

SC WORKS

UPPER SAVANNAH WORKFORCE BOARD AGENDA

Monday, May 6, 2019
Upper Savannah Council of Governments
430 Helix Drive, Greenwood

AGENDA

Supper for Members and Invited Guests – 5:30 pm

Upper Savannah Workforce Development Board Meeting 6:00 pm

- Call to order
- Approval of Minutes (sent with meeting invitation and also available at <https://upperscworks.com/workforce-system/board-minutes/>)
- Regular Reports
 1. Usage Reports – Ursula McFadden
 2. Contractor Enrollment Reports – Linda Lagroon
 3. Expenditure Reports, Update on Yearly Business Plan – Ann Skinner
 4. Layoff and Business Start Up Report – Billy Morgan
- Summary of Agreements to Fund SC Works Centers (MOU) – Ann Skinner
- Certification of SC Works Centers – Billy Morgan
- Workforce Plan Update – Ann Skinner
- Review of Training Programs – Linda Lagroon
- Job Fairs and Marketing Plan – Billy Morgan
- Discussion regarding Extending Contracts – Ann Skinner

Next meeting August 5, 2019

Supper will be Chik-fil-A salad, please RSVP to Linda Lagroon, llagroon@uppersavannah.com, 864.941.8062, if you will not attend or if you have special dietary needs.

Upper Savannah PY2018 One Stop Usage Report	Qtr 1 (July 1, 2018- September 30, 2018)								Qtr 2 (October 1, 2018 - December 31, 2018)								Qtr 3 (January 1, 2019 - March 31, 2019)								Qtr 4 (April 1, 2019 - June 30, 2019)								PY2018 Totals and Averages							
	G	A	M	E	S	N	L		G	A	M	E	S	N	L		G	A	M	E	S	N	L		G	A	M	E	S	N	L		G	A	M	E	S	N	L	
Workforce Climate																																								
Number unemployed	1150	421	125	370	275	588	1107	1107	389	118	335	257	544	996	1137	400	133	346	280	576	1041								3394	1210	376	1051	812	1708	3144					
Unemployment percentage	3.8	4.2	3.7	3.5	3.1	3.2	3.7	3.6	3.8	3.5	3.2	2.9	3	3.3	3.6	3.9	3.8	3.2	3.1	3	3.4								3.7	4.0	3.7	3.3	3.0	3.1	3.5					
Traffic and Enrollment																																								
Center Unduplicated Count	1777	275	119	170	152	984	828	1371	167	55	105	92	605	466	1154	158	88	126	109	934	440								4302	600	262	401	353	2523	1734					
Center customer visits	3181	251	230	391	316	1149	933	2588	216	281	448	234	1014	734	3323	250	146	581	425	1108	852								9092	717	657	1420	975	3271	2519					
Utilization rate (Center unduplicated ÷ Number unemployed)	155%	65%	95%	46%	55%	167%	75%	124%	43%	47%	31%	36%	111%	47%	101%	40%	66%	36%	39%	162%	42%	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####					
WIOA Adult Enrollment	15	0	4	5	6	8	8	7	4	0	2	0	12	7	12	4	1	3	3	8	7								34	8	5	10	9	28	22					
WIOA Dislocated Worker Enrollment	9	3	7	0	0	1	2	2	0	0	0	0	0	0	1	0	0	0	0	0	1								12	3	7	0	0	1	3					
WIOA Youth Enrollment	6	0	1	2	0	4	3	2	3	2	1	1	2	1	5	4	1	1	2	1	2								13	7	4	4	3	7	6					
CSBG (those served by the program)	163	14	60	74	63	125	252	195	133	102	106	48	136	243	310	152	86	116	74	104	303								668	299	248	296	185	365	798					
Wagner Peyser Enrollment	340	34	18	28	23	296	155	531	29	17	20	30	196	150	573	25	27	30	29	429	201								1444	88	62	78	82	921	506					
Adult Education Enrollment	114	36	5	44	26	53	119	299	63	0	22	6	51	49	83	60	0	41	14	41	208								496	159	5	107	46	145	376					
Vocational Rehabilitation Enrollment	103	9	0	17	4	40	55	94	13	2	18	3	36	67	ND	ND	ND	ND	ND	ND	ND								197	22	2	35	7	76	122					
Enrolled in a Manufacturing Certificate Program	8	0	0	0	0	0	0	NA	NA	NA	NA	NA	NA	NA	ND	ND	ND	ND	ND	ND	ND								8	0	0	0	0	0	0					
Employer Services																																								
Employers Assisted	127	37	30	46	7	98	63	166	38	20	84	7	105	85	158	39	32	54	15	98	65								451	114	82	184	29	301	213					
# of Open Positions for Staff Managed Job Order	137	45	30	9	101	199	507	178	10	14	13	19	118	127	171	19	17	13	3	125	133								486	74	61	35	123	442	767					
Open positions filled by Referrals	77	2	1	1	7	126	29	50	2	0	1	0	83	18	66	0	0	1	1	109	8								193	4	1	3	8	318	55					
Results																																								
GED Attainment	2	2	0	1	0	0	12	9	10	0	2	1	4	5	12	7	0	2	0	4	8								23	19	0	5	1	8	25					
Manufacturing Certificate	11	0	0	0	0	0	2	NA	NA	NA	NA	NA	NA	NA	ND	ND	ND	ND	ND	ND	ND								11	0	0	0	0	0	2					

