

ANNUAL REPORT

July 1, 2018 – June 30, 2019



Upstate **WORKFORCE BOARD**

ADVANCING THE FUTURE OF BUSINESS AND COMMUNITY

2018 ANNUAL REPORT

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A Message from the Chair and Executive Director



Curtis Anderson
Chairman

Twenty-five years ago our upstate area was struggling for employment opportunities. Unemployment and underemployment was rampant. People wanted a job that would allow them to provide for their families or merely for themselves. BMW came to the area and we can say the rest is history. If only it were that easy.

Times and situations change and today the situation for most of the people in the area is very different. Job opportunities abound and if you want a job there is something available. Employers are the ones struggling today. They have positions that go unfilled for various reasons. Many of those jobs lack people with the required skill sets. We still have people in our area that need work and it is the task of the Upstate Workforce Board and our partners to assist those needing work to help fill the vacancies that exist. This is our challenge, as we go forward in making this area the best place to live and work.



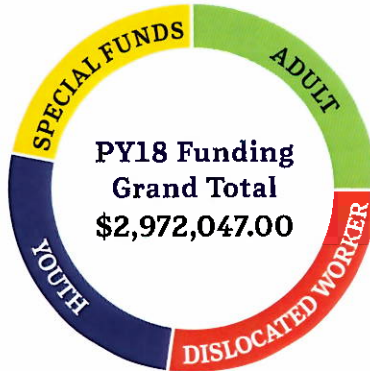
Ann Angermeier
Executive Director

Our region continues to have low unemployment rates, high numbers of job openings and accelerating community growth. Manufacturing is still the bread and butter for our region. The employers in our region are struggling more than ever before to find and retain talent. Many cannot create jobs because the applicants don't exist. So our challenge becomes reaching and educating those not in the labor force. How do we convince people to accept all of the help and services available to them so they can start building careers? The continued growth of our region depends on a growing talent pool. There are funds available right now to receive occupational education and training at no cost if 1.) An individual is low income and 2.) Chooses a curriculum that is considered to be in an in-demand field of training. There are both short-term and long-term training options available. If an individual prefers to go directly into a job, the jobs exist at all skill levels. Our programs are struggling to secure the applicants from those who are unemployed or underemployed for upskilling and/or jobs. We must change our strategy of recruiting for training and for jobs. Going to the communities where people live will now be required. Program staff will need to build trust in at-risk communities. We will need to hold workshops, training and recruiting events where the people are living. Expecting individuals to come to our centralized locations is not going to bring in the numbers we need to grow the workforce. The traffic entering our centers will continue to drop as long as the economy is good. Change is never easy, but it is necessary. I hope all of the partners in the workforce development system will embrace this new method of recruiting . . . and join us in the communities most in need!

PY18 Annual Report Figures

PY18 Funds

Adult.....	\$747,400.00
Dislocated Worker	\$806,514.00
Youth	\$772,231.00
Special Funds	\$645,902.00



PY18 Special Funds

18IWT03.....	\$367,757.00
18RRIWT02...	\$49,500.00
18RRIWT09....	\$35,876.00
18RRIWT10 ...	\$38,680.00
18RRIWT13....	\$52,395.00
18TEC03.....	\$101,694.00



* Special Funds = Incentive, Incumbent Worker Training, Rapid Response and other special funding received in the time period within PY18.

PY18 Performance

The information presented is the Rolling Four Quarters through the 4th Quarter

Upstate										
Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	76.8	81.4	106.0%	80.1	93.3	116.5%	76.6	87.1	113.7%	112.1%
Employment Rate Q4	73.0	76.0	104.1%	76.0	85.0	111.8%	69.0	82.0	118.8%	111.6%
Median Earnings	\$5,644	\$6,058	107.3%	\$7,100	\$7,148	100.7%	BASELINE	\$2,307	N/A	104.0%
Credential Rate	51.9	67.7	130.4%	48.6	61.5	126.5%	68.1	76.7	112.6%	123.2%
Measurable Skill Gains	BASELINE	67.8	N/A	BASELINE	52.8	N/A	BASELINE	50.0	N/A	N/A
	Overall Program Score		112.0%	Overall Program Score		113.9%	Overall Program Score		115.1%	
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 50.0%									
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 90.0% • Have an Individual Indicator Score that did not meet 50.0%									

The Upstate Workforce Board programs met performance in all three ways identified above.



