



## **GREENVILLE COUNTY** **Workforce Development Board**

*Preparing the workforce, growing our economy*

### **JANUARY 11, 2023 MEETING**

### **11:30 A.M.**

**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 \$574,155 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 \$754,447 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 \$595,262 with \$0 (0%) state, local, and/or non-governmental funds.

**Greenville County Workforce Development Board (GCWDB) Meeting**  
**Wednesday, January 11, 2023, 11:30 a.m.**  
**SC Works McAlister Square Center, 225 S. Pleasantburg Drive, Suite E1, Greenville, SC 29607**  
**Zoom Meeting Information**  
<https://us02web.zoom.us/j/85497689333?pwd=VXFMa0J4RTRXYXVGL0NDOTU4K2d1QT09>

Meeting ID: 854 9768 9333

Passcode: 596445

One tap mobile

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**MEETING AGENDA**

- |   |   |
|---|---|
| <b>I. Welcome and Call to Order</b>                             | <b>Ms. Robyn Knox, Chair</b>                              |
| <b>II. Quorum Validation (10 or more)</b>                       | <b>Ms. Knox</b>   |
| <b>III. Minutes Approval (November 9, 2022)*</b>                | <b>Ms. Knox</b>   |
| <b>IV. Director's Report</b>                                    | <b>Ms. Eva Anagnostis, Assistant Director</b>             |
| a. Executive Committee Approvals                                |   |
| b. Financial Status Report                                      |   |
| c. PY21 Credential Attainment Rate Corrective Action Plan (CAP) |   |
| d. Engage, Build, and Serve (EBS) Grant Award                   |   |
| e. Palmetto Business Barometer Survey                           |   |
| <b>V. Contractor Status Reports</b>                             |   |
| a. Eckerd Connects – Amanda Mason, Program Manager              |   |
| b. Equus Workforce Solutions – Nikki Burgess, Project Director  |   |
| <b>VI. Sector Partnership Update</b>                            | <b>Mr. Ryan Collins, Partnership Facilitator/Convener</b> |
| <b>VII. Other Business</b>                                      |   |
| <b>VIII. Adjourn</b>  |   |

*\*Denotes an action item*

**Greenville County Workforce Development Board Meeting (GCWDB)  
Wednesday, November 9, 2022  
SC Works Greenville – McAlister Square  
225 S. Pleasantburg Drive, Suite E-1, Greenville, SC 29607**

**MINUTES**

**Members Present:** Michael Delaney, Kathy Edwards, Craig Kinley, Robyn Knox (Chair), Patrick Michaels, Jared Mogan, Michael Panasko, John Serpa, Kelly Shumaker, Shan Smith, and David Turnipseed

**Members Absent:** Vernita Harris Gill, , Larry Miller (Vice Chair), Scott Sheinbaum, Charles Smith, Kathy Stanton, Scott Stoller, Robert Valenca, and Ben Waldrop

**GCWDB Staff and Contractor Staff Present:** Dean Jones, Angela Smith, Shelia Harper, Eva Anagnostis, Adam Lindsley, Renee Alexander, Amanda Mason, Rose Cortes, Johnnie-Lynn Crosby, Nikki Burgess, and Rochelle Brown

**Guest/Visitors:** Johnell Gaines (Bamberg Job Corps Center), Bryant Holland (Bamberg Job Corps Center), Laura Bogardus (Noble Aim), LaKeshia Adams (Adult Education), and Rebekah Besancon