Center Unduplicated Count - First visit since July 1, 2018

WIOA - Workforce Innovation & Opportunity Act

Wagner Peyser - Employment Services, connecting job-seekers with employers

Staff Managed Job Orders are Jobs posted for employers by SC Works Staff

Open positions filled by referrals - The job was filled because staff referred qualified individuals to that employer

Manufacturing Certificate - SC Manufacturing Certification (SCMC) or Manufacturing Production Technician Certification

CSBG - Community Service Block Grant Low-Income Home Energy Assistance Program (LIHEAP), General Emergency Assistance Program (GEAP), Case Management, Youth Leadership Program (YLP)

ND No Data Submitted

NA Not available at publication

G Greenwood

A Abbeville

M McCormick

E Edgefield

S Saluda

N Newberry

L Laurens

**Upper Savannah
Participation Levels (LWDA) for 2018
Run Date: 5/6/2019**

		Number of Case Managers		Average Caseload per Case Manager		Expected Active Caseload per Case Manager
Total Adult & Dislocated Worker		4		27		55-75
Youth		2		18		45-60

Upper Savannah

Total Local Area Operating Budget for PY19

July 1, 2019 - June 30, 2020

FTE Cost Allocation Methodology

Infrastructure Costs	Greenwood	Edgefield	Laurens	McCormick	Newberry	Saluda	Totals
Rent	19,876.00	1,200.00	3,000.00	1,800.00	7,200.00	6,000.00	39,076.00
Security System	-	-	-	-	-	-	-
Utilities	12,000.00	-	-	4,000.00	5,400.00	-	21,400.00
Janitorial/Maintenance	9,000.00	-	-	200.00	7,200.00	300.00	16,700.00
Landscaping	2,200.00	-	-	-	-	-	2,200.00
General Repair	-	-	-	-	-	-	-
Pest Control	800.00	-	-	-	-	-	800.00
Telephone (if applicable)	5,082.00	1,600.00	-	2,000.00	1,650.00	2,000.00	12,332.00
Public Access PC Costs	6,000.00	1,500.00	-	-	5,412.00	2,000.00	14,912.00
Equipment Maintenance/Rental	-	-	-	-	-	-	-
Common area supplies**	3,000.00	300.00	500.00	200.00	200.00	500.00	4,700.00
Shredding	924.00	-	-	-	360.00	-	1,284.00
Other - please list	-	-	-	-	-	-	-
Other - please list	-	-	-	-	-	-	-
Total Infrastructure Costs	\$ 52,882.00	\$ 9,100.00	\$ 5,000.00	\$ 8,200.00	\$ 27,422.00	\$ 10,800.00	\$ 113,404.00

0
0
0
0

Additional Shared Services Costs	2.4
Job Fair	5,200.00
Interpreter Contingency	1,000.00
Paint	-
Total Additional Costs	\$ 6,200.00
Grand Total Budget	\$ 59,082.00

*Quarterly costs from previous program year were annualized to project a baseline budget.