The University of South Carolina Upstate ACHIEVE Program implements the 14 elements of the Workforce Innovation and Opportunity Act listed in the youth program format. Serving ages 16-24, ACHIEVE serves Cherokee, Spartanburg and Union counties and implements services in each county to have a presence within each county while operating from one site. Once the participant is eligible for services, ACHIEVE transports them to and from class, picking them up at their homes.

In PY18, ACHIEVE served youth with a variety of barriers. All the youth who were served had at least one barrier, but most had multiple: 23% pregnant/parenting; 25% current offenders; 100% high school dropouts. 45% were ages 16-17, which means the high school had exhausted all of its measures to keep them enrolled but released them to continue their education at ACHIEVE.



*Ms. Casper Green at
Wireless Warehaus*

ACHIEVE had a busy year in the work-based learning area. 18 business partners hosted 26 work-based learning experiences and job shadows ranging from positions in health, library, culinary, horticulture, electronics, automotive, manufacturing and social services.

Participants attended a variety of tours at colleges and businesses. College tours included Spartanburg Community College, USC Upstate and Spartanburg Methodist College. Participants especially wanted to tour BMW

and several of those participants work there now after attaining their high school diploma equivalency. Participants toured Jocassee Designs to observe how custom corporate apparel is manufactured with specialized embroidery, but the main feature of the tour was to learn about entrepreneurship from one of the Upstate Workforce Board members who is co-founder and owner, Mr. Shelley Blount.



*Ms. Cashe Williams at
Hope Center for Children*

Throughout the year, various community agencies bring in-kind services to the ACHIEVE participants to impart educational and social information: alcohol/drug abuse education; domestic violence and interpersonal relationships; pregnancy/parenting education; and financial literacy through simulation.

Basically, the ACHIEVE Program brings services to continue its mission that was established 40 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 its purpose. ACHIEVE partners with Spartanburg County Adult Education to combine resources to best serve the youth.



*Participants tour Greer BMW plant.
Mr. Tajuan Powell (far right) recently attained his
high school diploma equivalency and began work at BMW.*

~ ACHIEVE continued on page 6 ~

ACHIEVE

A Program of the Upstate Workforce Board

continued

There are many success stories from our array of participants, but 2 stand out in PY18.

Arthur came to ACHIEVE in March 2018. He sat across the desk from the director at enrollment to quietly express that he had been removed from school in the seventh grade with no further schooling. Basically, Arthur sat home for six years playing his video games and reading lots of materials, which was probably his saving grace. Arthur needed transportation, but somehow on his first day, the van driver did not get the message, through a technicality, to pick him up. A staff member was driving to work and saw him turn the corner to enter the ACHIEVE building. Arthur had walked five miles to school, arriving early. This impressed the staff and expectations were further exceeded when Arthur attained his high school diploma equivalency in one month. He quickly reviewed and relearned his math concepts. During this time, a co-worker discussed military options with the class and Arthur was immediately interested. He took the ASVAB assessment and passed with an outstanding score. Arthur aspires to a career in air traffic control.

Ms. Lola Alawode enrolled in ACHIEVE in October 2018, after several months of working to obtain her eligibility documents. Lola, who had just come from Nigeria, was determined though quiet and humble. Once enrolled, Lola attended faithfully and obtained her GED within a few months. She took advantage of every service that ACHIEVE offered. Lola aspires to be a nurse and to later continue her education to be a pediatrician. So to foster her career interests, ACHIEVE provided a work-based learning experience at a senior care facility. This paved the way for a CNA license and her current job. The ACHIEVE staff looks forward to tracking Lola's progress over the years.



Ms. Lola Alawode at the work-based learning experience at Magnolia Manor.

Lola states, "...things weren't exactly going as planned. I was unsure of what the future had in store for me. I learned about the ACHIEVE Program through...the Community College's Main Campus. The ACHIEVE program had also been bringing me and taking me home from classes which was a terrific help and certainly the only reason why I could ever make it to classes and testing centers in the first place. Not only did the program make sure I got my driving license, they also went a step further by getting me into a CNA class. Thanks to the ACHIEVE program, I now have a wonderful, steady job at the Spartanburg Regional Hospital...the past year has been the best of my entire life. I want to say a big thank you to all their staff who have made this dream of mine a reality. I'm going to be 100 percent honest with everyone in this room when I say that after my God and my family, I owe everything to the ACHIEVE program."