- I. Welcome and Call to Order:** Chair Knox welcomed everyone and called the meeting to order at 11:33 a.m.
- II. Quorum Validation (10 or more):** A quorum was validated.
- III. Minutes Approval (September 14, 2022)\*:** Minutes were approved as submitted.
- IV. Executive Committee Actions (Robyn Knox, GCWDB Chair):** Chair Knox reviewed the recent Incumbent Worker Training approval for Proterra.
- V. WIOA Director's Report (Mr. Dean E. Jones, GCWDB Director):**
  - 1. Quarterly Report:** Mr. Jones shared the recent Quarterly Report and reviewed the performance information included. The Greenville County LWDA did not pass one measure (Overall Credential Indicator Score), and we are working closely with our contractors to develop a plan for how to improve that performance measure going forward.
  - 2. Stevens Amendment:** Mr. Jones informed the Board of the Stevens Amendment that has been added to written materials, such as presentations, outreach materials, websites, etc. This amendment requires us to clearly list the amount of federal and non-federal funds that are being used for various activities.
  - 3. Career Readiness Assessment:** Mr. Jones reminded the Board of the Career Readiness Assessments that we have used across the state in the past. South Carolina has been going through another procurement process to get a provider, and they are currently in the process of completing the procurement. We hope to be able to provide those assessments again soon.
  - 4. Engage, Build, Serve Grants:** SCDEW put out a funding opportunity for the Local Areas called Engage, Build, Serve Grants. Greenville County LWDA applied for funding for a pilot project, some staffing costs, work-based learning activity funds, and some other operational costs. We hope to hear back about the application very soon.

**5. Labor Market Information:** SCDEW has revamped the LMI website, and it has a lot of great information. Mr. Jones wanted the Board to be aware and have an opportunity to review the website. It is very important for us to be able to use data to help us craft strategies for our work, including creating our Local and Regional Plans.

**VI. Job Corps Presentation (Ms. Johnell Gaines, Bamberg Job Corps Center):** Ms. Gaines began her presentation with an introduction to Job Corps across the nation. In South Carolina, we have one Job Corps Center, which is in Bamberg. They can serve participants from 16 to 24 (or older than 24 with a disability). Participants are housed at the Center and all services are provided free of charge, which includes job training. They offer primary and secondary credentials to all participants, and follow-up with exited participants for at least two years after completing the program. Board members may review her handouts for additional information.

**VII. Committee on Serving Individuals with Disabilities:** Mr. David Turnipseed (SC Vocational Rehabilitation) gave an introduction and overview of the CSID, which he has been chairing for the past several years. The GCWDB CSID is comprised of partners from many different disability organizations. The goal is to help people with disabilities get to work. Mr. Turnipseed then introduced Dr. Bogardus to share more about Ability ASCEND and the BDAG.

**1. Ability ASCEND/Business Development Advisory Group (BDAG) Presentation (Dr. Laura Bogardus, Noble Aim Consulting):** Dr. Bogardus discussed the history of the CSID, the activities the committee is currently working on, and the future plans of the committee. The CSID started out focusing mostly on the accessibility portion of the SC Works Center and its services. While the CSID group was meeting, a separate grassroots group called Greenville CAN (Collaborative Action Network) was working to make Greenville a better place to live for people with disabilities, including in the field of employment. The two groups merged together in 2020. This is extremely unique across the state and the country because we have really gone beyond just programmatic and physical accessibility of SC Works.

The CSID created the following vision statement: All people with disabilities that would like to work can find work. The mission and the purpose: To continue building a collaborative system that benefits people with disabilities and employers, and results in improved accessibility to employment in South Carolina. One of the actions taken by the committee was to create the BDAG, which is comprised of one staff person from each organization who is responsible for connecting with employers. They come together once a month to share “needs and leads.” Another action taken by the committee was to support a shared database. The CSID has been working with Robyn Grable to create a module in the Talents ASCEND program called Ability ASCEND. This allows individuals with disabilities to do skills matching with employers to find jobs in a new way.

In the future, the CSID will be working to promote the alternate high school credential that is work-based. The CSID also wants to develop a local video of students and employees with disabilities thriving on the job.

**2. Transfr Virtual Career Exploration Update:** Mr. Jones shared some information on the VR Career Exploration program we included as part of our Resiliency Grant in PY21. Using the same VR equipment that our Business Solutions group uses, we connected with the Greenville County high schools to get them some dedicated equipment and staff training. This will allow high school students to use virtual reality equipment to explore different careers that they otherwise might not be exposed to. We will provide updates as this partnership advances in the future.

**VIII. Other Business:** We are working on compiling pictures from the Board Retreat in November, and we want to find a way to share those. Chair Knox shared information about the Up-Skill-a-Thon, where anyone across the state (age 16+) can earn 10 hours of training for free in a variety of different areas.

