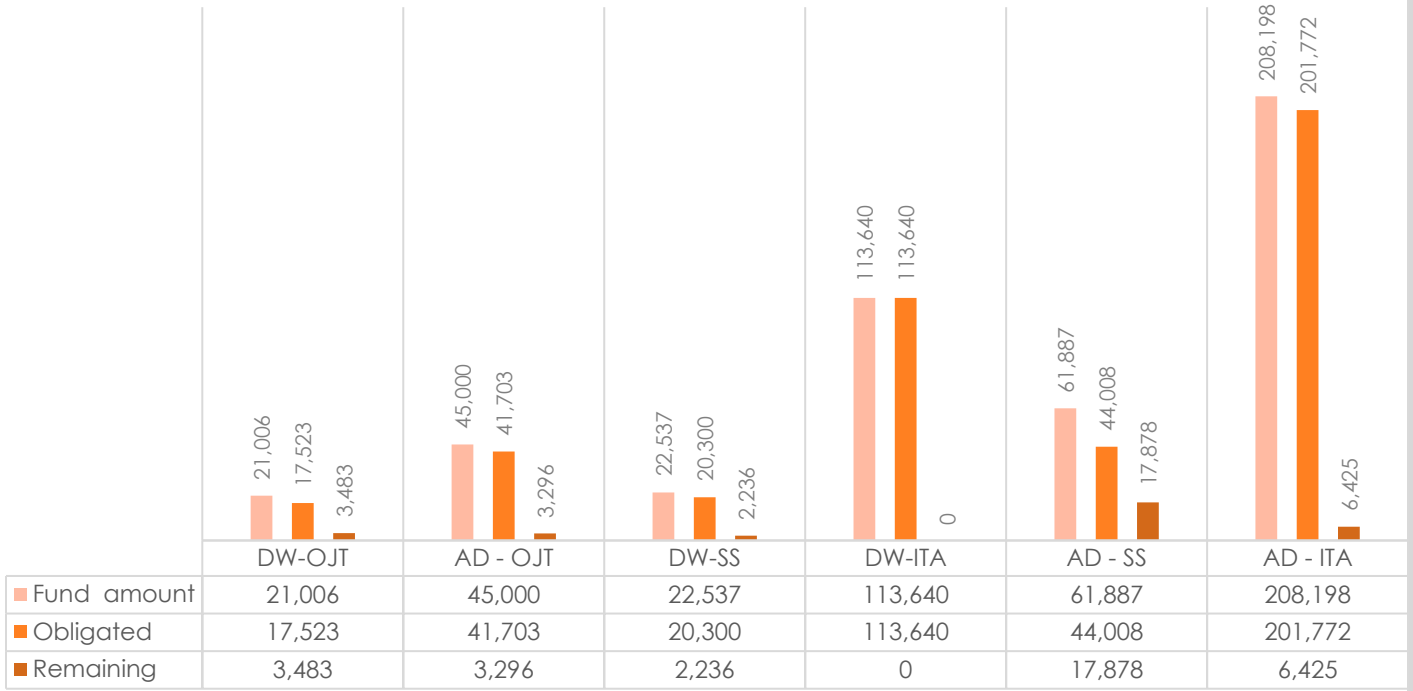
90.89%

Feedback, Comments and Suggestions

Project Name	Survey Date	7-Did well and areas to improve
SC SPARTANBURG ONE STOP	05/10/21	
SC SPARTANBURG ONE STOP	05/10/21	Angie is Awesome!!
SC SPARTANBURG ONE STOP	05/10/21	Daniel is so helpful
SC SPARTANBURG ONE STOP	05/10/21	having issues with my job searches and Daniel helped so much.
SC SPARTANBURG ONE STOP	05/27/21	I feel that there should be more security and privacy Monitoring , because my benefits page and SC Works page were both broke into. I feel that I have been put
SC SPARTANBURG ONE STOP	05/10/21	Jimmy is great
SC SPARTANBURG ONE STOP	05/10/21	Love Angie!!! only one I will work with
SC SPARTANBURG ONE STOP	05/10/21	need to allow more access to staff for unemployment portal to better assist us.
SC SPARTANBURG ONE STOP	05/10/21	Thank goodness for John Powell. He is so patient and kind.