(testimony at the Upstate Workforce Board meeting, August 5, 2019).

The YouthStop™

"Where Academic Preparation and Career Readiness Meet"

A team of recruiters from the United States Marine Corps presented a simulation of the boot camp experience to participants from The YouthStop™. The event was held at Dorman High School and offered virtual reality and real life experiences designed to show the mental, physical, and emotional aspects of basic training in the Corps. The YouthStop™ brought this event to Dorman as part of its program highlighting military careers. Participants have seen presentations on all branches of military service. The event was so successful that plans are being made to offer it in Cherokee and Union counties next year. Participants served at Dorman have been recovered and are working toward high school diplomas.



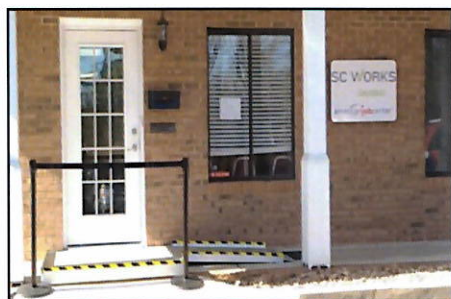
A workshop series focusing on aspects of professional etiquette was offered to participants throughout the month of March. Topics included appropriate dress and grooming, oral and written communication, and teamwork. Special focus was given to internet, social media, and email etiquette. The series featured a "Dress for Success" day with discussion on determining dress codes for interviews, office days, and "Casual Fridays." Participants took part in a business lunch lesson at Select restaurant, which was funded by a community donor. The focus was on table manners, conversation, and handling the check. The series included open discussion about changing customs and encouraged participants to continue to seek guidance from trusted mentors.



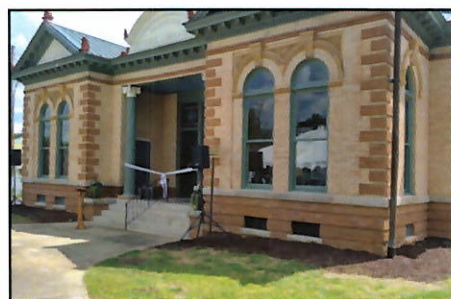
SC WORKS

UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER



SC Works Cherokee Office



SC Works Union Office



SC Works Spartanburg Office



Greer Relief Office

The primary goal of SC Works Upstate is to provide services to facilitate the attainment of meaningful employment, which is accomplished through making the connection between job seekers and employers.

What is our Purpose? . . . *to establish and continuously improve an accessible, seamless, and customer-focused one stop delivery system in Cherokee, Spartanburg and Union counties by assisting employers, job seekers and those seeking training, and other workforce or community related services.*

SC Works Upstate centers provide these services via our Comprehensive Center in Spartanburg, and our Affiliate Centers in Gaffney and Union. We now have a newly established Specialized Center in Greer, conjointly operated with Greenville County WDB.

Location/Contact Information:

SC Works Cherokee
111-C Tiffany Park Circle
Gaffney, SC 29341
(864) 342-7207 TTY: 711

SC Works Union
103 West Main Street
Union, SC 29379
(864) 427-4119 TTY: 711

SC Works Spartanburg
220 East Kennedy Street
Spartanburg, SC 29302
(864) 764-1966 TTY: 711

WIOA Office
Greer Relief
202 Victoria Street
Greer, SC 29651
(864) 334-3512 TTY: 711

SC WORKS

UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

The Business Solutions Team (BST) started the year with a plan to increase the number of on the job training agreements and work-based learning pathways for the year and a goal to maximize partnerships and create more options to stack services across agencies. The team, comprised of the Business Solutions Manager, Ms. Johnnie-Lynn Crosby and Business Solutions Consultants, Mr. Ben Abrams and Ms. Kacie Mueller also provided business services expertise, assistance and representation throughout the year in our Upstate region of Cherokee, Spartanburg and Union counties.

The BST participated in several significant and notable events during the year. These included: attendance and networking at the September SC Manufacturing Conference (provided info on OJT) and the same month attended and hosted a table at the Ten at the Top 2018 Upstate Summit: Winning the Future; supported and attended the Upstate College and Career Showcase at USC Upstate; hosted a Handshakes and Hashbrowns at the Greer Chamber; attended the Economics of Apprenticeship Event in Greenville; and presented at an NDG contractor meeting. Continuing outstanding representation of SC Works, other events included: attendance at the Spartanburg Chamber of Commerce Centennial Celebration; met with Greer Development Board; planned a Construction Pipeline Project with workforce partners; took part in a National OJT Focus Group meeting with ResCare; and attended a Labor and Employment Law update hosted by the Spartanburg Chamber that was facilitated by Mr. Wade Ballard.



