

Greenville County Workforce Development Board (GCWDB) Meeting
Wednesday, May 13, 2026, 11:30 a.m.
SC Works Greenville
225 S Pleasantburg Drive Suite E-1
Greenville, SC 29607

MEETING AGENDA

- | | |
|--|---------------------------------|
| - Welcome and Call to Order | Ms. Robyn Knox, Chair |
| - Quorum Validation (9 or more) | Ms. Knox |
| - <i>Minutes Approval (March 11, 2026)*</i> | Ms. Knox |
| - Director's Report | Mr. Dean Jones, Director |
| 1. WIOA Program Updates | |
| - Contractor Status Reports | |
| 1. Eckerd Connects | |
| - Other Business | |
| - Adjourn | |

**Denotes an action item*

Public Law 101-166, Section 511: The Workforce Innovation and Opportunity Act (WIOA) Adult Program is supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$626,046 with \$0 (0%) state, local, and/or non-governmental funds. The Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Program is supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$608,959 with \$0 (0%) state, local, and/or non-governmental funds. The Workforce Innovation and Opportunity Act (WIOA) Youth Program is supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$644,660 with \$0 (0%) state, local, and/or non-governmental funds.

Greenville County Workforce Development Board Meeting (GCWDB)
Wednesday, March 11, 2026
Center for Manufacturing Innovation (CMI)
575 Millennium Blvd
Greenville, SC 29607

MINUTES

Members Present: Amithy Burgess, Weyland Burns, Morgan Clements, Tiffany Foster, Tammy Galindo, Ray Lattimore, Jared Mogan, Kelly Shumaker (Vice Chair) and Deric Shuman

Members Absent: Kaye Davis, Vernita Harris Gill, Craig Kinley, Robyn Knox (Chair), Ben Sabol, Shan Smith and Scott Stoller

GCWDB Staff and Contractor Staff Present: Dean Jones, Angela Smith, Nyroba Leamon, Shelia Harper, Laura Bogardus and Renee Alexander

Guest/Visitors: None

- I. **Welcome and Call to Order:** Vice Chair Kelly Shumaker welcomed everyone and called the meeting to order at 11:34 a.m.
- II. **Quorum Validation (9 or more):** A quorum was validated.
- III. **Minutes Approval (January 14, 2026 and January 23, 2026)*:** Minutes were approved as submitted.
- IV. **WIOA Director's Report (Mr. Dean E. Jones, GCWDB Director):**

Mr. Dean Jones welcomed everyone to the Dr. Keith Miller Campus and acknowledged the naming ceremony held the previous day recognizing Dr. Miller's role in developing the campus.

 1. **GCWDB Election of Officers** - Mr. Jones announced the final results of the election of officers for the Greenville County Workforce Development Board. Ms. Robyn Knox will remain as Chair and Ms. Kelly Shumaker will remain as Vice Chair. There were no other nominations.
 2. **Program Updates:**
 - a. **Adult and DW Services Contractor** – Mr. Jones stated that the Eckerd Connects contract for Adult and DW services is on the ground. Eckerd currently runs our Youth program. They will oversee the day-to-day operations at the SC Works Center at McAlister Square. The emergency procurement process is now substantially resolved.
 - b. **Revised ITA Policy** – Mr. Jones is revising the local ITA policy to provide clarity on eligibility requirements on the state and local list. This will better align local policy with State Instruction Number 21-02. It will incorporate the one-stop operator neutrality procedures and enhance monitoring for training providers and center operations. Ms. Shelia Harper and Ms. Angela Smith will expand monitoring activities for training providers and center operations.
 - c. **Financial Status Report** - Mr. Jones reviewed the PY25 WIOA financial dashboard handout. The average expenditure rate is 29%. Equus contract ended February 28, 2026; remaining funds exist with invoices still outstanding. The new Eckerd contract amount for Adult and DW services is \$350,000 for Greenville and \$350,000 for Upstate to support operations from March 1, 2026 to June 30, 2026. Mr. Jones reviewed the State grants status.
 - d. **Workforce Pell Grant Overview** –Mr. Jones referred to the Workforce Training Eligibility Alignment handout. The Workforce Pell grant is effective July 1. It extends Pell eligibility to short-term,

credential-based training programs (150–600 clock hours, typically 8–15 weeks). Targets in-demand sectors such as manufacturing, healthcare, IT, and logistics. Designed to serve individuals who previously could not receive Pell due to income or program type, closing significant funding gaps. Potential eligible programs are: 1) Manufacturing/Technical - Machine Operator, CNC Machine Operator, Mechatronics, Industrial Electricity, Electrical Controls, Specialized Welding, Robotic Welding; 2) Healthcare - Medical Assistant, Sterile Processing Technology Certificate, Medical Clerical, Cancer Data Management Certificate; 3) Information Technology/Cybersecurity - Cybersecurity Certificate, Service Support Specialist, System Administration & Infrastructure Certificate, Cisco Network Operations.

We are working with Greenville Technical College and Greenville County Schools to identify at least five key programs tied to regional demand in manufacturing, healthcare, IT, transportation/logistics. This will build a bridge/pipeline from secondary career centers to post-secondary training so that graduates can transition immediately into Workforce Pell-eligible programs. Eligibility will include high school diplomas and GEDs, which is expected to support many youth and adult participants, especially those previously over income limits for WIOA-funded training. Mr. Jones will provide a funding crosswalk illustrating how WIOA income guidelines and Pell eligibility align.

