

# Upstate

## WORKFORCE BOARD

*Advancing the Future of Business  
and Community*



## Program Year 2021 Annual Report

[upstateworkforceboard.org](https://upstateworkforceboard.org)

An Equal Opportunity Employer/Program.

Auxiliary aids and services available upon request to individuals with disabilities.

Stevens Amendment information can be found here: <https://tinyurl.com/ahzujvrn>

# Board of Directors



7.1.21 - 6.30.22

**Mr. Curtis Anderson**  
BMW Manufacturing

**Mr. Wade Ballard**  
Ford Harrison, LLP

**Ms. Erin Black**  
Adult Education  
Spartanburg County

**Mr. Bill Brasington**  
Adult Learning Center

**Ms. Anne Brock-Trail**  
S.C. Department of  
Employment and Workforce

**Mr. Josh Cleapor**  
AT&T/CWA Local 3716

**Mr. Jay Coffey**  
Spartanburg Community College

**Mr. Jim Cook**  
Cherokee County  
Development Board

**Mr. Robbie Faucett**  
Chesapeake Bank

**Ms. Betty Guzzo**  
LBG Associates

**Ms. Cathy Harter**  
Kemper Corporation

**Ms. Judy Horton**  
Horton Consulting, LLC

**Mr. Craig Jacobs**  
Spencer/Hines Properties

**Mr. Jerome Kirkland**  
BASF

**Mr. Marion Littlejohn**  
Bosch Security Systems

**Mr. Nathan Norris**  
Highland Baking Co.

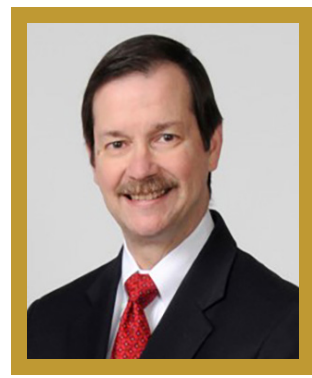
**Ms. Cherie Pressley**  
Department of Commerce/  
Upstate Regional  
Education Center

**Ms. Jennie Thomas**  
S.C. Vocational Rehabilitation

**Mr. David Wall**  
Palmetto Construction

# From the Chairman

## ◆ ◆ ◆ Wade Ballard



We proudly submit our Report to the Community. This report covers our past program year.

We are very blessed in this region to continue to experience very low unemployment rates and an abundance of job and educational opportunities.

The growth in the Upstate is such a gift, and it is also a challenge. Helping businesses fill the abundance of jobs with quality candidates keeps all the staff very busy. Outreach to those looking for work continues, but we also are focusing more attention on efforts in outreach and recruitment of those on the sidelines. There are many individuals who are not working who are able to work. Some are not attending or finishing post-secondary education and could be. Recently, we have focused a lot of our funding on on-the-job training (OJT). This allows an individual to go straight into a job and directly on the payroll of a company that is willing to train them to do a job different from what they've done in the past. We pay the employer a portion of the individual's wages (usually 50% for a few months to help offset the cost of the training). The OJT placements have grown exponentially. During the last program year, we paid out \$219,348 for individuals to obtain CDL training. We wanted to help address the supply chain issue and the shortage of truck drivers was staggering.

The Upstate Workforce Board feels the sense of urgency that the employers feel when it comes to workforce demands. We will continue to look for innovative ways to address the talent shortage. We will also continue to collaborate and partner with our community organizations, businesses and government agencies to help address the workforce needs in Cherokee, Spartanburg and Union counties so we can continue advancing the future of business and community.