SC Works ResCare Team volunteering to help senior citizens!



Ms. Johnnie-Lynn Crosby, pictured above and Mr. Ryan Skinner, (SCDVR), pictured below presenting at the Southern Textile Association Meeting



SC Works was recognized as a nominee for the 2018 Innovision Award due to the impactful virtual reality project with Spartanburg County School District 2 and Cooper Standard Automotive. Johnnie-Lynn represented SC Works at the awards. Also, the Greater Upstate Sector Strategy core team participated in the SC Sector Partnership Academy.

JOB FAIRS

One way we take care of our employers and our job seekers is by holding recruitment events in each SC Works center and by leading workforce partners in holding a larger-scale job fair in our region. In 2018, we hosted 133 recruitment events and three job fairs. Data on each of our notable job fairs is listed below:

- CHEROKEE – October 4th at Broad River Electric Cooperative**
 Partnered with South Carolina Department of Vocational Rehabilitation, Cherokee County Schools and others, and hosted by the Economic Development Board, Cooper Standard and Defender Services. Results were 42 attending employers, 246 job seekers, 52 interviews on site and 26 job offers made!
- UNION – March 29th at Union County High School**
 Partnered with Union County, Community Development, Career and Technology Center and Union County Development Board, and sponsored by Dollar General Distribution, GeStamp, Haemonetics and Roper Staffing. In attendance were high school seniors and job seekers totaling 235 with 31 interviews scheduled and six job offers on site!
- SPARTANBURG – May 1st at USC Upstate Career Readiness Center**
 400+ job seekers (75 high school seniors) attended. 72 interviews scheduled on site, 12 interviews held and 33 job offers were made!
- BST also hosted a **TRANSPORTATION JOB FAIR** – the first of its kind in our area! This was held at the CC Woodson Community Center in Spartanburg.

- COOPER STANDARD JOB FAIR**

57 attendees – multiple hires!



- MICHELIN JOB FAIR**

98 attendees – multiple hires!



Cherokee County Job Fair



Union County Job Fair



Spartanburg County Job Fair

SC WORKS

UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

OJT's

21 OJT agreements were written, totaling \$72,209. The following companies were OJT Business Partners:

- BlueEye Soft
- Butterfly Foundation
- Cooper Standard Automotive
- Dantherm Cooling Systems
- GES Recycling
- Hemmelrath Coatings
- Michelin North America
- SC Tool

INCUMBENT WORKER TRAINING (IWT) GRANTS

SC Works Upstate awarded grants to 12 businesses (representing 353 incumbents) totaling \$297,255.00. IWT grants provide funding for training needed in current businesses due to expansion, new technology, retooling, new services/product lines and new organizational structuring, or as part of a layoff aversion strategy. Courses approved included Leadership, Marketing, ISO, Quality and Standard Work. Recipients: Aerospace Energy Solutions, AMAMCO, Custom Forest Products, Davis Heating and Air, Duer Carolina, E-Vision Project, International Textile Group, Johns Manville, Menzel, Siemens, Spartan Felt and Synthomer.

Further, grants totaling approximately \$110,000 were issued to the following companies during Round II: Sun Surveillance, GTI Chemical Solutions, P&M Fabrications and Milliken Cedar Hill.

SECTOR PARTNERSHIP STRATEGY INITIATIVE

Led by Johnnie-Lynn, on November 1st, the first Link Upstate session was hosted in Laurens County. More than 80 community and business partners participated. The session provided insight into recruitment, retention and training strategies using virtual reality. Link Upstate is a group of workforce professionals who collaborate in an effort to build a talent pipeline for Upstate South Carolina Counties: Abbeville, Anderson, Cherokee, Edgefield, Greenville, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda, Spartanburg and Union. The new Link Upstate platform was revealed to support partners. The Business Solutions Team continues to delve into sector strategy work.



Ms. Ann Angermeier and Ms. Johnnie-Lynn Crosby at Education and Business Summit.