Ms. Morgan Clements asked how information about Workforce Pell and training programs will be marketed beyond current partners and said there is a need for social media and broader community outreach. Mr. Jones responded saying he will work closely with Greenville Tech's marketing/media team to develop materials and campaigns. Ongoing planning meetings with Greenville Tech and Greenville County Schools will define the rollout, especially at secondary career centers. Dr. Laura Bogardus stated that the three GCWDB committees—Services for Individuals with Disabilities, Youth Committee, and SC Works Committee—are developing specialized webpages with social media capability on our current website. This new web and media presence, including success stories and referral links, is in development and targeted to be presented at the next Board meeting. Mr. Jones said all committee chairs will start reporting updates at future Board meetings.

V. Contractor Status Reports:

- 1. Eckerd Connects:** Mr. Nyroba Leamon provided an update on the Youth program, including new enrollments and credentials earned. Mr. Leamon reviewed the progress measurement handout noting all measures are strong on the Greenville Youth Rolling 4 while some measures are in yellow due to being short of the internal 90% target but still above the federal 50% baseline. Mr. Leamon shared a success story for Adelynn Fowler who obtained a GED and employment with GE.

Ms. Clements asked about Youth outreach and Dr. Bogardus stated that the Youth Committee website will serve as a hub for success stories, program information, referrals, and social media, helping Board members share opportunities via LinkedIn and other channels once it is launched.

- VI. Other Business:** Ms. Renee Alexander was introduced as the Program Director for Eckerd's regional contract. Ms. Alexander stated that the new Adult & DW/one-stop contract went live March 1. The early focus is onboarding and rehiring staff from the prior contractor. The staff will be retrained from the ground up to align with Eckerd's standards. Eckerd is assessing operations to determine what to maintain and what to change.

Mr. Jones shared that he recently attended a 4DX Summit at Greenville Tech. Ms. Shumaker and Ms. Tiffany Foster shared their recent attendance at SETA conference in Orlando, FL.

Mr. Jones said our local office currently is a team of three; goal is to expand to four staff to ease workload and support oversight. He will explore recruitment strategies and may request assistance from Board members in identifying qualified candidates. He noted personal retirement horizon and long-term interest in consulting, with intent to ensure an orderly transition for the organization.

VII. Adjourn: Being there was no other business, the meeting was adjourned at 12:27 p.m.

VIII. CMI Tour

- * Denotes an action item for GCWDB or Executive Committee Approval**
- **Denotes Executive Committee has authorized Director to Proceed**

Director's Report:

1. WIOA Program Activity Summary
2. WIOA Program Financial Summary
3. WIOA Program PY25 – Q3, Q3 Rolling 4 Predictive Performance Reports
4. GCWDB Committees Update

GCWDB 1-Page Pipeline & Performance Summary

PY25 YTD Snapshot

Metric	Adult	DW	Youth	Total
Active Caseload	38	4	66	108
New Enrollments	70	2	60	132
New Training	32	1	21	54
Exits	108	8	36	152

Key Metrics

Active Caseload: 108 | Enrollments: 132 | Training: 54 | Exits: 152

Critical Findings

- Dislocated Worker pipeline collapse (2 enrollments, 1 training)
- Total exits exceed active caseload → shrinking system
- Training conversion rates below target (overall ~41%)

Program Highlights

Adult: Stable pipeline but low training conversion (~46%)

Dislocated Worker: System failure – requires immediate rebuild

Youth: Strong enrollment but weak credential/training alignment (~35%)

Risk Summary

- High risk of under-spending (especially DW)
- Performance gaps in retention and credential attainment
- Pipeline not sufficient to support financial targets

Recommended Actions

- Rebuild DW pipeline (5–10 enrollments/week)
- Increase training conversion to 60%+
- Require credential pathway at enrollment (Youth)
- Implement weekly performance and spending tracking

Bottom Line

The system is not positioned to meet targets without immediate corrective action, especially rebuilding DW pipeline and increasing training participation.

GCWDB PY25 Financial Executive Dashboard

Greenville County Workforce Development Board Meeting
Wednesday, May 13, 2026
PY 2025 WIOA Financial Summary

July 1, 2025 – April 30, 2026

PY25 WIOA FORMULA ALLOCATION				
	Allocation	YTD Expenditure	Expenditure Rate	Balance
Youth Program	\$580,194	\$266,181	46%	\$314,013
Youth Admin	\$64,466	\$53,329	83%	\$11,137
DW Program	\$548,064	\$112,678	21%	\$435,386
<i>Funds Transferred to Adult</i>	<i>\$374,960</i>	<i>\$42,239</i>	<i>11%</i>	<i>\$332,721</i>
DW Admin	\$60,895	\$52,013	85%	\$8,882
Adult Program	\$563,443	\$282,670	50%	\$280,773
Adult Admin	\$62,603	\$56,733	91%	\$5,870
PY25 WIOA CONTRACTS				
Contractor	Grant Amount	YTD Expenditure	Expenditure Rate	Balance
Equus-Adult/DW	\$650,890	\$501,449	77%	\$149,441
Eckerd-Youth	\$486,212	\$326,374	67%	\$159,838
Eckerd-Adult/DW	\$350,000	\$46,567	13%	\$303,433
STATE GRANTS				
Grant	Grant Amount	YTD Expenditure	Expenditure Rate	Balance
PY25 Restoration	\$48,682	\$41,568	85%	\$7,114
PY25 High Performing Board	\$66,665	\$29,263	44%	\$37,402
PY25 SC Works Security	\$49,000	\$6,870	14%	\$42,130

Key Performance Indicators (includes expenditure of PY24 carryover funds.)