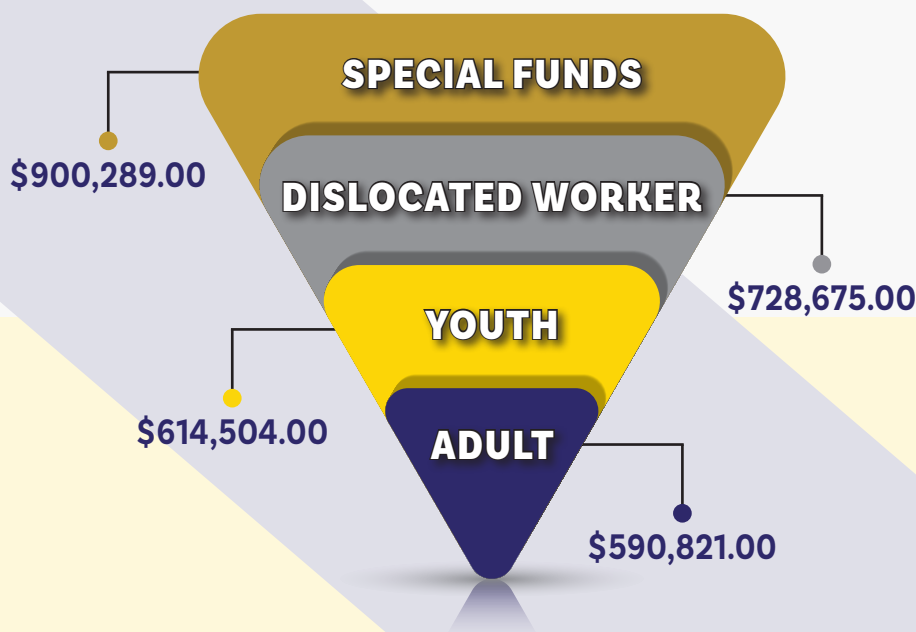
Wade Ballard, Chair

Program Year 2021 (July 1, 2021 - June 30, 2022)

# PY21

## ANNUAL REPORT FIGURES

PY21 Funds  
\$2,834,289.00



\* **Special Funds** = Incentive, Incumbent Worker Training, Rapid Response and other special funding received in the time period within PY 21.

◆ 21DWG03	\$370,479.00
◆ 21LRA03	\$345,665.00
◆ 21LRY03	\$29,335.00
◆ 21RRA03	\$106,772.00
◆ 21RRIWT02	\$18,638.00
◆ 21RRIWT03	\$29,400.00
	<hr/>
	<b>\$900,289.00</b>

# PY21

## ANNUAL REPORT FIGURES

### Upstate PY21

#### TITLE 1 ADULT

Indicator/Program	Goal	Actual	% of Goal
Employment Rate Q2	78.7	76.4	97.1%
Employment Rate Q4	76.5	75.9	99.2%
Median Earnings	\$6,429	\$6,551	101.9%
Credential Rate	65.5	69.7	106.4%
Measurable Skill Gains	50.5	79.8	158.0%
<b>OVERALL PROGRAM SCORE : 112.5%</b>			

#### TITLE 1 DW

Indicator/Program	Goal	Actual	% of Goal
Employment Rate Q2	81.6	86.5	106.0%
Employment Rate Q4	78.5	93.9	119.6%
Median Earnings	\$7,400	\$11,177	151.0%
Credential Rate	60.5	66.7	110.2%
Measurable Skill Gains	48.5	79.3	163.5%
<b>OVERALL PROGRAM SCORE : 130.1%</b>			

#### TITLE 1 YOUTH

Indicator/Program	Goal	Actual	% of Goal
Employment Rate Q2	79.0	79.3	100.4%
Employment Rate Q4	72.5	89.6	123.6%
Median Earnings	\$2,252	\$4,071	180.8%
Credential Rate	72.0	66.7	92.6%
Measurable Skill Gains	35.5	73.6	207.3%
<b>OVERALL PROGRAM SCORE : 140.9%</b>			

#### OVERALL INDICATOR SCORE

Employment Rate Q2 .....	101.2%
Employment Rate Q4 .....	114.1%
Median Earnings.....	144.6%
Credential Rate.....	103.1%
Measurable Skill Gains .....	176.3%

- PASS**
- An Overall Program Score (across all indicators) is at least 90.0%
  - An Overall Indicator Score (across A/DW/Y programs) is at least 90.0%
  - Have an Individual Indicator Score of at least 50%

- FAIL**
- An Overall Program Score (across all indicators) that did not meet at least 90.0%
  - An Overall Indicator Score (across A/DW/Y programs) that did not meet at least 90.0%
  - Have an Individual Indicator Score that did not meet 50%



## PROGRAM OVERVIEW

The University of South Carolina Upstate ACHIEVE Program has operated for 43 years for the Upstate Workforce Board. The Program implements the 14 youth elements of the Workforce Innovation and Opportunity Act and serves Cherokee, Spartanburg and Union County youth, ages 16-24. ACHIEVE operates from a central site, co-located with SC Works Spartanburg while partnering with Adult Education centers in all three counties for educational and employability training. At the main site in the SC Works center, ACHIEVE implements a GED class for participants who need transportation and others referred by the local schools. ACHIEVE also serves and transports 16- and 17-year-olds referred from the Department of Juvenile Justice in the three counties.