During February, Johnnie-Lynn and Ms. Dana Wood, UWB Associate Director, represented the Greater Upstate region of SC at the Next Gen Sector Partnership conference in Austin, Texas. The conference took a deep dive into building and maintaining sector partnerships. The SC team had the opportunity to engage with more than 200 individuals who are a part of an active and successful sector partnership.

The Advanced Manufacturing Sector Partnership Launch was held March 14th. Manufacturers came together throughout the Link Upstate region to tackle challenges within the industry using the Next Generation Sector Partnership Model, a model that has been extremely successful in more than 35 states in the U.S. It's a way for manufacturing leaders in the region to come together and work on common priorities. Agendas are based on industry determined priorities, not geared to specific programs available or already in motion. Manufacturing leaders champion the priorities they identify and then respond. Following the initial meeting, the group determined three priority areas:

1. Build a talent pipeline through improved career awareness
2. Address middle skill and technical skill gaps
3. State level policy and regulatory change

SC WORKS

UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

The SC Works Upstate centers have been operated by Arbor E&T, LLC d/b/a ResCare Workforce Services since July 1, 2008. Effective July 1, 2017, we evolved into SC Works Greater Upstate, a joint project with Greenville County WDB established as the Upcountry Local Workforce Area Partnership (ULWAP). Job

seeker services reflect a comprehensive menu of employment services and access to the services of our partner organizations (SCDEW, Department of Social Services (SNAP and STARS), South Carolina Department of Vocational Rehabilitation, Goodwill, Telamon, ACHIEVE/YouthStop youth programs and others). SC Works Greater Upstate provides career and training services to adults, dislocated workers (lost their jobs due to foreign competition, layoffs, and displaced homemakers), youth and other special populations (including the disadvantaged, low income, and those lacking basic skills needed for employment).

SUMMARY

During Program Year 2018, SC Works Upstate worked together with many organizations to provide assistance and information to the communities we serve and live in.

New partnerships were made with faith-based organizations, such as Northside Church and First Presbyterian Church. Strong partnerships with other agencies in our communities, such as Northside Initiative and Spartanburg Housing Authority, made it possible to reach individuals where they live.

Operation Educate had another successful year. Ms. Valerie Stapleton, Re-Entry Specialist, led SC Works staff and partners to positively influence the lives of many citizens with blemished backgrounds. By providing participants employment preparation and connecting them with local employers, the program continues to provide amazing outcomes post release from county jail.

Ms. Nikki Burgess, Talent Development Specialist, noticed the need for re-entry services in Union County. She facilitated the initial Second Chance Committee Meeting, hosted at the Union County Carnegie Library. There were many partners in attendance and the group discussed the need for workforce development, education, legal and supportive services for citizens being released from jail in Union County. The group formed sub-committees to develop user friendly resources and they are actively researching funding opportunities.

In September, SC Works Union began operating at the Union County Carnegie Library. The new facility is user friendly, and provides adequate modernized space for recruitment events and other needs. It is a great partnership for SC Works and the community of Union County. The Upstate also expanded representation into Greer by partnering with the Greenville County Workforce Development Board by opening an office in Greer Relief, housing a Talent Development Specialist.

We would like to highlight those very special populations that, in the past, might have been overlooked or disregarded when preparing job seekers for employment. This was accomplished through direct involvement with basic career or intensive services, or training via individual training accounts. Also included are events and training opportunities that made US better servants in this journey.

Faith-Based Organizations

- Mr. Deivis Henao, Operations Manager, participated in the ASPIRE 2018 event organized by a local United Methodist Church. The event gathered youth and parents from all counties in South Carolina. Mr. Henao represented SC Works by sitting on a panel. Information was shared on educational opportunities and career choices.
- Mr. Kenneth Taylor, Facilitator Outreach Coordinator, met with Ms. Melissa Green, Director of Iron City and Peachtree Ministries in Cherokee County, to discuss training options currently available.
- Mr. Henao and Ms. Nancy Wilson, Talent Development Supervisor, participated in the Upstate Fatherhood Coalition job fair.
- Mr. Taylor, went to the Northside Church to conduct the first in a series of workshops offered about career readiness. He walked the participants through registering in SCWOS and assisted them with building resumes. Ms. Wilson also presented an interview workshop.
- Mr. Taylor visited the Salvation Army in Gaffney to discuss training options available through WIOA and how we can partner together to assist individuals on their caseload.