Adult 63%	Dislocated Worker 53%	Youth 65%	Primary Action Accelerate DW Spending
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Key Findings

- All programs below 70% expenditure benchmark; 2 months remaining
- Dislocated Worker program is highest risk
- High remaining balances increase deobligation risk

Forecast (If No Action)

- DW may not meet expenditure targets
- Youth may fall short of performance benchmarks
- Risk of fund loss or reallocation

Action Required

- Increase DW enrollments immediately
- Shift funding toward training & ITAs
- Frequent monitoring of expenditures and enrollments

GCWDB Board Performance Report

PY25 WIOA Program Performance – Q3 Preliminary (April 2026)

Q3

Performance Measure-PY25 Q3 Prelim	Goals	Q3 Perf	% of Goal	Goals	Q3 Perf	% of Goal	Goals	Q3 Perf	% of Goal	OIS
	Adult	Adult	Adult	DW	DW	DW	Youth	Youth	Youth	
Employment Rate 2nd Quarter After Exit	78.0%	72.4%	92.8%	85.2%	83.3%	97.8%	73.0%	66.6%	91.2%	93.9%
Employment Rate 4th Quarter After Exit	82.5%	74.0%	89.7%	84.5%	50.0%	59.2%	70.0%	87.5%	125.0%	91.3%
Median Earnings 2nd Quarter After Exit	\$8,078	\$8,618	106.7%	\$9,000	\$11,475	127.5%	\$3,200	\$7,460	233.1%	155.8%
Credential Attainment Within 4 Quarters After Exit	66.0%	100.0%	151.5%	66.7%	100.0%	149.9%	53.0%	28.5%	53.8%	118.4%
Measurable Skill Gains	72.7%	50.0%	68.8%	69.1%	0.0%	0.0%	61.5%	60.8%	98.9%	55.9%
OPS			101.9%			86.9%			120.4%	

Passing

Individual Indicator Score must be at least 50% of Goal

Overall Indicator Score [OIS] must be at least 90% of Goal

Overall Program Score [OPS] must be at least 90% of Goal

Q3 – Rolling 4

Performance Measure-PY25 Q3R4 Prelim	Goals	Q3R4 Perf	% of Goal	Goals	Q3R4 Perf	% of Goal	Goals	Q3R4 Perf	% of Goal	OIS
	Adult	Adult	Adult	DW	DW	DW	Youth	Youth	Youth	
Employment Rate 2nd Quarter After Exit	78.0%	80.0%	102.6%	85.2%	87.5%	102.7%	73.0%	78.9%	108.1%	104.5%
Employment Rate 4th Quarter After Exit	82.5%	74.1%	89.8%	84.5%	80.0%	94.7%	70.0%	84.6%	120.9%	101.8%
Median Earnings 2nd Quarter After Exit	\$8,078	\$7,880	97.5%	\$9,000	\$11,244	124.9%	\$3,200	\$4,199	131.2%	118.2%
Credential Attainment Within 4 Quarters After Exit	66.0%	73.6%	111.5%	66.7%	84.6%	126.8%	53.0%	39.2%	74.0%	104.1%
Measurable Skill Gains	72.7%	76.1%	104.7%	69.1%	87.5%	126.6%	61.5%	70.8%	115.1%	115.5%
OPS			101.2%			115.1%			110.1%	

Passing

Individual Indicator Score must be at least 50% of Goal

Overall Indicator Score [OIS] must be at least 90% of Goal

Overall Program Score [OPS] must be at least 90% of Goal

Executive Summary

Overall performance is mixed, with strong earnings outcomes across programs but emerging risks in retention and credential attainment. The Adult program continues to perform strongly, while the Dislocated Worker program shows critical retention issues. The Youth program demonstrates strong employment outcomes but significant gaps in credential attainment. There is also a misalignment between financial expenditures and program outcomes.

Adult Program Performance

The Adult program is performing well overall. Median earnings and credential attainment exceed targets, indicating strong program effectiveness. Employment rates for the 2nd and 4th quarters after exit are slightly below target but remain within an acceptable range.

Dislocated Worker Program Performance

The Dislocated Worker program presents a high-risk area. While employment in the 2nd quarter and earnings outcomes are strong, the 4th quarter employment rate has dropped significantly, indicating retention challenges. This suggests that participants are obtaining employment but not maintaining it over time.

Youth Program Performance

The Youth program shows strong employment and earnings outcomes, particularly in the 4th quarter after exit. However, credential attainment is significantly below target, indicating a need for improved program completion and training alignment.

Cross-Program Analysis

A pattern is emerging across programs: strong earnings outcomes are being achieved, but retention and credential completion are lagging. This suggests a need to strengthen post-placement support and training completion strategies.

