

upstateworkforceboard.org



Upstate

WORKFORCE BOARD

*Advancing the Future of Business
and Community*

An Equal Opportunity
Employer/Program.
Auxiliary aids and services
available upon request
to individuals with
disabilities.

2020 Annual Report

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BMW Manufacturing

Mr. Wade Ballard

Ford Harrison, LLP

Ms. Anne Brock-Trail

S.C. Department of
Employment and Workforce

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Adult Learning Center, Inc.

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Spartanburg Community College

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Development Board

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The Ewart Group

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International Glass, Molders,
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Cherokee County

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Spencer/ Hines Properties

Ms. Cherie Pressley

Department of Commerce/
Upstate Regional
Education Center

Mr. Carter Smith

Economic Futures Group

Mr. Evander Thomas

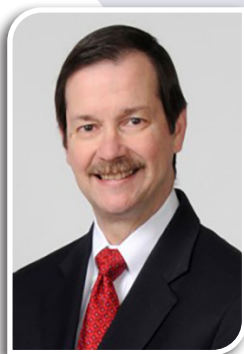
Carolina Center for
Behavioral Health

Ms. Jennie Thomas

S.C. Vocational Rehabilitation

Mr. David Wall

Ambustar



Mr. Wade Ballard

The economic challenges that we are facing now are multi-faceted. In addition to a shortage of interested workers for the many jobs that are open in the Upstate area, we are now experiencing a severe supply chain problem. There are the labor related problems in the supply chain, but we are also witnessing a shortage of goods due to our dependence on foreign made products.

Much of this is due to the fact that many countries have not recovered from the COVID-19 crisis. The Upstate Workforce Board staff and its program staff have been hard at work on outreach efforts to connect with individuals that are not in the labor participation pool. There is a large number of individuals that do not count in the unemployment rate because they are not actively looking for work. We need these individuals working so that our businesses and the local economy can survive and thrive. Partnering with other organizations is critical to this outreach. One such effort is the work we are doing with agencies in the area that serve veterans. Several meetings were held with these organizations with the goal of developing a referral-based procedure to ensure that our veterans are receiving every available service. We will continue to build relationships and conduct outreach in partnership with others in Cherokee, Spartanburg and Union counties in an effort to increase those in education and training, and connect individuals to jobs.





Ann Angermeier

Last program year was both chaotic and yet, surprisingly successful. The lingering effects of the ongoing COVID-19 pandemic had some harsh impacts on Upstate employers and workers. I was skeptical about our ability to meet all of the unadjusted federal and state-imposed performance measures. But we did it! The entire team of amazing WIOA staff and partners pulled

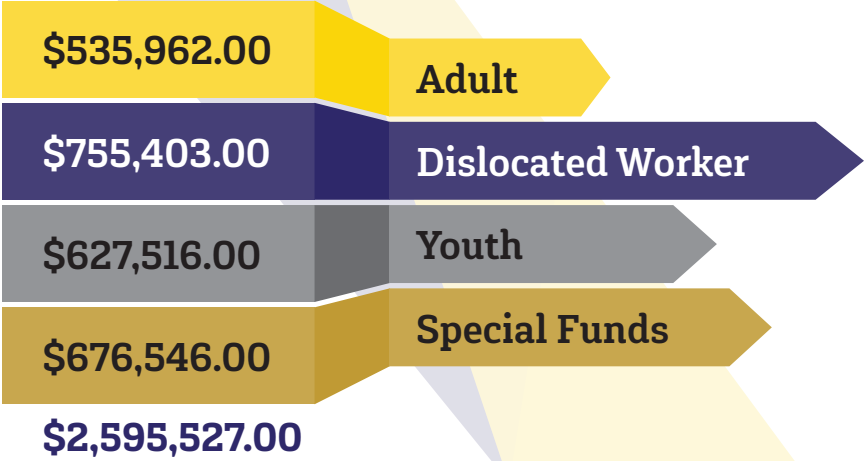
it through quite successfully. They are to be commended for jobs well done. Our economy rebounded quickly in the Upstate. As I write this, I realize that we cannot really take time to celebrate. We face new challenges. We must now focus on what

the impact of the severe and ongoing supply chain failures will be. These will have an impact on our local businesses. Ultimately, the employees working for these businesses will no doubt be affected. The



logistics and transportation experts are predicting that supply chain interruptions will be with us through 2022. With that being the case, we will see layoffs and business closures. The increasing cost of materials, household items, food and fuel is already placing a strain on businesses and families. How bad will it get? As a workforce development system, we must be prepared to handle an influx of individuals due to job loss. We will continue to watch the data closely. We will listen to our local businesses. We will prepare for the worst while hoping for the opposite.

