

# SC Works Upstate

Just-In-Time Report  
September 2021  
PY21 Issue 3

## Cherokee Spartanburg Union

Prepared by:



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

WIOA Orientation Attendance:

11 (virtual)

WIN Testing

Spartanburg – 39

Center Traffic:

Month- 1,225

PY21- 4,860

Workshop Attendance

36 (virtual)

## Unemployment Rates

August (or latest available)

(\*not seasonally adjusted)

US	South Carolina	Spartanburg	Union	Cherokee	Veterans
5.2	4.2	4.2*	6.5*	5.2*	3.8

Center	SCWOS Job Referrals - Staff	Internet (self)
Cherokee	260	328
Spartanburg	1,925	1,801
Union	389	214

## Customer Satisfaction Survey

**Equus** WORKFORCE SOLUTIONS

Survey Date: 9/1/2021 to 9/30/2021 | Project Name: SC SPARTANBURG ONE STOP | RD Name: All

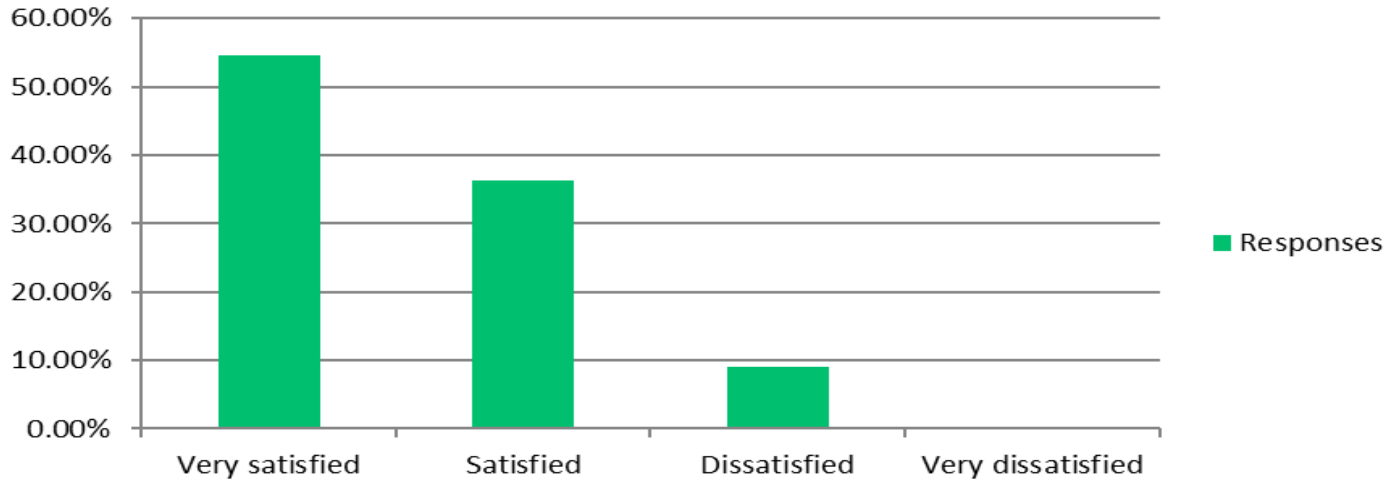
Category	Response	Count	Percentage
Good Greeting	Yes	54	100%
	Other	0	0%
Courtesy and Professionalism	Excellent	42	77.78%
	Good	11	20.37%
Service Received was Helpful	Very Much	50	92.59%
	Somew...	3	5.56%
Facilities and Equipment	Excellent	54	100%
Were Various Options Discussed?	Yes	54	100%
Did Staff Help?	Yes	54	100%

**Average LIA % Positive: 98.46%**

Project Name	Survey Date	7-Did well and areas to improve
SC SPARTANBURG ONE STOP	09/10/21	
SC SPARTANBURG ONE STOP	09/17/21	
SC SPARTANBURG ONE STOP	09/24/21	
SC SPARTANBURG ONE STOP	09/29/21	
SC SPARTANBURG ONE STOP	09/30/21	
SC SPARTANBURG ONE STOP	09/24/21	Great job, keep up the good work.
SC SPARTANBURG ONE STOP	09/24/21	Great staff :)
SC SPARTANBURG ONE STOP	09/29/21	Miss Lindsay was so helpful. My experience was awesome.
SC SPARTANBURG ONE STOP	09/24/21	Thank you.