Key Risks

- Dislocated Worker retention decline
- Youth credential attainment gap
- Financial and performance misalignment

Recommended Actions

Immediate actions include strengthening retention strategies for Dislocated Workers, improving credential completion tracking for Youth participants, and aligning financial expenditures with program performance outcomes. Recommend enhanced performance monitoring.

Conclusion

While the workforce system demonstrates strong earnings performance, corrective actions are necessary to address retention and credential attainment issues. Timely intervention will be critical to sustaining overall program success and meeting both performance and financial targets.

GCWDB Committees Update

- ***Dr. Laura Bogardus, Co-President
Side By Side Strategies, LLC***
- **Committee on Serving Individuals with Disabilities (CSID)**
- **Youth Committee**
- **SC Works Committee**

GREENVILLE WIOA YOUTH PROGRAM

POWERED BY



WIOA Program

▶ PY25 New Enrollments

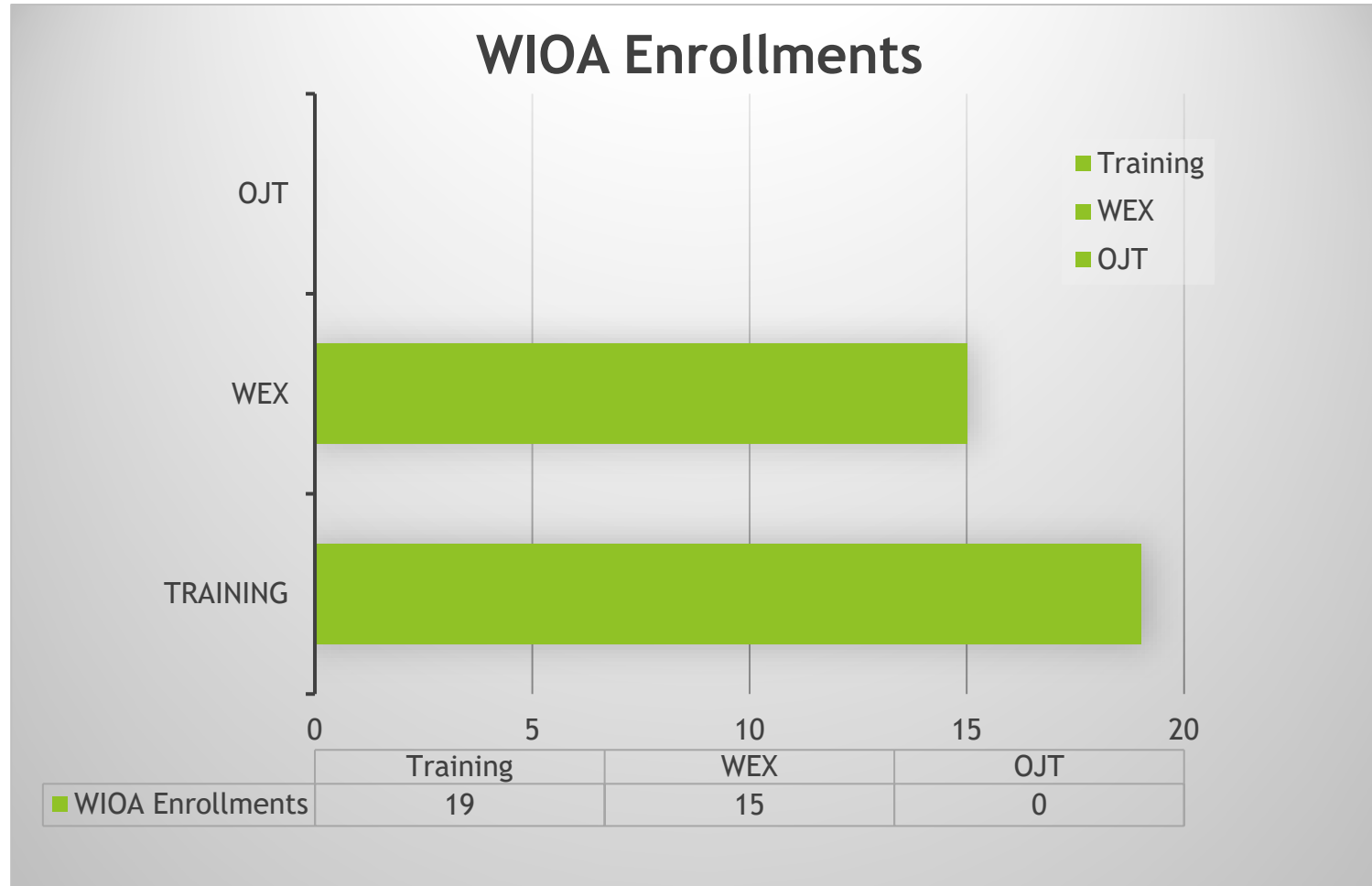
- ▶ 78 Goal (Target 72 OSY/6 ISY)
- ▶ 60 New enrollments as of 5.12.26