PY20 Funds



***Special Funds** = Incumbent Worker Training, Rapid Response and other special funding received in the time period within PY 20.

• 20CIG03	\$64,251.00
• 20IWT03	\$110,000.00
• 20RRIWT05	\$51,975.00
• 20RRIWT13	\$21,871.00
• 20RRIWT14	\$51,975.00
• 20RRIWT20	\$52,416.00
• 20SEC03	\$79,120.00
• 20SRA03	\$244,938.00
	<hr/>
	\$676,546.00

UPSTATE PY20			
TITLE I ADULT			
	Goal	Actual	% of Goal
Employment Rate Q2	78.2	73.4	93.9%
Employment Rate Q4	76.0	76.3	100.4%
Median Earnings	\$6,379	\$5,594	87.7%
Credential Rate	65.0	71.0	109.2%
Measurable Skill Gains	49.5	74.1	149.7%
	Overall Program Score		108.2%
TITLE I DW			
	Goal	Actual	% of Goal
Employment Rate Q2	81.1	80.0	98.6%
Employment Rate Q4	78.0	74.3	95.3%
Median Earnings	\$7,400	\$13,762	186.0%
Credential Rate	60.0	40.9	68.2%
Measurable Skill Gains	48.0	68.0	141.7%
	Overall Program Score		117.9%
TITLE I YOUTH			
	Goal	Actual	% of Goal
Employment Rate Q2	78.5	73.4	93.5%
Employment Rate Q4	72.0	81.4	113.1%
Median Earnings	\$2,252	\$2,420	107.5%
Credential Rate	71.5	79.7	111.5%
Measurable Skill Gains	35.0	40.5	115.7%
	Overall Program Score		108.2%
OVERALL INDICATOR SCORE			
Employment Rate Q2			95.3%
Employment Rate Q4			102.9
Median Earnings			127.0%
Credential Rate			96.3%
Measurable Skill Gains			135.7%

PASS

- An Overall Program Score (across all indicators) is at least 90.0%
- An Overall Indicator Score (across A/DW/Y programs) that is at least 90%
- Have an Individual Indicator Score of at least 50.0%

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%
- Have an Individual Indicator Score that did not meet 50.0%

The University of South Carolina Upstate ACHIEVE Program has operated for 42 years as a Department of Labor program. The program implements the 14 youth elements of the Workforce Innovation and Opportunity Act (WIOA) 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 to co-enroll youth 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 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 participant that they transport as they work to remove a transportation barrier that many of the youth have. In PY20, ACHIEVE received a Mary Black Foundation community grant to assist with van driver wages, which leveraged funds to repair vans and use for other projects.

In PY20, ACHIEVE served youth with a variety of barriers. All the youth who were served had at least one barrier, but most had multiple: 19% pregnant/parenting; 15% current offenders; 100% high school dropouts; and 30% ages 16-17. Local high schools refer youth who are expelled or if the school has exhausted all services and determines the youth can best continue their education through ACHIEVE's avenues.



While obtaining a high school diploma or GED is a primary goal for ACHIEVE's youth, ACHIEVE offers a host of employability training on-site as well as through partnerships.



One such training assists youth with obtaining a driver's license through partnerships with local driver's education schools in order 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, such as developing résumés in the resource center and attending workshops on interviewing skills, entrepreneurial skills, labor market information and other skills training.

ACHIEVE expended 23+% of PY20 funds to place participants in work-based learning opportunities to match their career interests. Eight business partners hosted thirteen work-based learning experiences and job shadowing opportunities ranging from positions in health, construction, manufacturing, IT, photography 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.