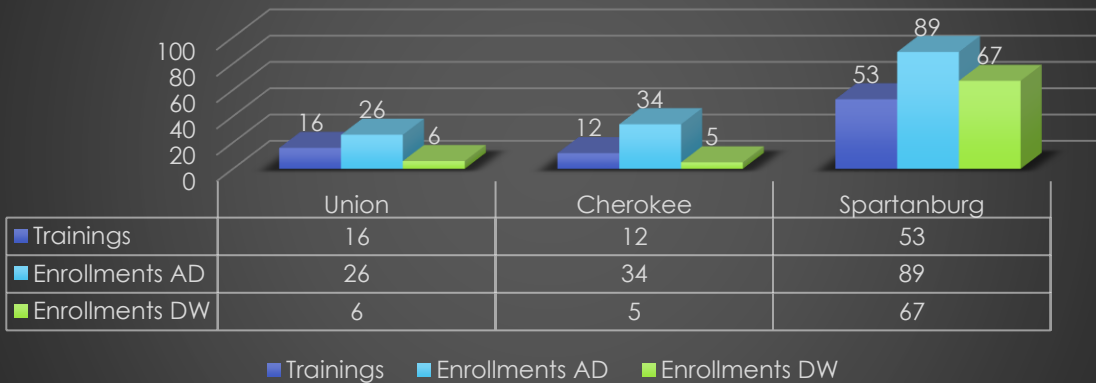
Training & Support Services Funding PY20

■ Fund amount
 ■ Obligated
 ■ Remaining



Enrollment Data Cumulative PY20

Enrollment Data YTD



Enrollment Data April

Center	New Trainings	Enrollments AD	Enrollments DW
Union	1	2	0
Cherokee	0	1	0
Spartanburg	4	7	11

Special Populations Enrollments YTD

Veterans	Disability	Criminal Background	Basic Skills
15	5	33	18

OJT / WEX

May: 1	YTD: 20	Goal PY20: 20
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<u>Training Target Sectors</u>	<u>Number In Training</u>	<u>Percent</u>	<u>Goal</u>
Manufacturing	15	17%	20%
Trades / Const.	6	7%	15%
Logistics	49	55%	15%
Other	19	21%	50%

Community Engagement

Events Attended:

Spartanburg- 11

Cherokee- 4

Union- 6

Social Media

Social Media Outreach (Cumulative):

300 Posts and 372 Facebook Likes

PY20 Goal - 252 Posts and 200 Likes

Equus Team Focus / Outreach

Director of First Impressions, Amber Caldwell has accepted a position with the Upstate Achieve Youth Program. Her last day as our Spartanburg DFI will be June 14th. Please be sure to wish her well! We all know how difficult the DFI position is, and she has been nothing short of phenomenal, believing in the customer first.

SC Works Greater Upstate will soon be rolling out some exciting new virtual reality technology from TRANSFR-VR. This will enable clients to experience new jobs through a virtual interactive environment! Kudos to Johnnie-Lynn Crosby for spear-heading this innovative project.

Kenneth attended the May Cherokee-Union-Spartanburg (CUS) Chapter Meeting via Zoom. Information was shared about the strategic plan from the United Way surrounding impacting homelessness in the Upstate.

Jocelyn, Kenneth and Nikki attended the Union County Chamber of Commerce Banquet.

Meika attended the annual SCCEP Host Agency Recertification via zoom. The meeting was facilitated by Steve Ehney, Federal SCSEP Coordinator.

Jocelyn attended Union County Community Partner Meeting. A presentation was given by Taylor Atkinson about the services offered by the Union County Library System. Jocelyn shared information to the group about the WIOA program and upcoming hiring events.

Kenneth attended a Listening Session facilitated by United Housing Connections on services for individuals experiencing Homelessness.

Nikki hosted a virtual meeting with Valerie Stapleton and Renee Lawter from DOC and provided information pertaining to services offered through SC Works, specifically the WIOA program to a group of inmates.

Success Story: Eric Stepp

The Challenge (Background):

After being laid off from Omega Chemicals in March of 2020, Eric decided to visit SC Works for assistance with a job search, and quickly learned about the training program that is offered to the Dislocated Worker population. He was in search for a stable career that would enable him to provide for his family.

The Solution (WIOA Services):

Eric attended the WIOA Informational Session and was enrolled as a Dislocated Worker on October 20, 2020. He completed the WIN Assessment on November 5, 2020, and obtained a Gold level. He also completed a WIOA Scholarship Application on November 10, 2020, which reflected his interest in CDL training. It was evident that Eric was eager to attend training and began attending SBL Driving Academy on December 7, 2020.

The Outcome:

Eric successfully completed all coursework and obtained his Commercial Driver's License on February 16, 2021. He visited the Talent Development Specialist on February 19, 2021, and provided his attendance card and receipts so that he could receive supportive services and be reimbursed for fees and transportation. Eric quickly secured a training related employment opportunity; he began an over-the-road Truck Driver position with Heniff on March 22, 2021, earning \$22.00 hourly.

“SC Works worked for me, so I could work for my family!” – Eric