Supportive services include educational supplies/materials, youth incentives, work clothing and transportation. Once a participant is eligible for services, ACHIEVE transports them to and from class, picking them up at their homes as well as transporting them to activities and trainings. Van drivers develop a rapport with the participants that they transport and work to remove a transportation barrier that many of the youth have.

While obtaining a high school diploma or GED is a primary goal for ACHIEVE's youth, the program offers a host of employability training on-site as well as through partnerships. One training goal assists youth with obtaining a driver's license through partnerships with local driver's education schools to eliminate an employment barrier. Each participant develops a career portfolio with ACHIEVE's career readiness staff and through partnerships with SC Department of Employment and Workforce and SC Works staff. Services include developing résumés in the resource center, attending workshops on interviewing skills, entrepreneurial skills, Labor Market Information and other skills training.

### **PY 21 Highlights**

In PY21, ACHIEVE continued strong representation in the community through education and partnerships. As a program, amid major staffing changes, we continued to succeed in our goals. In September, long time Director of ACHIEVE, Helen Merriweather, retired. This brought on new Director, Anna Oswald. ACHIEVE also brought on a new Certification Specialist/Program Assistant, Amber Caldwell. With these changes, one of our first goals was to remind the community of our presence and mission through already established partnerships and referrals. We also sought to increase our presence on social media by establishing new Facebook and Instagram pages.

Through grant funding, we were able to continue to focus on serving the whole student, by continuing to offer mental health counseling for students. ACHIEVE, along with local partners and the community, was able to establish its first ever food pantry for students. Through donations, we can help to work towards breaking the barrier of food insecurity amongst our students. The ACHIEVE Pantry provides students with eat to consume, shelf stable foods, as well as any personal care items they may need. New partnerships and grants allowed many ACHIEVE students pursuing higher education to receive a laptop.

During the program year, ACHIEVE continued partnerships with the community college and an entrepreneurial business to provide occupational trainings for participants. Some included forklift, CNA and CellBotics. Forty-three national occupational credentials were obtained during PY21. We also affirmed our partnerships with local Adult Education offices in the counties we serve, and we opened our ourselves up to the public and partners through open houses.

During this program year, COVID still very much had its impact on our goals. Funding was obtained by the Upstate Workforce Futures Corporation to purchase new vans for our aging fleet, but due to COVID's effect on supply chains, our vans were ordered, but have not arrived from production overseas. At the Spartanburg center and in the classroom, we have opened back up to having guest speakers and going on company tours.

In PY21, ACHIEVE served youth with a variety of barriers. All the youth who were served had at least one barrier, but most had multiple: 15% pregnant/parenting; 16% current offenders; 100% high school dropouts; and 29% ages 16-17. Local high schools refer youth who are expelled or if the school exhausts all services and determines the youth can best continue their education through ACHIEVE's avenues. As a program, we helped to award 40 GEDs in the program year.

ACHIEVE expended 23+% of PY21 funds to place participants in work-based learning opportunities to match their career interests. Seventeen business partners hosted 17 work-based learning experiences and job shadowing opportunities ranging from positions in health, construction, manufacturing, IT, photography, veterinary and community and social services. These business partners mentored and provided valuable experience and feedback to our participant interns. Several of the work-based learning experiences led to employment.

The ACHIEVE Program brings services to continue its mission that was established 43 years ago, "recognizing that it is through the holistic development of an individual that relatively permanent changes in lifestyle, goal orientation and futuristic thinking occur." While GED preparation and work readiness goals top the mission, leadership development and counseling services complete the purpose. ACHIEVE collaborates with the WIOA core partners and local agencies and businesses to combine resources to best serve the youth.



◀ **ACHIEVE staff with student food pantry.**



▲ **ACHIEVE students and staff at Ruth's Gleanings packing food share boxes.**



◀ **Judy Horton with ACHIEVE students after speaking about entrepreneurship.**



▲ **Amber Caldwell at a community fair at TK Gregg Center.**



▲ **ACHIEVE students and staff tour Highland Bakery.**

## CENTER SUCCESS STORIES

### **Spartanburg**

**Christopher Rochette** came to the program in February of 2022 through a new referral partnership ACHIEVE had established. He quickly got to work in the classroom, while making sure to utilize all that ACHIEVE has to offer. Christopher received transportation to and from the center by ACHIEVE, thus removing the transportation barrier so he could complete his GED. He completed his forklift certification through SCC shortly after enrollment and easily accomplished his goal of his GED in March and received a \$150 incentive. During his time with ACHIEVE, Christopher established a good relationship with center staff, which led towards a work experience with SC Works. During his work experience, Christopher learned valuable business practices, as well as needed skills to be successful in his choice of employment. He will be attending Georgia Gwinnett College in the Fall. He plans to major in Business with a minor in Computer Science. Christopher was also a recipient of a partnership laptop.