Business Partner Surveys (Latest Available-August 2021)

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



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

<u>Answer Choices</u>	<u>Responses</u>	
Very satisfied	54.55%	6
Satisfied	36.36%	4
Dissatisfied	9.09%	1
Very dissatisfied	0.00%	0
	Answered	11
	Skipped	0

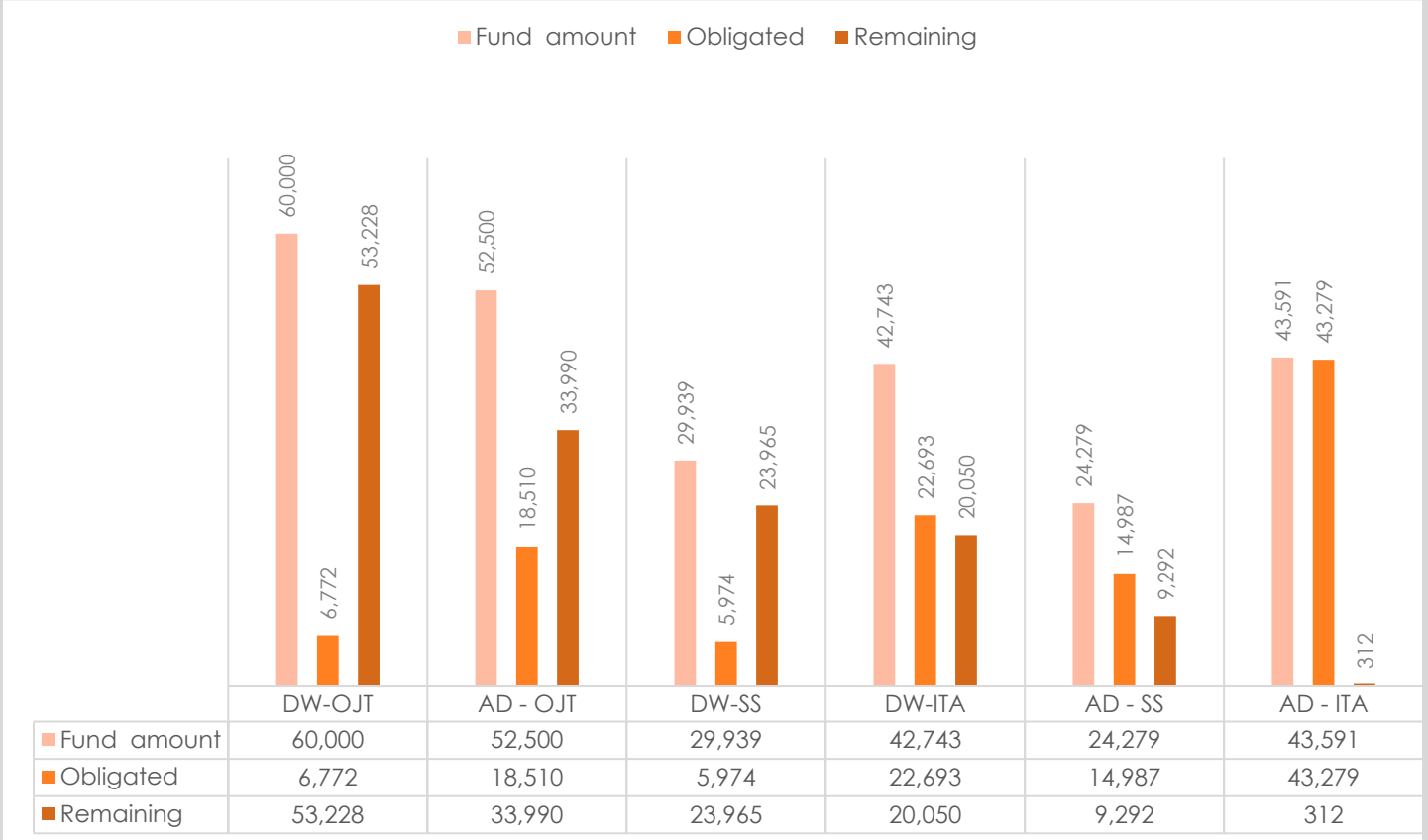
Total Satisfied= 90.91%

RECRUITMENT EVENTS:

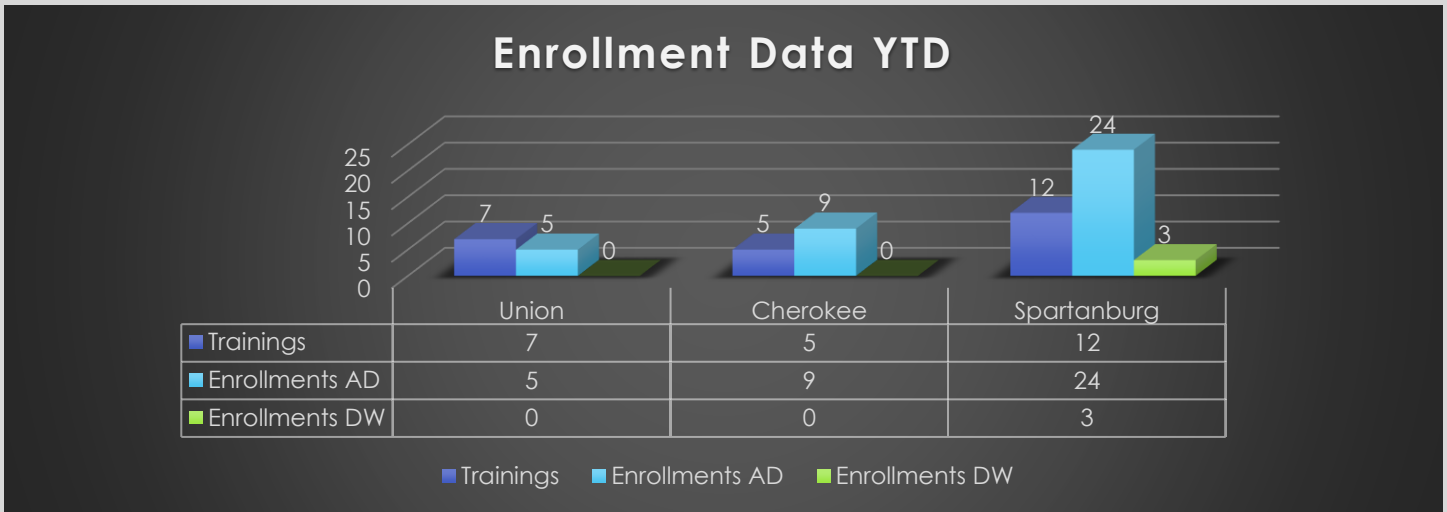
September 2021

Events	Jobseekers
11	519

## Training & Support Services Funding PY21



## Enrollment Data Cumulative PY21



## Enrollment Data September

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

### Special Populations Enrollments YTD

Veterans	Disability	Criminal Background	Basic Skills
0	0	2	3

Priority of Service Rate (at end of month) = 87.8% (36 of 41)

## OJT / WEX

<b>September: 1</b>	<b>YTD: 9</b>	<b>Goal PY21: 40</b>
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<u>Training Target Sectors</u>	<u>Number In Training</u>	<u>Percent</u>	<u>Goal</u>
Manufacturing	6	24%	20%
Trades / Const.	3	12%	15%
Logistics	13	52%	15%
Other	3	12%	50%

## Community Engagement

Events Attended:

Spartanburg- 20

Cherokee- 12

Union- 13

## Social Media

Social Media Outreach (Cumulative):

78 Posts and 153 Facebook Likes

PY21 Goal - 252 Posts and 200 Likes

## Equus Team Focus / Outreach

We are excited to announce that we recently had two non-English-speaking WIOA participants successfully complete WIOA training through Commercial Driving Academy! This was made possible through the hard work of our TDS team and our partnership with World Relief. Even more exciting is the fact that both graduates successfully earned their CDL class A licenses on their first attempts! Congratulations to all of those involved in making this a success!

