



## **UPSTATE WORKFORCE BOARD ONE STOP COMMITTEE MEETING**

**March 6, 2017**

**Noon**

**SC Works Spartanburg**

### **Present:**

Ms. Ann Angermeier, UWB

Mr. Brent Bishop, UWB

Mr. Shelley Blount, Committee Member

Mr. Jeff Gossett, Committee Member

Ms. Betty Guzzo, Committee Member

Mr. Craig Jacobs, Chair

Ms. Alice Lang, UWB

Mr. Carter Smith, Committee Member

Ms. Dana Wood, UWB

### **Welcome**

The meeting was called to order at 12:05 p.m. by Mr. Craig Jacobs, Committee Chair.

### **Financials (Ending January 2017)**

Mr. Brent Bishop reported on the budget for SC Works. He reminded the committee of the partnership with Greenville related to Business Services Team (BST). Due to this partnership, ResCare is showing higher in salaries because they are waiting for 2<sup>nd</sup> quarter reimbursement. Overall everything is tracking well.

### **SC Works Upstate General Updates**

- **Dashboard/Just In Time Report**

Ms. Dana Wood provided an update to the Committee, referencing the January 2017 Dashboard and *Just In Time* report. Under Spartanburg, there has been a jump in traffic between December 2016 and January 2017 because DEW moved in. There was no traffic reported for Cherokee County because the new office had not yet opened, but that will change with the report she will receive on March 10<sup>th</sup>. The *Just-In-Time* Report shows that there has been a lot of outreach. SC Works Spartanburg held a Re-Entry Job Fair on January 25<sup>th</sup> and it was very successful. 23 businesses participated and 200 job seekers attended. 25 job offers were made on-site and 16 interviews were scheduled.

- **IWT**

Ms. Wood expressed thanks to the One Stop Committee for their poll vote participation to obligate \$75,000 for IWT Training. The board released a solicitation which must be out for 3 weeks. Ms. Johnnie-Lynn Crosby has contacted Economic Developers and Chambers of Commerce, among

many others, to get the word out. SCMEP and SCC are actively working with local employers to get their applications completed. The state recently repurposed \$600,000 for IWT Training. Upstate WB staff requested additional funds. The Board will be awarded \$38,734-\$50,000 soon. An additional solicitation may be released to obligate these funds.

### **SC Works Union**

Ms. Dana Wood reported that through secret shopping, opportunities for improvement have been identified. DEW adjusted staff days to ensure proper coverage based on traffic. With the new change, DEW staff are now on site on Mondays and Thursdays. The board is working to secure staff training in April. The topics suggested for training include: 1) Principles of Excellence – Customer Service; 2) Walk-through (from start to finish) through the eyes of the customers; 3) Personality Profiles Assessments – How to Deal with Difficult Kinds of People. Mr. Jeff Gossett suggested the topic of Communication styles. Mr. Craig Jacobs suggested that Spartanburg and Cherokee SC Works staff should be offered the opportunity to attend training. Mr. Jacobs suggested more Secret Shopping after the training is completed.

### **Mileage Rate**

Ms. Dana Wood reported that ResCare has made a change in the mileage rate for which it reimburses its staff members. ResCare made a reduction from the federal rate of \$0.54 per mile to \$0.32 per mile. This affects the Business Services Team the most. Committee members discussed the issues and agreed that this is not enough reimbursement and could possibly present a negative effect on SC Works staff with them choosing to reduce face-to-face appointments with business customers. Ms. Ann Angermeier pointed out that this may also affect retention of good employees. The committee agreed that they should put a requirement into the current contract with ResCare that they refund mileage at the Federal rate going forward. **Mr. Shelley Blount made a motion to make a requirement in ResCare's contract that they refund mileage for their employees at the federal government rate going forward. Betty Guzzo seconded the motion. It was approved unanimously. Mr. Jacobs said this recommendation would be presented to the Board.**

### **Re-Entry Grant**

Ms. Dana Wood reported that UWB staff are working on a proposal for a Re-Entry Grant which has been opened up to workforce boards through South Carolina by the State Workforce Board. The proposal is due on March 13<sup>th</sup>. If awarded, inmates would receive Highway Construction training and be used to create a talent pipeline for Sloan Construction.

### **Fund Utilization**

Ms. Dana Wood stated that Mr. Doug Stephenson has produced a 12 page document to highlight everything SC Works is doing to increase WIOA enrollments. Ms. Johnnie-Lynn Crosby and her

team are pushing for more OJT through which the Board can compensate a business for a portion of the wages while an employee is trained.

### **Outreach Plan**

Ms. Dana Wood reported that staff are working on getting out the word about SC Works training and education programs. Ms. Wood reported that Ms. Simone Mack-Orr has been working with Todd Whitehead to utilize his mobile billboard trucks in Spartanburg, Cherokee and Union.

### **Other Business**

Ms. Ann Angermeier reported that she convened a meeting of members of Upstate and Greenville Workforce Boards, along with local members of the State Workforce Board. Mr. Bob Friedman, Mr. Roger Nutt and Mr. Warren Snead agreed to take local concerns, such as the 70% low income/basic skills deficiency policy, to the State Board. Ms. Dana Wood reported that there was only one submission for the RFP: ResCare. The Review Committee still plans to score the proposal and identify items for negotiation.

### **Adjournment**

With no further business, the meeting was adjourned at 1:03 p.m.

**The next meeting will be held on May 9, 2017 at noon.**