▶ Additional Participants Served

- ▶ 53 PY25 Carryover Active Participants
- ▶ 45 Participants in Follow-up



WIOA Program

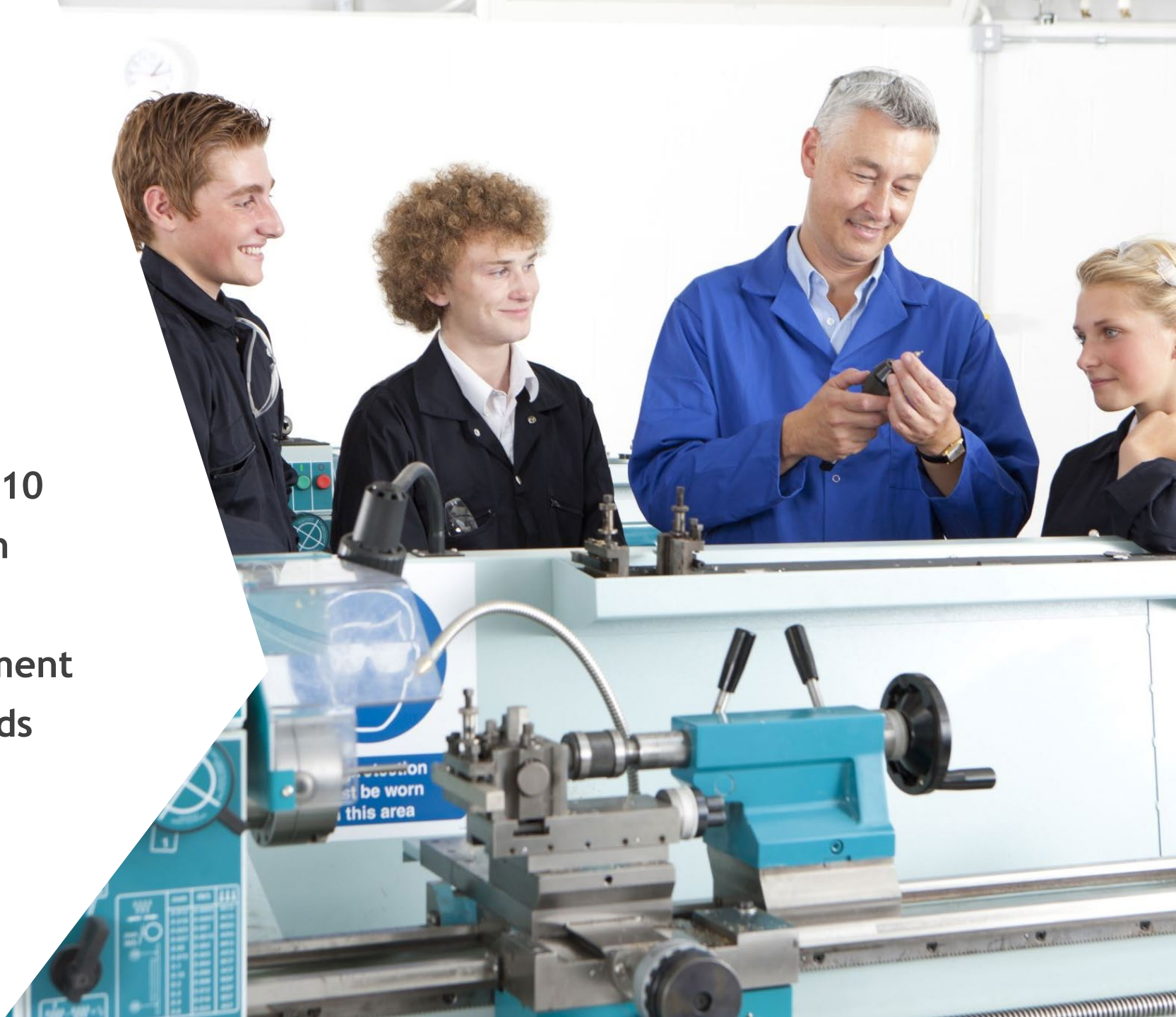


Credentials Earned

GED or High School Diploma: 12

Occupational Skills Certificates: 10

- 3 - Welding at Greenville Tech
- 4 - CDL at Greenville Tech
- 1 - CMA at Capstone Development
- 2 - Phlebotomy at Caring Hands