In PY20, ACHIEVE partnered with Spartanburg Community College and an entrepreneurial business to provide occupational trainings for participants. Some included forklift, CNA and CellBotics. Seventeen (17) national occupational credentials were obtained during PY20.

While physical tours to businesses and colleges were limited in PY20, participants were able to experience virtual workshops, such as *SC Days: Exploring IT and Cyber for the Upstate!*, hosted by the Upstate Workforce Board. Spartanburg Community College hosted several tours and entrance assessments.

Community partners held virtual and in-house workshops on financial literacy and teen pregnancy education/prevention.

Since the “major risks to health during the adolescent years are primarily behavioral” (The Status of Public Health in Spartanburg County 2013 Update.docx (strategicspartanburg.org), ACHIEVE has several community grants to provide counseling services with an on-site counselor. ACHIEVE youth often enter the program with various behavioral health issues created from adverse childhood traumas. Providing behavioral health counseling is not an option, but necessary to improve educational and career outcomes, and more importantly, positive life outcomes.



In January 2021, Union, Cherokee and Spartanburg participants received a certification as a Device Repair Technician.

Pictured left to right: Milton McKissick (Union); Kollen Trousdale (Cherokee); Riley Kennington, Brandon Vellon, Alex Hicks (Spartanburg)

PY20 brought successes to many of the ACHIEVE participants. For example, Kollen Trousdale (Cherokee County) and Kaylee McKitrick (Spartanburg County) both completed the education program and received their GED diplomas. Both are now working or in college.

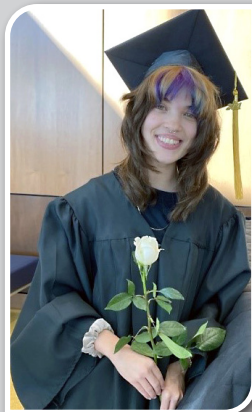
KOLLEN TROUSDALE was the first participant to enroll from Cherokee County Adult Education in PY20. Kollen was home-schooled for seven years before entering Cherokee County Adult Education to obtain his GED, which he completed in October 2020. While preparing for his GED, he enrolled with the ACHIEVE Program to enhance his career and college opportunities. Kollen completed a successful job shadow and paid work experience with TNT Renovations, a family-owned business for 10+ years in Cherokee County, buying foreclosed homes to remodel and sell. After completing his work experience, Kollen explored another career

interest by completing the CellBotics training to receive a Device Repair Technician certification. Kollen enrolled at Spartanburg Community College in May 2021 to pursue a degree in Heating, Ventilation and Air Conditioning (HVAC). Through a grant from the Upstate Workforce Futures Corporation, Kollen was awarded a laptop computer and received funds from SC Works Gaffney for books and gas vouchers to attend college. Kollen has proven to be successful through his determination enhanced by the assistance from the strong partnerships of ACHIEVE, Cherokee County Adult Education, SC Works, Spartanburg Community College and the Upstate Workforce Futures Corporation.



Kollen Trousdale at TNT Renovations work experience, remodeling a kitchen, painting cabinets, laying flooring and hanging new light fixtures.

KAYLEE McKITRICK entered the ACHIEVE Program in August 2019. While working on her GED, Kaylee completed a work experience in the area of social work with Safe Homes. She also obtained her driver's license through ACHIEVE's partnership with Atlas Driving School. Kaylee decided to get a job at the Walmart close to her home so that she could walk to work and begin saving money for a vehicle. Kaylee rode the ACHIEVE van to class every day and participated in a community grant written to purchase a van for the program. ACHIEVE was awarded the Women Giving for Spartanburg grant. Kaylee was as excited as the ACHIEVE staff.



In May 2021, Kaylee obtained her GED and was thrilled to be able to attend the June 2021 graduation. Kaylee has expressed an interest in several career fields. She purchased a vehicle and continues to work full-time at Walmart until she starts college.



The ACHIEVE Program brings services to continue its mission that was established 42 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.


With three SC Works centers in the Upstate tri-county workforce area — Cherokee, Spartanburg, and Union — SC Works Upstate strives to make a great impact in our community!