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Jocelyn and Kenneth attended the Fresh Check event held at the University of South Carolina Union Campus. The event was held outside and was attended by 250 faculty and students at the campus. Information was shared about on-the-job trainings through SC Works Greater Upstate.

Kenneth attended the monthly update on the overall progress for the Litter Hero program

Adam/JL/Nikoya attended the virtual TATT chat on the Impact of COVID-19 to employer benefits.

Jocelyn attended the Union County Partner Meeting. Jennifer Humphries with DHEC provided COVID-19 updates for Union County.

SC Works Staff facilitated and attended the monthly tri-county community partner meeting. Representatives from American Credit Acceptance were the featured guest and shared information about their company culture, mission, and growth since 2009.

Mary Beth attended the Global Internship Forum where she met and spoke with students about SC Works services--particularly about WX, OJT and the facilitated workshops for interviewing skills and resume prep.

Adam/JL/Nikki/Dana/Ann attended a virtual meeting with DOL regarding the Upstate SC Works operation and utilization of funds.

Adam met with Ursula McFadden of SC Works Upper Savannah. She toured the Spartanburg center and learned about the VOS Greeter system and our progress board.

Kenneth conducted an online workshop with Adult Education Centers in Cherokee and Union through WebEx. The workshop covered effective resume writing for today's economy. There were 14 people in attendance.

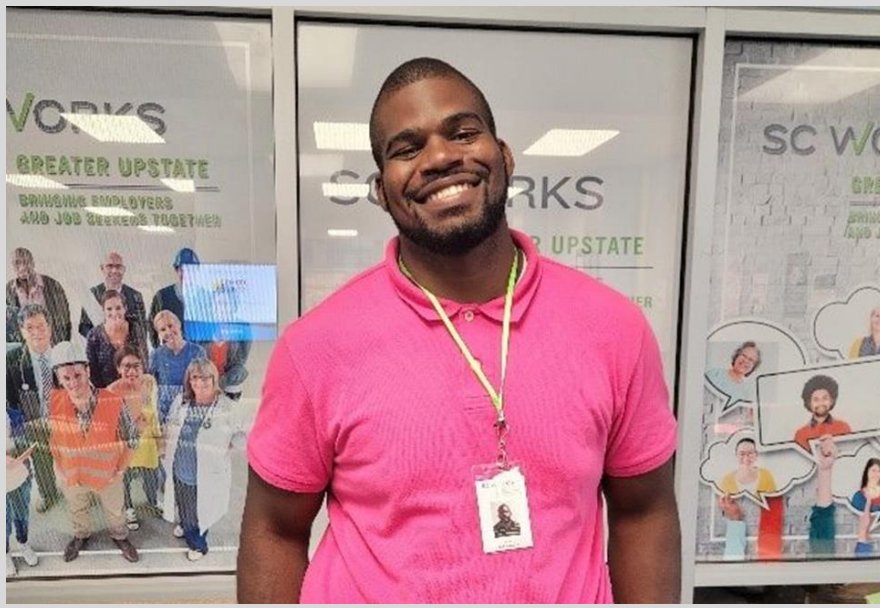
Johnnie-Lynn met with SCDEW, Upstate Board, & Upstate Warrior Solutions regarding collaboration to streamline business engagement specific to veteran placement.

## Success Story: Matthew Carter

During a time of self-discovery, Matthew came to the SC Works Office looking for clerical/office experience that would lead him to a potential career path working with people. Having previous work experience in the healthcare industry, he knew that working with people was where his heart lied, but he was unsure as to what specific type of occupation was a good fit for him.

Matthew was enrolled in the WIOA Program in May 2021 with a plan to begin a Work Experience at the SC Works Greater Upstate Office, located in downtown Spartanburg, South Carolina. Matthew jumped right in and soaked up every bit of knowledge he possibly could, and continued to perform on an excellent level, exhibiting professionalism, compassion, and a positive attitude at all times.

During his second week of employment training, he began assisting with the Front Desk, greeting customers, entering information into the system for check in, answering phone calls and triaging the needs of customers to ensure a resolution. Matthew had a positive energy and brought a wonderful attitude to the center. We are grateful to have had the opportunity to provide Matthew an experience to enhance his career skills and move towards his future goals.



**\*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.**