EXPENDITURES MARCH 31, 2019 (75% of Year)

Eckerd		Expenditures	Budget	Exp. Rate	Target
Adult and Dislocated Worker		\$ 547,941	\$ 958,502	57.17%	75%
Percent Spent on Clients				41.20%	43%
GLEAMNS					
Youth		\$ 274,771	\$ 419,641	65.48%	75%
Workbased Learning				39.12%	34%

SC WORKS CERTIFICATION STANDARDS

#	SC Works Certification Standards - Management	✓=Meets
1	Partner Integration is evident through non-duplication of services and efficient and effective service delivery. The customer sees the Center as a single business unit.	✓
2	The management structure is clear, as are the roles and responsibilities of the partners at the SC Works Centers as they relate to the management and governance of the center.	✓
3	SC Works Centers have integrated staff development	✓
4	The SC Works Center is accountable for results.	We strive to meet or exceed the State performance measures for our area and work using a proactive approach.
5	Every SC Works Center (Comprehensive and Satellite) is accessible so that all job seekers and business customers can fully participate in the services offered.	✓
6	Every SC Works Center maintains a professional	✓
7	Every SC Works Center has access to sufficient space and capacity for key functions.	✓
8	Every SC Works Center is safe and secure.	Minimum of two staff members present at all times if there are no other partners on-site. Currently having more video cameras installed.
#	SC Works Certification Standards -Job Seeker	✓=Meets
1	SC Works Center measures satisfaction with both processes and outcomes for existing job seeker customers.	✓
2	Feedback from job seekers is used to improve services.	Customer surveys for Job Search, WIOA Program and Unemployment are performed monthly. We have recently planned quarterly in-person surveys and the outcomes will be used to strengthen and continually improve our customer satisfaction.
3	SC Works Center will have a system in place to assess projected employer demand and will align job seeker resources with current and projected employer demand.	As employer needs change, so does our strategy. Due to the high-demand for manufacturing positions, Upper Savannah supports a 14-county Sector Partnership group which is an employer-led partnership which is looking for ways to find and attract and grow talent for available jobs. Lessons learned from this partnership will influence how we approach these needs locally.

4	Job seekers will have multiple access points to SC Works services beyond the SC Works Center.	✓
5	SC Works Center offers a consistent menu of job seeker services.	✓
6	SC Works Center staff provides job seekers services they need as efficiently as possible while maintaining a customer service focus.	✓
7	Sc Works Center will have well trained staff.	✓
8	SC Works Center will have a well-equipped resource room with trained staff to provide a broad range of job seeker services.	✓
9	All customers learn about the full range of services that are available through the SC Works System in a customer-focused, program-neutral way.	✓
10	Sc Works Center offers effective assessment and career guidance services to all job seekers.	✓
11	SC Works Center provides resources to assist customers with marketing themselves for employment.	✓
12	Every SC Works Center will have information on as many jobs as possible.	✓
13	SC Works Centers help job Seekers advance their skills, education and occupational skill attainment.	✓
#	SC Works Certification Standards -Business Services	✓=Meets
1	There is a fully integrated multi-agency business services team comprised of representatives from each of the federally mandated partners.	✓
2	The Business Services Team is facilitated as a unified activity.	We continue to work on strengthening our relationship with our partners and learning with each other, this enables us to approach businesses with one voice.
3	Businesses are consulted on their workforce needs.	✓
4	The Business Services Team operates from a written LWDB business engagement plan designed in response to business needs and that supports the vision of the SWDB.	We are currently working on revising our local business engagement plan.
5	There is a link between the activities of the Business Services Team, economic development and education entities.	✓
6	Satisfaction with both processes and outcomes is measured for existing business customers.	✓
7	The workforce area offers a consistent menu of demand-driven services (see attached " Menu: State Database Services to Business").	✓

Upper Savannah Workforce Area: Strategic Plan 2016-2020: Modification Executive Summary

Background

Each year it becomes more difficult for businesses to compete in the global economy. Companies must become more efficient and maintain quality. A skilled workforce is necessary. The Upper Savannah area of Abbeville, Edgefield, Greenwood, Laurens, McCormick, Newberry and Saluda is poised to grow. Collectively the economic development agencies in the area are focusing on attracting manufacturing businesses because they enhance the tax base and provide good paying jobs with benefits. The strategy to recruit manufacturing businesses is sound because the area has a well-established manufacturing sector. While the goods produced have changed over time, key skills are common across a range of industries.

At the same time, the workforce system has a responsibility to their residents. People want to earn enough to support their families. Quality of life is important. Most workers want to find work close to home.