**Christopher Rochette  
receiving laptop**

### **Cherokee**

**Anthony Estrada-Medina** enrolled as a student with ACHIEVE through our valued partnership with Cherokee County Adult Education (AE). Anthony enrolled in our program in December of 2021, working closely with our Cherokee/Union Coordinator, Lisa Hannon. Anthony attended classroom instruction at Cherokee County AE, attended various trainings and workshops through SC Works, and received his forklift certification in February 2022. Also in February 2022, Anthony completed his goal of obtaining his GED and earned a \$150 incentive. While enrolled, Anthony was introduced to the possibility of employment with local employer, Ply Gem. After attending an information session for the company, Anthony decided he wanted to work for them. Lisa and Anthony were able to establish a work-based learning opportunity, which in just a few short weeks, led to permanent, full-time employment with Ply Gem.



**Lisa Hannon, Anthony Estrada-Medina  
at Ply Gem**

## CENTER SUCCESS STORIES

### Union

**Haylee West** enrolled in ACHIEVE in November of 2021 through our continued partnership with Union County Adult Education. In less than a month, Haylee signed up to complete the CPR/First Aid training through SCC to move into her eventual goal of becoming a CNA. She also achieved her GED and received a \$150 incentive in December of 2021. Through a grant with local partners, Haley received a new laptop for her first semester of CNA coursework at SCC. Through work experience training, Haley has begun work at the Ellen Sagar Nursing home in Union as a CNA.



**Haylee West, Union**

### Testimonial

*“I’m currently enrolled with the program & I have got to say the staff is AMAZING! It’s a classroom setting, and they don’t only just dive into your education they also teach you about actual life events you may encounter like credit, how to read your paystub, etc. The office ladies have helped me more than anyone else. I’m a mother of two, divorced & trying to get my life back in order. Thanks to everyone who helped make ACHIEVE happen. I can finally look for a brighter future.” ~ Kristen Nalley*



**Gaffney Adult Ed Graduates from ACHIEVE/Adult Partnership**

### ANNUAL SUMMARY – PY21

#### *Summary of Services and Centers*

SC Works Greater Upstate is a collaborative organization that serves the community by providing career services within a tri-county workforce area. All three centers in the Upstate provide a consistent set of services with the same purpose under the guidelines of the **Workforce Innovation and Opportunity Act (WIOA)**, with the overarching goal of attaining self-sufficient employment for all individuals, no matter the barriers. This is accomplished through basic career services such as job search assistance, applying for unemployment insurance and/or referral services to workforce partners. In addition, there are a variety of intensive career services offered in all locations, such as career counseling, career readiness workshops and training programs. The training programs provide financial assistance for in-demand occupational skills training and on-the-job training opportunities. Another important part of the training program is the supportive services offered to individuals, which assist in removing any barriers to employment such as transportation reimbursement, childcare and other items.



#### *Business Solutions*

SC Works Greater Upstate and **Transfr VR** partnered together to host a series of events for local industry representatives of Healthcare, Information Technology, and Manufacturing and Distribution on March 31, 2022. The goal of the sessions was to



obtain industry feedback, critical to the success of Transfr's development of career exploration simulations. The feedback provided will assist Transfr in developing quality simulations that fully represent the occupations that are in high demand across the three industries. The simulations will be used to expose students and adults to career options, immersing them into a virtual

experience in each role. SC Works Greater Upstate currently offers career exploration into 23 occupations. Career exploration is available to local school districts, partner agencies, adult workforce programs, and directly to industry for incumbents at no cost. More than 20 companies participated in the sessions, representing the Greater Upstate four-county region.

## Incumbent Worker Training

Each year, SC Works supports local industry through incumbent worker training grants. Incumbent worker training cost reimbursement grants are provided to assist with retention and training of existing workers. During PY 21, \$168,500 was invested in 140 local people working in Cherokee, Spartanburg or Union counties. Incumbent worker training helps local companies stay on the cutting edge and increase productivity and quality by providing employees with needed training to remain competitive. Incumbent worker training helps businesses respond to changing skills requirements caused by new technology, re-tooling, new product lines or new organizational structuring. For more information regarding incumbent worker training reimbursement grants, contact your local SC Works office.