Work Based Learning

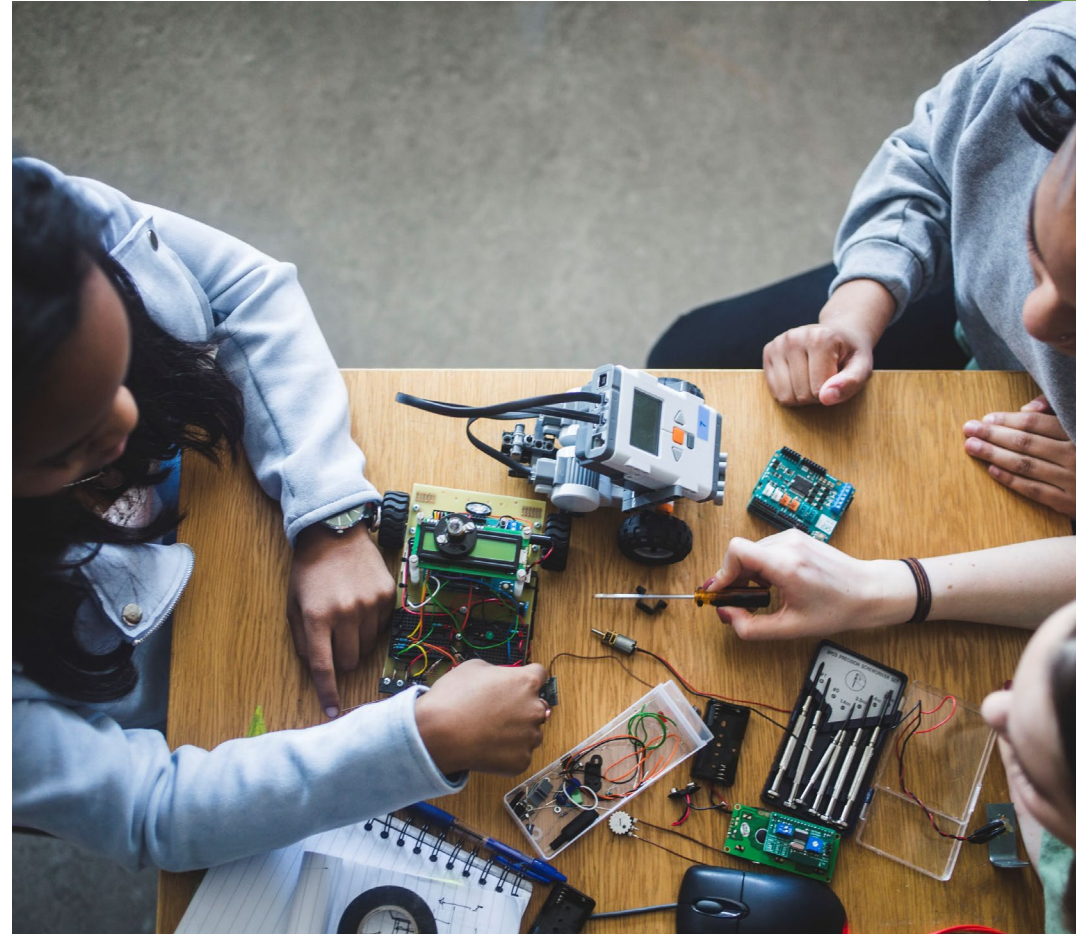
11 Onsite WEX Participants

4 Virtual WEX Participant

0 OJT Participants

Sites Utilized

- ▶ **Eckerd Connects**
- ▶ **Dream Prep Academy**
- ▶ **Phillis Wheatley Association**
- ▶ **Greenville County Animal Care**
- ▶ **LeadWell 360**
- ▶ **Harvest Hope**
- ▶ **Old Navy**
- ▶ **SC Works Greater Upstate-Greenville**
- ▶ **The Graphic Deli**



Current Progress Towards Measures (*Note: Quarter is not yet completed and these measures will increase before the ending of the quarter.)

Greenville Youth Rolling 4

Indicator/Program	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal
Employment Rate Q2	73%	81%	111.0%
Employment Rate Q4	70%	85%	121.4%
Median Earnings	\$3,200	\$5,712	178.5%
Credential Rate	53%	37%	69.8%
Measurable Skill Gains	61.5%	69%	112.2%
Overall Program Score			118.6%

Greenville Youth Individual Quarter 4

Indicator/Program	Title I Youth	Title I Youth Actual	Title I Youth % of Goal
Employment Rate Q2	73%	90%	123.3%
Employment Rate Q4	70%	80%	114.3%
Median Earnings	\$3,200	\$7,669	239.7%
Credential Rate	53%	60%	113.2%
Measurable Skill Gains	61.5%	26%	42.3%
Overall Program Score			129.9%

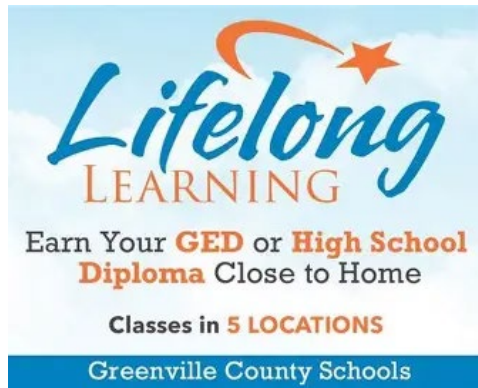
Pass	Goal is being met by at least 90%
Goal in Progress	Individual indicators are considered passing by DOL & State when goal is met by at least 50%. However, our goal is to meet individual indicators at 90%.

Progress Measurement

*Measures will continue to be recorded, and the results are expected to increase throughout each quarter and the remainder of the program year.

*MSGs are cumulative throughout the program year and are typically lower during the first quarter, as classes just began in late August and students have not had enough seat time for testing.

Outreach



- ▶ LLC-Sullivan Center
- ▶ Greenville Technical College
- ▶ The Greenville Housing Authority
- ▶ Greenville Literacy Association
- ▶ Greenville County Schools - Group Homes
- ▶ Southern First Bank
- ▶ TD Bank
- ▶ GTC Quick Job Orientations



Program Year 2025 Focus

► Concentration on Target Industries

- Advanced Manufacturing
- Health Care
- Warehousing & Logistics
- Information Technology
- Construction

► Concentration on Advanced Training & Work Experience

- Career Inventories and Job Placement
- WEX - Work Experience
- Quick Jobs, Training, Certifications



Success Spotlight

Turning Determination into Opportunity: Anna's Success Story

When Anna came to Eckerd Connects, she was eager to enter the workforce, but she quickly ran into an unexpected barrier. After years of homeschooling, she discovered that because of a misunderstanding about documentation she did not have an officially recognized high school diploma. Instead of letting that setback define her, Anna took ownership of her next steps.