It is the goal of the Upper Savannah Workforce Board to help businesses meet the current and future hiring needs and to help job seekers find work.

Opportunities

Although the area has mostly bounced back from the recession, there still are subgroups of the population, which have high unemployment rates. At the same time, there are jobs which are unfilled.

A survey of job orders which are reported as unfilled include two groups:

1. Jobs which are unattractive to job seekers because of wages, benefits, hours or working conditions or a combination of factors
2. Jobs that require specific skills. There is a shortage of skilled manufacturing technicians, welders and mechanics

Groups, which are underrepresented in the workforce, include:

1. Individuals without reliable transportation
2. Individuals who have poor basic skills or who do not have a high school credential
3. Individuals with disabilities
4. Individuals with criminal backgrounds
5. Individuals who cannot pass a drug test
6. Young people without prior work experience

Resources

As the region tries to get unemployed individuals into the workforce and tries to reduce key skills gaps, it has resources. Sixteen different agencies have united to support the Upper Savannah SC Work System. Currently five organizations staff SC Works Centers providing 37 workers. Budgets across the 16 partners vary (and not all budgets are earmarked exclusively for workforce activities.) The primary program responsible for workforce development is the Workforce Innovation and Opportunity Act (WIOA) has a yearly budget of about \$1.8 million.

The area's system has established infrastructure. There are SC Works Centers in each county. Piedmont Technical College has a campus in each county and offers hands on industrial training in three counties.

Upper Savannah, region has a few unique resources:

1. Two of the area's most populated counties (Greenwood and Laurens) offer free tuition at PTC to qualified high school graduates.
2. Laurens County is included in two Department of Labor grants focusing on Science, Technology Engineering and Math. Advanced manufacturing is promoted.
3. The area has a well-established system for promoting basic skills attainment. Upper Savannah was the first region in the state to have all counties designated as Work Ready community.

Needs

Upper Savannah has a workforce of 117,214. There are 4,258 businesses established. The population of the area is slightly older, less affluent and less educated as the state as a whole. Just more than six thousand individuals were estimated to be unemployed at the last report. While there is good data on jobs that are difficult to fill, there is little on current skills gaps. Upper Savannah has started a process to gather information from 50 manufacturing businesses on their hiring and training needs.

Goals and Strategies

The current budget for the Workforce Investment and Opportunity Act translates to about \$14 per worker in the region. Some training programs costs more than \$10,000 per person. To make a meaningful change in the region, the workforce board must set priorities. Below are goals and related strategies.

1. Reach at least 12% of the workforce each year by offering free basic services for all job seekers. Promoting job listings and providing information about training opportunities is inexpensive and can help potential workers make good career choices. This will be done with the efforts of partner staff.
2. Reduce transportation barriers by having centers in all counties and by encouraging training vendors to offer courses in each county.

3. Promote careers in manufacturing by working with businesses, schools and relevant community groups.
4. Invest in those with the greatest potential to change including individuals from groups underrepresented in the workforce. The board has selected to give priority to those who are low income or who have low basic skills. The area will broaden its supportive services to offer more resources for low-income adults.
5. Increase the basic skills levels of potential workers by encouraging GED attainment and a SC Career Ready Credential (Work Keys Certificate.)
6. Increase funding available for scholarships by seeking grants and additional funding. Reduce operating expenses where possible.
7. Invest in training that has the greatest potential for graduates to find employment paying a self-sufficiency wage.. The Workforce Development Board has selected diversified manufacturing and healthcare as the sectors most likely to generate the best outcomes. (A chart of approved training is included as an attachment.) In particular, the area will promote short-term low cost manufacturing certifications such as the SC Manufacturing Certificate.
8. Help employers efficiently recruit and screen workers by utilizing the www.scworks.com job matching database and social media campaigns. A new website will be launched and content will be added weekly.
9. Offer training grants to businesses to help them maintain a competitive workforce by tapping into state grant funding.
10. Help workers advance the career ladder (and open the bottom rung for newcomers) by encouraging businesses to establish apprenticeship programs.
11. Communicate employer's expectations for soft skills to job seekers by communicating with schools and other organizations, which help job seekers. Piedmont Technical College is in the second phase of rolling out a work ethic certification process. The board will communicate the value of the certification and will encourage post-secondary schools to adopt the same standard.
12. Offer education and job training for youth who high school dropouts or who have completed high school but have not yet found a suitable job. Events will be planned to link high school students in each county with employment and training options.