All three centers have the same purpose under the guidelines of the Workforce Innovation and Opportunity Act (WIOA), which is to provide services that facilitate the attainment of self-sufficient employment. This is accomplished through basic career services such as job search assistance, applying for unemployment compensation, and/or referral services to our workforce partners; and if needed, more intensive services such as special workshops (Get LinkedIn, Interviewing with Success, Intro to Soft Skills), career advisement and training programs. Each center is different in that it offers the basic career exploration needs of the county. The Upstate also has partnered with the Greenville County board to share an office at Greer Relief, housing a Talent Development Specialist. These centers are operated by Equus Workforce Solutions, under the auspices of the Upstate Workforce Board.

While we experienced no unplanned center closings in PY20, SC Works Upstate continued to deal with the effects of the COVID-19 pandemic. Cleaning procedures and social distancing measures were kept in place to ensure the safety of clients and staff, reducing in-person capacity. Workshops and most case management appointments, including WIOA, DSS, & RESEA were moved to virtual platforms. This allowed us to continue serving our customers and meeting their needs in the safest way possible.

ENROLLMENTS OF SPECIAL POPULATIONS	
• Criminal History	36
• Veteran	16
• Individual with Disabilities	6
• Over Income	14
• Basic Skills Deficient	18

PERFORMANCE GOALS		
	GOAL	ATTAINED
AD/DW Enrollments	185	243 ↑
Facebook 	200	406 ↑
Social Media Posts	252	324 ↑
Recruitment Events in Center	48	35 ↓
Community Events Attended in all Centers	168	224 ↑ (COVID impacted)
OJT	20	21 ↑
Priority of Service	70-75%	72.5%

UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

SC WORKS – SPARTANBURG

Spartanburg has a Comprehensive Center, housing partners (full or part time) like the WIOA Adult (AD) and Dislocated Worker (DW) programs, ACHIEVE Youth programs, SC DEW unemployment assistance, veterans' services, reemployment services and Eligibility Assessment (RESEA), Migrant Seasonal Farm Worker (MSFW), Vocational Rehabilitation (VR), Adult Education (AE), DSS and DSS-SNAP. Other WIOA mandated partners such as Job Corps, Goodwill SCSEP and SC School for the Deaf and the Blind provide services through visits, program material or electronic communication.



SC Works Spartanburg
(SCC Evans Building)



• SUCCESS STORY •

An Upstate TDS had the pleasure to work with local resident, Ebony. She was enrolled in a previous program year as a Dislocated Worker, who was laid off from her position as a Surgical Technician. Ebony had a desire to return to college and continue working in the healthcare industry, but in a field of high demand. Ebony began attending nursing courses at Spartanburg Community College in 2020 and SC Works Greater Upstate was able to financially assist her with tuition, fees, books, uniforms, testing fees and transportation reimbursement.

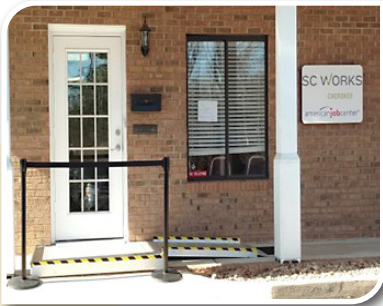
She successfully completed the program in 2021 and obtained an Associate of Science in Nursing. She also passed the NCLEX on the first attempt! We are so incredibly proud of Ebony and all that she has accomplished!

Spartanburg County Metrics for PY2020*

Total Center Traffic	15,568
WIOA Orientation Attendance (all centers)	398
Adult Enrollments	94
DW Enrollments	74
Began Training	43

SC WORKS – CHEROKEE

One of our two affiliate centers, SC Works Cherokee, is in Gaffney. The center houses a WIOA TDS, two SCDEW Workforce staff and one SCDEW Veteran Workforce Consultant, where they assist the same clientele as the Comprehensive Center. A full range of services is 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. Facilitator/Outreach Coordinator, Kenneth Taylor, plans and facilitates the community partnership meeting every month.



