



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

**January 10, 2017**

**8:30 a.m.**

**SC Works Spartanburg**

### **Present:**

Ms. Ann Angermeier, UWB

Mr. Jeff Gossett, Committee Member

Mr. Craig Jacobs, Chair

Ms. Kathy Jo Lancaster, Committee Member

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.

### **SC Works Update**

Ms. Dana Wood provided an update to the Committee, referencing the November 2016 and December 2016 *Just In Time* reports. She also provided a summary of the Dashboard report. One item that she highlighted was that a case manager is out on medical leave until mid- to late-February. This requires that the caseload be spread out among other case managers. She also shared that the Cherokee County Center does not reflect any traffic because staff is in the process of moving to the new location in Gaffney. After reviewing the dashboard in detail, several committee members expressed concern about there being only 2 new adults in training for the month. Ms. Wood said that the training numbers are lower than they have ever been. One challenge that SC Works is facing is that 70% of individuals enrolled in WIOA must be low income or basic skills deficient. Ms. Ann Angermeier stated that the state could have allowed the UWB to set its own policy regarding low income and basic skills deficiency. The local area ended last program year around 56%. Ms. Wood also reported another challenge that is limiting training. Requirements for Eligible Training Providers has changed under WIOA. There is no longer a waiver that provides the opportunity for eligible providers not to have to report performance information on ALL students. All providers now must complete a massive spreadsheet for each student, with their private information, such as SS#, disability status, etc. As it stands now, if the providers don't complete the required spreadsheets by September 30, the providers will be removed from the training list. While there are challenges, SC Works staff are being encouraged to think outside the box when it comes to enrollments. Ms. Wood also stated that the UWB is

planning to spend a significant amount of funds to help promote training opportunities for SC Works.

Ms. Angermeier informed the board that she met with State Board members Bob Friedman and Archie Maddox recently. Ms. Angermeier gave them a tour and orientation at the SC Works Spartanburg location. As a result of that meeting, Mr. Friedman wants to have quarterly meetings between local State Board members and the Executive Committees of both Spartanburg and Greenville workforce boards. He said that the State Board members would be better educated on local issues.

### **Financials (ending November 2016)**

Ms. Dana Wood reported for Mr. Brent Bishop who was away on family leave. She reported that the Upstate WB is still waiting on payment from the Greenville Workforce Development Board for 1<sup>st</sup> quarter BST charges. Other than that, everything is right on track with expenditures.

### **Union SC Works Secret Shopping Update**

Mr. Craig Jacobs, Committee Chairman, reported that they sent a secret shopper to Union SC Works and the report was not good. Mr. Curtis Anderson, Ms. Ann Angermeier, and Mr. Craig Jacobs met with staff from Union SC Works to discuss the challenges and brainstorm about solutions. There will be another meeting next week. Ms. Dana Wood explained the Welcome hand-out which is a miniature version of the large posters which will hang in each SC Works location. The posters were made to explain the services provided to clients at SC Works and to make sure that they take full advantage of all the help available to find employment or participate in training. The Upstate WB will also provide comment cards for the clients in each center. They will be put into a comment box to which only the UWB has the key. This will allow the UWB to monitor client's compliments and complaints and hold the Centers more accountable. In the meantime, Mr. Doug Stephenson is required to write an improvement and action plan to correct the problems identified by the Secret Shopper. Ms. Dana Wood said she intends to do some more random checks to ensure that the action plan is resulting in improvements.

### **Request for Proposal (RFP)**

Ms. Dana Wood reported that this is a Request for Proposal (RFP) year and the board must go out for competitive bids to secure an OneStop Operator. ResCare has been the provider for the past 7 years. The RFP is in draft form. The RFP is scheduled to be released the week of January 23<sup>rd</sup>. Greenville County Workforce Development Board requested to release a joint RFP. This aligns with regionalism encouraged by WIOA. It is desired that we choose the same provider for both workforce areas in order to align with the needs of companies and job seekers. It has been proposed that with this partnership, we form an RFP selection committee with 3 members from the UWB One Stop Committee and 3 members from the Greenville Workforce Development

Board's One Stop Committee. After the joint committee selects a provider, it will be presented to each One Stop Committee for recommendation to each full board. The RFP is due on February 28<sup>th</sup>. Mr. Craig Jacobs said he would serve on the RFP committee and would help to recruit the additional two members from the Upstate WB.

### **Supportive Services Policy Update**

Ms. Dana Wood went through the marked-up copy of the proposed Supportive Services Policy section by section and explained the changes that were being proposed. It was highlighted to indicate what had been added or deleted. The committee agreed with all of the changes except the section about providing money towards getting a car, so they asked for that section to be removed.

**Jeff Gossett made a motion to approve the updated Supportive Services Policy Update with one section removed. Carter Smith seconded the motion. It passed unanimously.**

Mr. Craig Jacobs said the recommendation would be presented to the Board.

### **Budget Modification**

Ms. Dana Wood presented a Budget Modification for ResCare. She highlighted some of the line items, including one for \$15,327.99 which will pay for temporary employment for an Operation Educate graduate that could eventually lead to full-time employment at SC Works. Another item that was highlighted was the additional \$195,000 proposed for Training and Support Services. This supports the new Support Service Policy that was just voted on. The additional funding came from un-obligated funds as a result of carryover dollars, payments from the Resource Sharing Agreement, and unspent funds by ResCare from the last program year.

**Carter Smith made a motion to approve the Budget Modification as written. Jeff Gossett seconded the motion. It was approved unanimously.**

### **Transportation Assistance Program**

Ms. Ann Angermeier presented some ideas for ride sharing and carpooling to help individuals living and working in the rural areas of Cherokee, Spartanburg and Union counties. Dollar Tree Distribution Center in Cowpens may be interested in a program like this.

### **Other Business**

There will be a Poverty Simulation Event held on January 19<sup>th</sup> at SC Works. On January 25<sup>th</sup>, there will be a Re-Entry Job Fair to help people with criminal records find work.

### **Adjournment**

With no further business, the meeting was adjourned at 9:55 a.m.

**The next meeting will be held on March 6, 2017 at noon.**