Serving Those with Disabilities

- Ms. Nikki Burgess attended the Empowering a Future - Able SC Conference in Columbia, SC. The primary focus was to learn how to better assist those with disabilities in transitioning to the workforce and she was able to participate in several breakout sessions.
- The Union County Eat Smart Move More coalition received the Blueprint for Health Grant, which focuses on building leaders in the specific area and the social determinates of health by offering an 18-month leadership training.
- Ms. Burgess attended the Ready to Work Disability Workforce Solution Series event offered by Able SC. Mr. Chris Sparrow spoke about the benefits of hiring individuals with disabilities and the myths associated with employing them.
- Mr. Taylor and Ms. Meika Jones, Talent Development Specialist, participated in the Cherokee Transition Alliance Info Fair at Broad River Electric Cooperative. The event was designed to connect families with services available to individuals with disabilities.

able independent
SOUTH CAROLINA living for all

Adult Education

- In Spartanburg, Mr. Kenneth Taylor met with Adult Education staff to finalize plans for a monthly workshop series. Workshops were offered monthly and consisted of different topics with the goal of partnering together to assist students in achieving self-sufficiency.
- Mr. Taylor also went to Adult Education in Gaffney to conduct an onsite career readiness workshop. The workshop focused on soft skills and was part of a monthly series for the students.
- Mr. Taylor and Ms. Susan Ross, SCDEW Workforce Consultant, visited Union County Adult Education to conduct a workshop on using the South Carolina Works Online System (SCWOS). Students were registered, shown how to job search and complete a resume.

- Mr. Taylor went to Chesnee for Spartanburg County Adult Education to conduct an onsite workshop for online SCWOS resumes.
- Ms. Nancy Wilson presented a WIOA informational session to 13 Adult Education students attending the Family Resource Center in Boiling Springs.
- Ms. Jocelyn Bell, Talent Development Specialist, presented a WIOA informational session to 9 Adult Education students attending the Middle Tyger River Center.

WIOA
Workforce Innovation and Opportunity Act

Reaching Those in Local Neighborhoods

- In Spartanburg, Mr. Taylor met with staff at the Spartanburg Housing Authority (SHA), to discuss how SC Works could assist housing residents with employment and training services.
- Mr. Taylor visited Prince Hall Apartments to conduct an onsite workshop on soft skills for the SHA. This was part of a new initiative by the Upstate Workforce Board. Multiple SC Works staff participated in a community event at the Thornton Community Center. They provided information on OJT, WIOA, employment and all services provided by SC Works.
- Five staff attended a meet and greet with residents at Prince Hall. There were 21 residents in attendance and 11 were scheduled to attend WIOA Orientation.



Reaching the Youth in High Schools

- Ms. Burgess assisted with the development of a group taskforce which will examine high school seniors and their plans for college/job training/employment depending on their wants and needs. She met with Ms. Mica Duncan from South Carolina Vocational Rehabilitation (SCVR), Ms. Elizabeth Ireton, and Ms. Paula Garner from the Union County School District to develop a plan of action for the upcoming graduates, some of which have disabilities.
- Ms. Burgess facilitated the first monthly meeting of the Career Club at Union High School. She is working to mentor and provide useful information to assist the students with the transition from high school to the workforce.
- Ms. Burgess attended the USC Union Career Fair geared towards students only and was able to talk with several of them.
- Ms. Meika Jones conducted mock interviews for approximately 25 students of Gaffney High School. This was the final phase of the Senior Project facilitated by Dr. Carol McFadden.
- Ms. Burgess assisted in the facilitation and coordination of the Union County Student - Parent Transition Fair with the help of Mr. Kenneth Taylor. There were 24 vendors in attendance, including 20 service agency vendors, 2 local colleges and 2 local employers. There were 55 students and parents who attended the event.



Union County Student-Parent Transition Fair

- Mr. Henao, Ms. Jones and Ms. Vicki Lawson, Upstate Workforce Board Special Programs Coordinator, conducted mock interviews for 60 students at Gaffney High School. Senior students shared their interests and practiced their interview skills in front of a panel.
- Ms. Burgess presented information to the STEM Club students at Sims Middle School in reference to "transferable skills" and the importance of understanding strengths and skills which contribute to a successful career.