SC Works Cherokee

• CHEROKEE COMMUNITY INVOLVEMENT •

On Saturday, March 20, 2021 the workforce development and social service partners attended one of the March food distribution events hosted by Encounter Church, located in Gaffney. SC Works Greater Upstate and partner agencies provided packets of information, drive-thru style, to the 150 local residents that attended the event. The packets of information contained flyers from each partner agency that outline all services and programs related to education, training and supportive services, social and medical services and employment. This type of event is important for the rural counties within the workforce area, as it is an opportunity to showcase the wide variety of services that Cherokee County has to offer their residents.



Cherokee County Metrics for PY2020*

Total Center Traffic	5,048
Adult Enrollments	36
DW Enrollments	5
Began Training	12



SC Works Union (Carnegie Library)

SC WORKS – UNION

Our second affiliate center is located in the refurbished and historic Carnegie Library. One WIOA TDS is assigned full time, with SC DEW Workforce staff and a Veteran Workforce Consultant that splits time between Gaffney and Union. A full range of services is available on Mondays and Wednesdays.

• UNION COMMUNITY INVOLVEMENT •

On Wednesday, December 9, 2020 the workforce development and social service partners attended the December distribution event hosted by the Potter's Storehouse located on Main Street in Jonesville (part of Union County). SC Works Greater Upstate and partner agencies provided packets of information to the 70 local residents that attended the event. The packets of information contained updated and colorful flyers from each partner agency that outline all services and programs related to education, training, supportive services, social services and employment. In addition, the South Carolina Department of Corrections attended the event and assisted in recruiting for open positions. We plan to attend this type of event quarterly, creating awareness of the many programs that are offered within the local area that offer paths to success and self-sufficiency.



Union County Metrics for PY2020*

Total Center Traffic	2,878
Adult Enrollments	27
DW Enrollments	7
Began Training	16

BUSINESS SOLUTIONS

July 1, 2020 - June 30, 2021
IMPACT

- ▶ **\$335k** invested into Cherokee, Spartanburg and Union counties through WIOA incumbent worker training grants
- ▶ **\$65k** invested into Cherokee, Spartanburg and Union counties through WIOA funded on the job training grants
- ▶ **\$305k** into Cherokee, Spartanburg and Union counties through WIOA funded college scholarships (100% tuition coverage)
- ▶ **\$72k** into Cherokee, Spartanburg and Union counties through WIOA funded support services such as transportation, work supplies and emergency assistance
- ▶ **\$25k** invested to provide virtual reality equipment to local SC Works centers to enhance career awareness opportunities for students and adults. Equipment will be shared among school districts and workforce partner agencies.

= \$802,000 in workforce development



FROM OUR CUSTOMER AND WORKSHOP SURVEYS...

"Everyone is always very professional and helpful."

...

"Had a good customer service experience. Thank you."

...

"Help is what I expected, and I got it and understood what I needed to do."

INCUMBENT WORKER TRAINING

Many local businesses have been negatively impacted by the recent pandemic. Due to an increasing need to support local industry, incumbent worker training funds are available to support training needed to avert layoffs.

A layoff is considered averted when:

- A worker's job is saved with an existing employer that is at risk of downsizing or closing, or
- A worker at risk of dislocation transitions to a different job with the same employer or a new job with a different employer and experiences a minimal period of unemployment.

More than \$318,000 has been provided to local industry partners in the Greater Upstate Workforce region to support layoff aversion strategies through training that will enhance employee skill sets, and in some cases provide a wage increase once training is complete. SCMEP along with local community or technical colleges



have partnered with SC Works to deliver impactful training focused on customer diversification, process enhancement and technical skills training.

The business impact following such training has proven to be well worth the initial investment. The grants not only provide funding to enhance employee skill sets, but also provide the participating companies the training needed to maintain and grow their business in the Greater Upstate.



FROM OUR CUSTOMER AND WORKSHOP SURVEYS...

"Great being open for customers to come in for help."