She enrolled in the program in August 2025 and showed she was ready to move forward by earning strong TABE assessment scores. Over the next eight months, Anna attended classes consistently, participated in tutoring, and made the most of every resource available to her. Along the way, she discovered a passion for baking and working with her Career Coach strengthened essential soft skills, including interviewing and job-application strategies. After completing her studies and passing her final Math GED Ready test, Anna earned her GED through Greenville Literacy Association on April 24, 2025.

Today, she works at a local bakery in Greenville, earning \$18 per hour and turning that passion into a career. Anna's story is a clear example of resilience and determination: she turned an unexpected hurdle into both an educational milestone and meaningful employment.

Questions?





SC WORKS

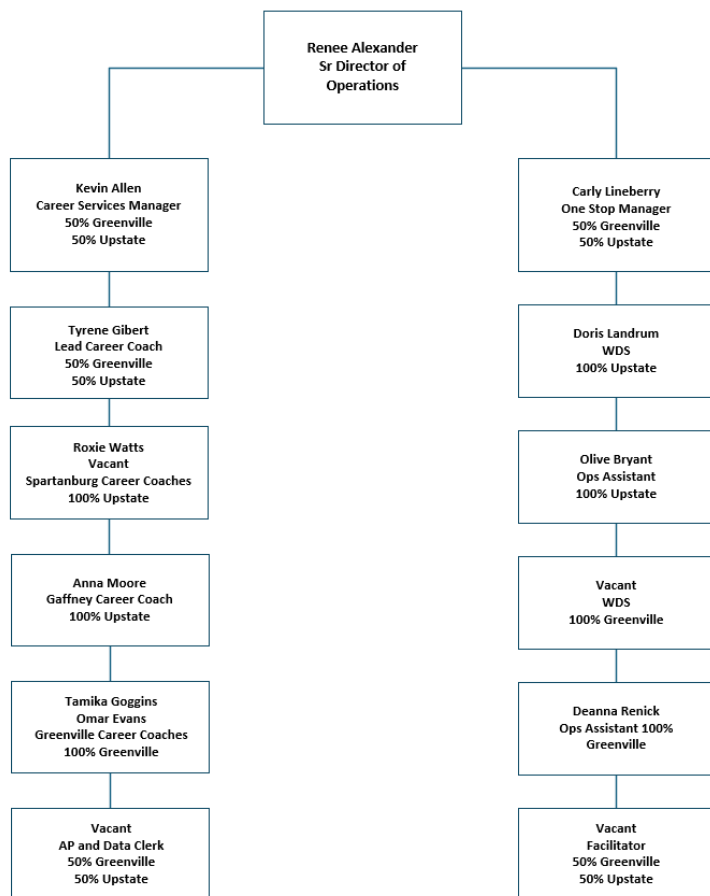
GREATER UPSTATE

Greenville Workforce Development Board
SC Works Center Services

What's been happening?



- ▶ Hiring and training of team members
- ▶ Reviewing region processes
- ▶ Communicating with training providers and vendors
- ▶ Settling unpaid obligations
- ▶ Networking with partners



Staffing Updates

- ▶ Carly Lineberry: One Stop Manager
- ▶ Kevin Allen: Career Services Manager
- ▶ Tyrene Gibert: Lead Career Coach
- ▶ Tamika Goggins: Career Coach
- ▶ Omar Evans: Career Coach
- ▶ Training and Transition Managers
 - Kimbearly Smith
 - Deidre Smalls
 - William (Billy) Hunter

Infrastructure Updates

IT Transition

- ▶ Since contract award notification:
 - ▶ Eckerd collaborated with previous contractor to adopt and transition the IT environment network associated with the SC Works Centers
 - ▶ Computers have been upgraded to Windows 11 (Resource Room, Lab, Staff)
 - ▶ Computers updated with new security software licenses
 - ▶ Resource room computers are now incorporated into the Eckerd network for management
 - ▶ Phone systems have been changed over from Ring Central to GO TO
 - ▶ Multi-Function Unit (printer, copier, fax) has been delivered and installed