## Sector Partnership Strategies

In April of PY21, **Ryan Collins** came from his career in advanced manufacturing to start the new role of Partnership Facilitator/Convener. His focus is this region's flagship

sector partnership: manufacturing. In the preceding months, the commitment shown by members of the partnership's Steering Team (who remain representative of area manufacturers of varying sizes and subsectors) was instrumental in guiding the group through the disruptions and uncertainty caused by COVID-19. Ryan worked with the Steering Team to prepare the group and its members to restart



their regular, in-person full partnership meetings and to develop a cohesive brand identity. Re-emerging as the **Upstate Manufacturing Network**, the group now hosts regular networking activities to engage membership, build momentum for its multi-discipline project agenda, and continue its mission to provide a forum for manufacturing business leaders across a 14-county region.

## Second Chance Initiatives

The collaborative efforts from the Reentry and Adult/Dislocated Worker training programs provided individuals with intensive training services during and after incarceration. While incarcerated, the individuals receive virtual and in-person services, to include career readiness and soft skills workshops, case management support

and industry specific instruction that leads to a credential in manufacturing. The participants have the opportunity to complete a virtual interview with a potential employer partner. Post incarceration, the individuals continue to receive case management services which assist with employment placement through the On-the-Job training program offered through SC Works Greater Upstate.

During PY21, we were fortunate to assist 18 reentry participants find meaningful work with **Spartanburg Steel Products**. HR Director, Magdalena, and her team were willing to give these gentlemen a chance to train through SC Works Greater Upstate's On-the-Job training program. Since being hired, 17 have been retained, and several have been promoted. Magdalena states, "We are very satisfied with the program and all of the employees we have gained through the WIOA program."

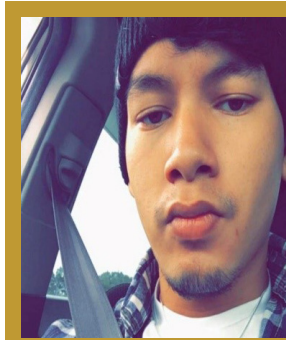
**Michael** was one of the co-enrolled participants that completed training during and after incarceration. Upon release after 16 years of incarceration, Michael was an eligible participant in the Reentry Program. He received career readiness services that included employability and soft skills instruction, a Manufirst Certification in manufacturing, and an interview with an employer partner while anticipating release. In October 2021, Michael was released and received an employment offer from Spartanburg Steel Products. The Reentry Program provided Michael with supportive services that included a cell phone for employer communication and required uniforms for employment. Within 30 days of hire, he received a promotion which enabled him to pay off debt and purchase his very own BMW vehicle!



### Work Based Learning Programs

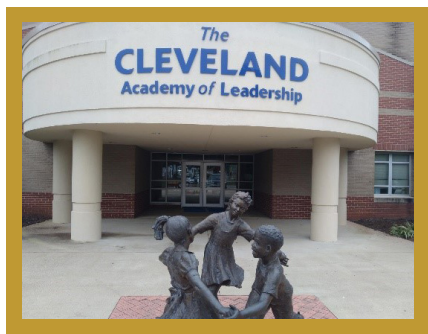
In August 2021, **Darren** applied for an open job as a Millwright and Mechanical Maintenance Technician with **BASF**, located in Spartanburg County. SC Works Greater Upstate had been working with BASF for several months to develop a recruitment and training strategy to support an entry level Registered Apprenticeship program. Through this partnership, BASF referred Darren to SC Works with an interest in hiring him through the WIOA On-the-Job (OJT) training program. Local SC Works WIOA staff were able to connect with him to determine eligibility and enrollment into the program. Darren began

his OJT with BASF on August 13, 2021 and has excelled in his role. He remains excited about the opportunity and the growth potential with the company. In addition to



paying a competitive wage, BASF offers full medical, dental and vision benefits, paid vacation, and covers the cost of tuition, books and fees associated with the certificate program. Jerome from BASF states, “BASF is a great company because it offers career progression opportunities to all its employees, so you can go anywhere you want to, whether that’s broadening your skillset, growing your management abilities, or even eventually working at another one of BASF’s sites around the country or in other parts of the world. Our managers are committed to helping you reach your goals, and the apprenticeship program is a great first step to building a career you love.”