Reaching the Community



- Mr. Taylor and Ms. Jones participated as a vendor for the National Night Out Event in Gaffney. They discussed training available in Cherokee County with members of the community. The event had great participation from the public.
- Mr. Taylor and Mr. Henao attended the annual SFC Charles Judge Stand Down event to connect with local Veterans. Information was shared about local offices and employment services available.
- Mr. Taylor went to the Cherokee County Library to work in their Job Center Station. He assisted clients with resumes and job applications. All Workforce Innovation and Opportunity Act staff have libraries to visit routinely.
- The Ride to Success Transportation Demo Grant assisted 18 individuals. Of these, 16 were able to maintain employment while 2 gained employment.

WIOA TECHNOLOGY ENHANCEMENT GRANT

In October 2018, the Upstate Workforce Board (UWB) was awarded nearly \$102,000 in funding to support the purchase and/or lease of technology enhancements meant to enhance access to and delivery of services in the SC Works Centers. As our centers provide unemployment insurance assistance, job search assistance, workforce partner access, job application assistance, training and educational opportunity information, it is vital that we keep pace with the workforce environment and have the up-to-date tools necessary for our customers to interface with employers and training institutions.

For the application, the UWB and SC Works staff worked closely to identify those modern technologies that would aid customers in traveling their career path – and to also be innovative in selecting tools that would benefit a journey to success! We made sure to include the Spartanburg Comprehensive Center and the affiliate centers in Cherokee and Union counties in the technology upgrades.

Some specific items included: 35 new computers, accessories, and software to bring the computer lab and resource rooms up to par; iPads and stands for a new process of customers doing 'self-check-ins'; ADA hardware and software; and additional staff computers. The most innovative tools purchased were two Virtual Reality Bundles, which consisted of computers, headsets and hand controls. These totally modern and immersive units provide job seekers and students a valuable experience with hands-on and visual encounters of specific tasks that give them a better understanding of what a job might really entail.



New computers in lab!



New 55" Smart TV and rolling stand in Resource Room.

METRICS FOR PY18

Total Center Traffic – Spartanburg, Union, Cherokee	26,337
WIOA Orientation Attendance	387
Adult Enrollments	224
DW Enrollments	27
Adults began Training	186
DW began Training	32
Total Case Load (4 Talent Development Specialists)	281 average monthly

BOARD OF DIRECTORS

7/1/18 – 6/30/19

Mr. Curtis Anderson
BMW Manufacturing

Ms. Elizabeth Guzzo
LBG Associates

Mr. Wade Ballard
Ford Harrison, LLP

Mr. Craig Jacobs
Spencer/Hines Properties

Mr. Robert S. Blount
Jocassee Design

Mr. Jay Coffey
Spartanburg Community
College

Mr. Bill Brasington
Adult Learning Center, Inc.

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

Mr. Jim Cook
Cherokee County
Development Board

Mr. Carter Smith
Spartanburg Area Chamber
of Commerce

Ms. Lisa Hannon
Adult Education
Cherokee County

Ms. Jennie Thomas
S.C. Vocational Rehabilitation

Mr. Charles Ewart
The Ewart Group

Mr. David Wall
United Community Bank

Mr. Robert Faucett
Chesapeake Bank

Mr. Evander Thomas
Carolina Center for
Behavioral Health

Mr. Wayne Gregory
International Glass, Molders,
Pottery & Allied Workers – AFL-CIO

SC WORKS

UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

*A few quotes from
our customer and
workshop surveys...*

"The staff is so helpful and made the experience a very wonderful one."

"The gentleman (Kenneth) that helped me certainly was very helpful, and extremely nice and knowledgeable."

"Wesley was very helpful, polite, and knowledgeable."

"Jennifer was amazing and very relatable."

"Jocelyn is amazing and very helpful. She listened and helped in any way she could. Very friendly and courteous."

"Kenneth is a great employee who totally cares."

"Lisa and everyone (Union) were very helpful."

"Every employee was very knowledgeable and willing to assist with the claim process. I have never felt so welcomed in a place where you are seeking assistance. I was totally shocked and definitely impressed."

"Jay Borrero (MSFW) was great! Very helpful and friendly."

"Going back to work at my age I need all the help and direction I can get. Everyone that I have talked to in the Union office has been great!"

"Everyone at SC Works has been very helpful and friendly. I'm glad to be a part of SC Works."

"Kenneth went above and beyond to ensure my resume looked good and professional. I can't thank SC Works and Kenneth enough for providing me the help I needed to create a good-looking résumé. Kenneth is super friendly. God Bless You!"


Upstate
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