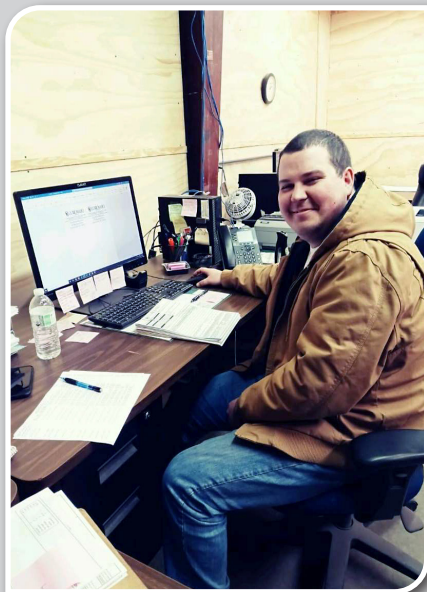
...

*"Always a great experience and staff is always knowledgeable.
Thank you for what you guys do."*

...

"Angie is so helpful and patient."

SC WORKS GREATER UPSTATE ON THE JOB TRAINING SUCCESS



Jonathan Emory of Gaffney, SC recently completed his on-the-job training (OJT) with Coronado Stone Products, located in Greenville, SC. He loves his position and has learned a lot through his OJT opportunity through SC Works Greater Upstate. He says things are going well on the job and he “really enjoys the work” he’s doing.

Jonathan was recently hired to be Coronado Stone’s Shipping and Receiving Clerk. His supervisor, Rob Estes, who has a great working relationship with Jonathan, says that he is “friendly, dependable, able to learn new tasks quickly, has a fantastic attitude and excellent work habits.” Human Resources Manager, Jessica Swiger says of Jonathan, “We love Jonathan. We wish we had three more employees just like him!”



FROM OUR CUSTOMER AND WORKSHOP SURVEYS...

“Everyone was very nice and helpful.”

...

“Amber is always there to pick us up and puts a smile on our faces.”

...

“Having issues with my job searches and Daniel helped so much.”

Other Initiatives and Partnerships

- SCC Apprenticeship Council
- Cherokee County Community Indicators
- Union County Public Health Taskforce
- Mayor's Committee for People with Disabilities
- Regional Education Center Partnership on Career Showcase
- Upstate Coalition for Veteran Services
- Staff in Leadership Programs
- Rotary
- Junior Achievement
- School Career Fairs
- KNOW(2)Board
- Northside Development Group Advisory Council
- Spartanburg Recovery Taskforce Leadership Cabinet
- Consistent Grant Writing
- Project Search
- Survey Survey Survey
- Chamber Involvement
- Summits, Events and Speaking Engagements
- Mentoring
- SCC Foundation Board
- Union County Partnership Group
- Established and Run 501c3 – Upstate Workforce Futures Corporation
- USC Upstate Foundation Board
- SCC Middle Tyger Advisory Board
- STEM Summer Club (Union County)
- Partners for Active Living Advisory Council
- Union County Vision Council (United Way of the Piedmont)
- Safety Net Council (United Way of the Piedmont)
- Union County Library Advisory Board
- Leadership Development Council (Greer)

The Upstate Workforce Futures Corporation received the following grants in PY20.

The Upstate Futures Corporation (UWFC) is the non-profit of the Upstate Workforce Board serving residents in Cherokee, Spartanburg and Union Counties with barriers preventing them from employment and/or post-secondary education.

- Broad River Cooperative Round Up Grant in the amount of \$1500 to provide computers to students who graduate the ACHIEVE Program and enter post-secondary education. Five brand new fully loaded laptops were awarded with this grant funding.
- Broad River Cooperative Round Up Grant in the amount of \$500 to host a 2021 summer STEM Camp in Union County for rising 7th and 8th graders to learn about the importance of Science, Technology, Engineering and Mathematics and the local business in Union that use STEM in their business process.
- Spartanburg County Foundation's Women Giving Grant in the amount of \$27,295 to purchase a new van for the ACHIEVE Program. This program is unique in that it provides transportation as a key supportive service to take participants to and from class and work experiences to help with their success in the program.
- Mary Black Foundation in the amount of \$9,200 to provide a van driver for the ACHIEVE Program.
- Foundation for the Carolina Cherokee County Community Foundation Grant in the amount of \$2,000 to provide transportation to and from the Adult Education Program in Cherokee County.
- South Carolina CARES Act funds in the amount of \$18,696.07 to recover funds lost due to the pandemic.

Total: \$59,191.07