Measurement and Use of Data in Program Design

The Workforce Development Board is responsible for meeting key performance indicators for the Workforce Innovation and Opportunity Act and to enhance the system as a whole. The performance indicators look at the percentage of program completers who go to work, stay at their jobs and get an educational credential. Post program wages are gathered.

Because WIOA accounts for a fragment of the workforce, the Workforce Board will also gather information on participation in Wagner Peyser (job seeker services provided by the SC Department of Employment and Workforce), the Vocational Rehabilitation Department and the seven adult education programs.

Comment Process

Individuals or organizations that wish to comment on the strategic plan are asked to contact the workforce division of Upper Savannah Council of Governments. Please contact Ann Skinner at 864.941.8050 or work@uppersavannah.com.

2019 Updates:

Referrals

Set a goal for increased referrals between SC Works partners and track referrals on quarterly report to board. The goal will be to have 2,000 referrals in program year 2019.

Youth Incentive Policy Revision

- \$50 Bonus for attending at least two hours of pre-employment preparation and passing pre-employment test and attending five consecutive days of employment with good evaluation on timeliness, appropriate appearance, adherence to directions and efficient use of time.
- \$100 Bonus for Obtaining Credential which meets definition of a credential attainment for performance measurement. (Can be earned up to three times.) This bonus does not apply if client is eligible for similar bonus from partner agency such as Goodwill.
- \$200 Bonus for Obtaining GED, high school diploma, or associate degree. (Can be combined with \$100 bonus, for example a person can get a GED and a SCMC certificate.)
- \$50 Bonus for Obtaining Unsubsidized Job and Participating in Career Advancement Counseling session. To be eligible the client submits a paystub. The client and career coach discuss how the client can be successful in the new job and possibility advance.

Upper Savannah WDB Approved Training Programs

- Accounting
- Auto Body Repair Certificate
- Automotive Technology
- Basic Machine Operations
- Business Analyst - CE
- Business - General
- Business Management
- Cardiovascular Technology
- Certified Production Technician (MSSC)
- Certification in Production & Inventory Management
- Civil Engineering Technology
- Clinical Medical Assistant Certificate Program with Clinical Externship
- CNC - Computerized Numerical Control
- CNC Programmer
- Computer Networking Technology
- Computer Programming
- Computer Technology
- CSRA Electrical JATC
- Diesel Engine Performance
- Diesel Equipment Technology
- Electrical Maintenance
- Electronics Engineering Technology
- Emergency Medical Technology
- Engineering Graphics Technology
- Heating Ventilation and Air Conditioning
- Heavy Equipment Operator
- Industrial Electricity - Electronics
- Industrial Electronics Technology
- Industrial Maintenance Technician
- Lean Six Sigma Black Belt
- Lean Six Sigma Green Belt
- Machine Tool Technology
- Mechanical Engineering Technology
- Mechatronics Technology
- Microsoft Network Technician
- Nursing
- Paramedic
- PMP Certification Prep 1 and Prep 2
- Project Management
- Radiologic Technology
- Radiological Control Technician
- SC Certified Logistics Technician - CCE (SCCLT)
- SCMC Program SC Manufacturing Certification
- Surgical Technology
- Truck Driver Training
- Welding

Decision regarding Extending Contracts

One of the primary duties of a workforce board is to invest in programs. Workforce Innovation and Opportunity Programs fill in the gaps. We are currently under a 2017 procurement. We can extend another year or go out new proposals.

Advantages

- New competition can bring new ideas

- The current system of having two contractors is making it difficult for both to fill caseloads

- If we do not procure now we will need to do so next year while revising the plan

Disadvantages

- It takes time and money to advertise for and review new proposals

- We may not get better offers

- The process causes anxiety among contractor staff

Options

- Stay as is

- Go out for new proposals with a goal of having new contracts in place October 1, 2019

- Go out for new proposals with a goal of having new contracts in place January 1, 2020

Proposed Changes

- Have one contractor for adult, dislocated worker, youth and operator

- Structure services so clients are seen more frequently the first month

- Clearly define contractor's responsibility for internal monitoring

- Require the contractor to create an online or video orientation