**PEK Construction** is another employer partner that had great success during PY21. **Eric** and **Derick** worked through Apprenticeship Carolina and SC Works to become homebuilders. The City of Spartanburg contracted with PEK Construction to build affordable housing in the downtown area. Eric and Derick have worked hands-on at the property located at 526 Calder Avenue while at the same time receiving classroom training to better understand the home-building process. Mr. Russel Evans, PEK Construction Project Manager, says that both Eric and Derick did a great job on the house and that he has enjoyed working with both men! Eric and Derrick both said they have learned a lot with this opportunity, and both hope to continue to build careers in construction!



**Lacey** came to SC Works Greater Upstate in search of employment after being laid off. She worked with program staff to determine eligibility and enrollment into the program, with a desire for employment through the on-the-job training program. The employer partner was **The Cleveland Academy of Leadership**, which serves as an elementary school in Spartanburg County. Lacey’s role there has been in food services, which as we all know, is an important part of the school day! Lacey has valued the opportunity and flourished. Her Supervisor, Guichard, states “She 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!”

• SPARTANBURG •

Our comprehensive center located in downtown Spartanburg County is on the bus route and consists of multiple partner agencies and staff to include: Workforce Innovation Opportunity Act (WIOA), South Carolina Department of Employment and Workforce (SCDEW), ACHIEVE, Department of Social Services (DSS), South Carolina Vocation Rehabilitation (SCVR), Veteran Services and South Carolina Senior Employment Program (SCSEP). The full range of services are available Monday through Friday. The center also hosts recruitment and outreach events and is housed alongside other relevant partners. Partner meetings are held monthly with attendance from the tri-county area, which we find that partners appreciate as the majority also serve the same geographical locations.

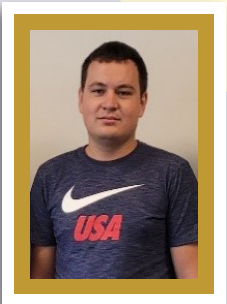
Spartanburg County Metrics for PY2021\*

Total Center Traffic	9,618
Adult Enrollments	118
DW Enrollments	11
Began Training	71

SUCCESS STORY - UPSTATE WORLD RELIEF

Individuals that enter the United States often have prior work experience within in-demand industries, however due to language and financial barriers, they are often unable to obtain and maintain self-sufficient employment. Through a recent partnership with **World Relief**, SC Works Greater Upstate has direct access to individuals in need of assistance for tuition and supportive services. One of the local CDL training providers, **Commercial Driving Academy**, offers training in several languages which assists in eliminating the limited English proficiency barrier for clients as they are able to receive training in their native language.

Through the organization, World Relief, they are also able to learn the English language, which will provide them with more marketable skills in addition to the in-demand occupational skills training. **Dmytro**, a refugee from Ukraine was referred to SC Works



Greater Upstate through World Relief Upstate. He was employed as a Delivery Driver for Autotronix LLC, earning \$13.00 an hour, but desperately needed an opportunity to earn a self-sufficient wage. World Relief provided an interpreter and Dmytro was successfully enrolled in the WIOA program in July 2021. Due to the limited English barrier, the WIN Assessment and other requirements were waived. He began CDL training in August 2021, and successfully completed in October 2021. Within a few weeks, Dmytro obtained employment as a Truck Driver at **National Freight Solution**, earning a wage of \$36.00 hourly.



**Community Involvement: Litter HERO and Veteran’s Event**

The **Litter HERO** program is a locally developed on-the-job training program that consists of hands-on learning, case management and supportive services for individuals experiencing homelessness. Our career readiness workshops serve as a part of the structured program. Our locally developed workshops focus on every aspect of career readiness, but for this group we focused more on soft skills and résumé preparation. We also provided information regarding the employment and training services offered through our programs.

In April 2022, SC Works Upstate partnered with the **Upstate Veteran Coalition** and Upstate Workforce Board to host local Veterans for an evening of networking. We enjoyed the company of 5 highly skilled Veterans interested in employment within the Greater Upstate. The event was hosted to meet Veterans where they are in their journey to employment. There was no agenda with an open forum for conversation and collaboration. The event led to quality relationships, referrals, and 4 of the 5 Veterans found quality employment within the field of their choice within 2 months following. SC Works is still in touch with them, and those Veterans would like to continue coming to networking events so they are able to help other Veterans seeking employment.