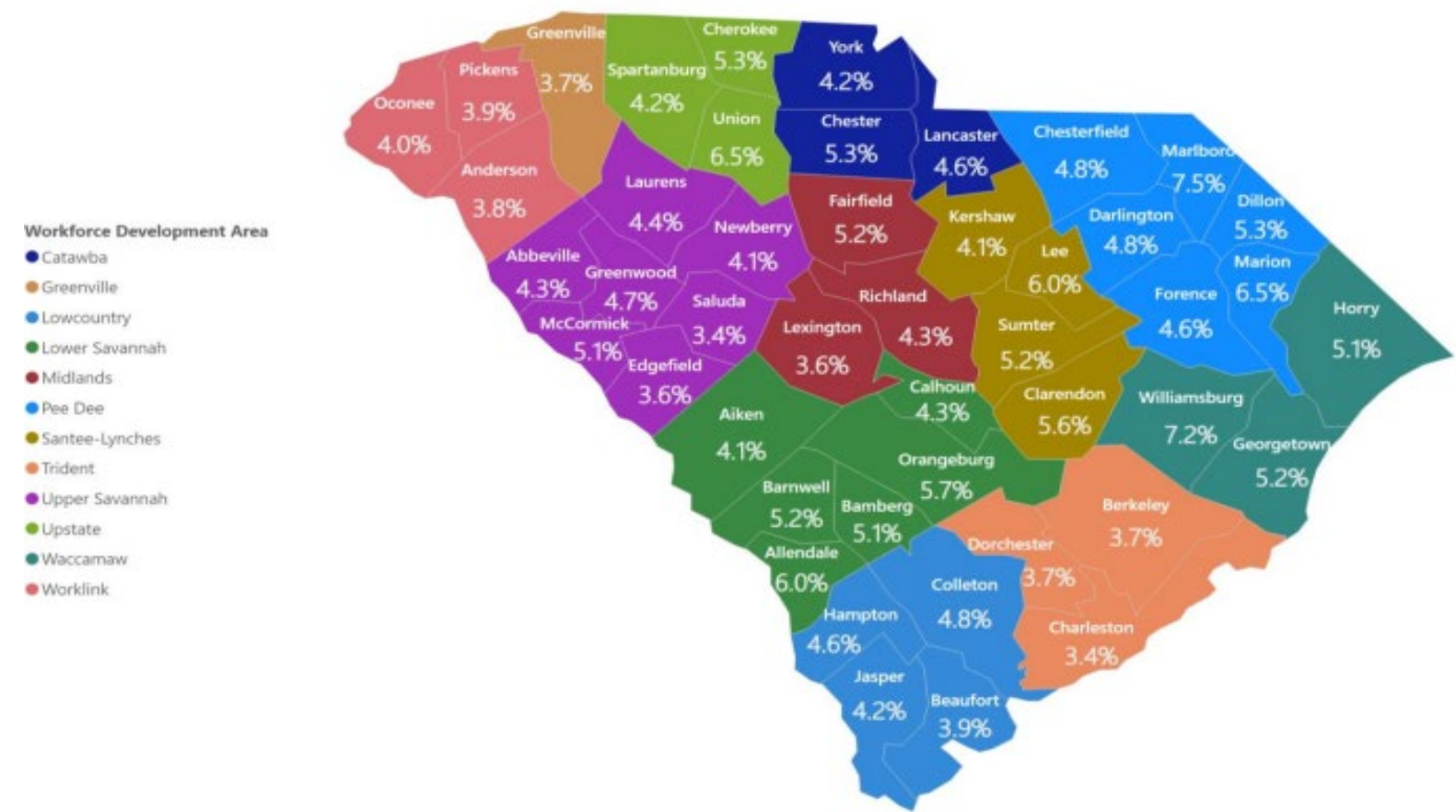
PY25 Center Traffic

- ▶ April 2026- 1334 Customers
- ▶ YTD- 11,631 Customers
- ▶ 26%- Unemployment Insurance Services
- ▶ 14%- Reemployment Services (RESEA)
- ▶ 42%-Job Search Assistance
- ▶ 1%- Veteran Services
- ▶ 6%- Hiring Events/Job Fairs
- ▶ 3% WIOA Services
- ▶ 8%-Partner and Other Services

SC Works System Services

July 1, 2026 - April 30, 2026	
SC Works Registrations	3,591
New Resumes Added	5,307
Internal Job Orders	1,221
Internal Job Referrals	17,444
Services Provided to Employers	12,731
Total Number of Services	1,139,410

UNEMPLOYMENT RATE BY COUNTY (NOT SEASONALLY ADJUSTED)



Employment Situation March Final
Not Seasonally Adjusted: Effects of regular or seasonal patterns have not been removed from these data.

Center and Business Service Events

Recruitment Events

- ▶ **April -146 Attendees**
 - Vertiv 4/7/2026
 - Formel D 4/9/2026
 - Hospitality America 4/14/2026
 - Multiple Employer Event 4/15/2026
- ▶ **Totals Events YTD**
 - 60 Events YTD
 - 1631 Attendees

Partner Related Events

- ▶ Apprenticeship Carolina Meeting 3/23/2026
- ▶ Greenville Housing Authority Resource Fair 4/16/2026
- ▶ SCWORKS Staff Training Day 4/30/2026

Upcoming:

- ▶ Quarterly Partner Meeting
 - Second Week of June

Adult/DW Training Program

- ▶ **Orientations resumed in April**
- ▶ **Total Carry In**
 - ▶ 44 Active
 - ▶ 151 Follow Up
- ▶ **Case management maintenance**
 - ▶ Attended case management training
 - ▶ Outreach to active participants
 - ▶ Follow-up with exited participants
 - ▶ Recovery of missed performance data
- ▶ **Partner Events**
 - ▶ IBT Open House 4/17/26
 - ▶ Meeting with Greenville Tech 4/29/26



Success Spotlight

Mario M. enrolled in the WIOA program at Greenville SC Works in October 2025 with the goal of pursuing a career in commercial driving. With support from WIOA services, he successfully completed the Class A Commercial Driver's License (CDL) program at Tri-County Technical College.

Upon completion of training, Mario earned his CDL Class A license and demonstrated readiness to transition into employment. His WIOA Career Coach provided post-training support, including assistance with developing a professional résumé tailored to the transportation industry. Mario is now actively working with the business services team to pursue a potential On-the-Job Training (OJT) opportunity.

This outcome highlights the effectiveness of coordinated WIOA services in supporting skill development, employment readiness, and career placement.



Questions?