**CUSTOMER SURVEY COMMENTS**

At SC Works Greater Upstate, we value feedback from jobseekers and employers! Listed below and on the following pages are a variety of comments from the surveys given to our customers. The survey results are reviewed on a monthly and quarterly basis by operators, partners and the local board.

The quotes highlighted on the following pages come from our jobseeker and employer surveys.

“

**JOBSEEKER COMMENT**

*“When I first walked in SC Works office, I was greeted warmly and respectfully. I was told exactly what my next steps were to be made with a smile. When I sat at the chair, waiting to be called, I was approached with a smile, was seated at a computer, and helped repeatedly with a smile all the way to the end. As I was leaving, I was asked, did I receive and take care of what I needed done and was told to have a great day. Even the intake lady smiled again told me to have a great day. This is a wonderful place to help with your unemployment business! Love it!!!”*

”

• CHEROKEE •

One of our two affiliate centers, SC Works Cherokee, is in Gaffney. The center houses a Workforce Innovation Opportunity Act (WIOA) TDS, 2 South Carolina Department of Employment and Workforce (SCDEW) staff, a South Carolina Senior Employment Program (SCSEP) participant and 2 Department of Social Services (DSS) Case Workers, where they assist the same clientele as the comprehensive center. A full range of services are available Tuesday-Friday. However, due to a smaller footprint, SC Works Cherokee refers to and works with community partners in their off-site locales much more. We apply a collaborative approach in which the Facilitator/Outreach Coordinator, Kenneth Taylor, plans and facilitates a monthly community partnership meeting for the tri-county area.

Cherokee County Metrics for PY2021\*

Total Center Traffic	2,500
Adult Enrollments	32
DW Enrollments	0
Began Training	21

SUCCESS STORY - WESLEY

Many of our clients come to us after living through challenging situations that include imperfect work histories, backgrounds and financial situations. **Wesley** decided to leave those chapters behind him and to create new opportunities for himself through occupational skills training. He first contacted the Gaffney office in December 2020 while he was unemployed. He was interested in a career in logistics with a desire to obtain his Commercial Driver’s License. Wesley had not previously registered for Selective Service, but rather than be discouraged, he continued

to follow up and remained patient throughout the approval process. He worked with the program staff to determine eligibility and enrollment into the program. He completed the WIN assessment and obtained a Silver level. After researching his school options, he decided to attend Spartanburg Community College for CDL training. He began training on July 9, 2021 at Spartanburg Community College – Middle Tyger River Campus. He was approved for supportive service assistance and transportation funds which supported him through the duration of training. Wesley successfully completed CDL training at Spartanburg Community College on August 8, 2021 and obtained a Commercial Driver’s License. His dedication and commitment to furthering his education and career have been demonstrated now that he is employed. He accepted a full-time position as a Truck Driver with **Imperial Trucking Company**. His start date was October 18, 2021 with a starting salary of \$1,200.00 weekly.



## Community Involvement: Workshops and Outreach

Through a partnership with Cherokee County Detention Center, we can serve individuals impacted by the justice system while incarcerated. With updated technology we can provide services to individuals through our series of career readiness and soft skills workshops. This provides an opportunity for individuals to receive employability upskilling to prepare for life post-incarceration and learn about the training services funded by the Adult and Dislocated Worker programs.

Our career readiness workshops serve a grand purpose for adult learners. This audience is eager to upskill and committed to a brighter future. The partnership with Cherokee County Adult Education provides us with an opportunity to serve adult learners. Through consistently scheduled career readiness and soft skills workshops, we offer relevant information regarding employment and training services, labor market and wage data, soft skills training and virtual reality career simulations. It is also a best practice to attend the annual graduation ceremony to be another level of support for the graduates.

### JOBSEEKER COMMENTS

*"Everyone showed me much love."*

*"They all go above and beyond to help! They rule!!"*

*"Wonderful & Caring Staff"*

*"10 out of 10. Exactly what I needed in my crisis. Marlene was so kind and helpful."*

*"Always greeted with a smile and I come twice a week and a couple of the ladies remember me on a first name basis and it makes my day to have that kind of greeting even when I am down."*

*"Extremely helpful and courteous from the parking lot, entry, desk, to completion. Great Job!"*

*"I appreciate all that you all do. Wonderful check-in experience as well! Thank you!"*

*"I have always been treated with respect here."*

• UNION •

Our second affiliate center is located in the historic Carnegie Library. One Workforce Innovation Opportunity Act (WIOA) TDS is assigned full-time, with South Carolina Department of Employment and Workforce (SCDEW) staff, and a Veteran Workforce Consultant splitting time between Gaffney and Union. A full range of services is available on Monday and Wednesday of each week. The library also serves as the University of South Carolina at Union library for their college students. In addition, other community partners are housed there including Project REST, United Way of the Piedmont and Union Cancer Association.

Union County Metrics for PY2021\*

Total Center Traffic	1,197
Adult Enrollments	28
DW Enrollments	2
Began Training	81

SUCCESS STORY – SHADENTE

**Shadente** was dually enrolled in the Mechatronics program at Spartanburg Community College, while also completing his final year of high school. After high school graduation in 2019, Shadente enrolled into Spartanburg Community College’s Mechatronics Degree Program full-time. Shadente attended an orientation for the WIOA program to take the next step toward reaching his goal. In July 2019, Shadente worked with the program staff to determine eligibility and enrollment into the program. He completed all requirements and was eager to get started! In August 2019, Shadente began attending SCC, and while attending he was able to secure a training related



employment opportunity that provided him with more hands-on learning while also receiving classroom instruction. He received supportive services for the duration of his training program including financial assistance for books, fees and transportation. He successfully completed the degree program at Spartanburg Community College and obtained his **Associate of Applied Science in Mechatronics** degree in December of 2021. Shadente received a full-time position, and a pay increase with full benefits.

**Community Involvement: Workshops and Outreach**

Union County has two higher institutions of learning including satellite campuses for both Spartanburg Community College and the University of South Carolina. Through our funding we can support them by offering supportive services to participants enrolled in in-demand associate degree programs. These services include required textbooks, uniforms and tools. In addition, transportation reimbursement is also provided and remains an effective strategy to remove that barrier for participants. During PY21, we were able to add these services to individuals attending the University of South Carolina at Union and initiate the process to support students enrolled in the new Palmetto Nursing Program.

Partnerships with local partner organizations remain the most effective strategy in providing general services to jobseekers. Career Readiness workshops offer relevant information and guidance regarding employability and soft skills. These workshops are offered both virtually and in-person, truly meeting the needs of those we serve. These workshops were provided to a diverse group of jobseekers enrolled in partner programs in Union County including Adult Education, Disabilities & Special Needs Board and Healthy U Behavioral Center.

CONTRACTUAL GOAL PROGRESS	
Enrollments	196
Social Media	522
OJT	36
WEX	3
Transitional Job	1
Recruitment Events	126
Community Events	499
Workshop Attendees	328



## JOBSEEKER COMMENTS

*"I felt relaxed. Thorough and complete instructions. The presenter took time to make sure of understanding of the presentation. Professional and the interviewers were patient and took time to understand my answers."*

*"Junell 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 were an immense help!!"*

*"The courtesy and professionalism were excellent. Especially when I was waiting, there was a rude person on the phone and the way she handled the situation was awesome! Good job! :) - Thanks"*

*"The front desk rep was a wealth of help and information and encouraged me and others while providing helpful resources. She was a joy to encounter."*

*"Very detailed explaining program and provided detailed instructions on how to increase job/career searches. Very helpful."*

*"Very mindful and empathetic. I will be coming back to discuss education and employment."*

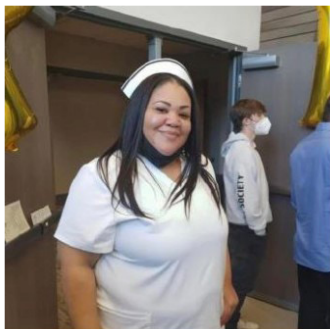


## EMPLOYER COMMENTS

*"SC Works has been great. We haven't had any issues and we will keep using them."*

*"Every time that I need assistance, SC Works staff is willing to assist in a timely manner. If they don't have the answer they will research and follow up quickly."*

*"Thank you very much for the assistance. We greatly appreciate your help."*



# PY21

*Success Spotlights*

## UPSTATE



LATOVA  
REGISTERED NURSE  
HEALTHCARE

WESLEY  
TRUCK DRIVER  
LOGISTICS



SHADENTE  
MECHATRONICS  
MANUFACTURING

ERIC & DERRICK  
CONSTRUCTION OJT  
SKILLED TRADE