**IX. Adjourn:** Being there was no other business, the meeting was adjourned at 12:59 p.m.

**\* Denotes an action item for GCWDB or Executive Committee Approval**

**\*\*Denotes Executive Committee has authorized Director to Proceed**

**Greenville County Workforce Development Board Meeting**  
**Wednesday, January 11, 2023**  
**PY 2022 WIOA Financial Summary**

**July 1, 2021 – December 31, 2022**

<b>PY21 WIOA FORMULA ALLOCATION</b>				
	<b>Allocation</b>	<b>YTD Expenditure</b>	<b>Expenditure Rate</b>	<b>Balance</b>
Youth Program	\$549,967	\$549,967	100%	\$0
Youth Admin	\$61,107	\$61,107	100%	\$0
DW Program	\$674,817	\$628,721	93%	\$46,096
<i>Funds Transferred to Adult</i>	<i>\$530,000</i>	<i>\$493,031</i>	<i>93%</i>	<i>\$36,969</i>
DW Admin	\$74,980	\$74,980	100%	\$0
Adult Program	\$549,116	\$549,093	100%	\$23
Adult Admin	\$61,012	\$61,012	100%	\$0
<b>PY22 WIOA FORMULA ALLOCATION</b>				
	<b>Allocation</b>	<b>YTD Expenditure</b>	<b>Expenditure Rate</b>	<b>Balance</b>
Youth Program	\$535,736	\$131,570	25%	\$404,166
Youth Admin	\$59,526	\$4,533	8%	\$54,993
DW Program	\$679,003	\$55,492	8%	\$623,511
<i>Funds Transferred to Adult</i>	<i>\$0</i>	<i>\$0</i>	<i>#DIV/0!</i>	<i>\$0</i>
DW Admin	\$75,444	\$2,843	4%	\$72,601
Adult Program	\$516,740	\$150,733	29%	\$366,007
Adult Admin	\$57,415	\$10,508	18%	\$46,907
<b>PY22 WIOA CONTRACTS</b>				
<b>Contractor</b>	<b>Grant Amount</b>	<b>YTD Expenditure</b>	<b>Expenditure Rate</b>	<b>Balance</b>
Equus	\$1,116,893	\$350,002	31%	\$766,891
Eckerd	\$626,625	\$249,069	40%	\$377,556
<b>STATE GRANTS</b>				
<b>Grant</b>	<b>Grant Amount</b>	<b>YTD Expenditure</b>	<b>Expenditure Rate</b>	<b>Balance</b>
PY21 Resiliency Grant	\$375,289	\$287,787	77%	\$87,502
PY22 RR IWT - Rann Automotive	\$25,364	\$0	0%	\$25,364

*RR IWT = Rapid Response Incumbent Worker Training*

Greenville County Workforce Development Board  
**Dean E. Jones, Director**  
225 S. Pleasantburg Drive, Suite C11, Greenville, SC 29607  
Tel 864-467-3605 Fax 864-467-3603  
[Dejones@greenvillecounty.org](mailto:Dejones@greenvillecounty.org)  
[greenville.scworks.org](http://greenville.scworks.org)



*Preparing the workforce, growing our economy*

January 6, 2023

Ms. Nina Staggers  
Assistant Executive Director  
Workforce Development  
P.O. Box 995  
1550 Gadsden Street  
Columbia, SC 29202

**Re: Corrective Action Plan for Program Year 2021 Failed Negotiated Performance-Credential Attainment Rate Overall Indicator Score**

Dear Ms. Staggers:

On December 30, 2022, the Greenville County Workforce Development Board (GCWDB) received the notification requesting a Corrective Action Plan (CAP) that addresses the failed Program Year (PY) 2021 Negotiated Credential Attainment Rate Indicator that is in accordance to SI 19-04, Change 1, *WIOA Title I Sanctions Policy*. This letter identifies and outlines the CAP that has been established to correct and monitor the aforementioned failed Credential Attainment Rate Performance Indicator.

For PY 2021, the Performance Indicators that did not meet at 90 percent of the negotiated goal were the Dislocated Worker Credential Attainment and the Youth Credential Attainment. By reviewing the cohorts in each measure, staff was able to identify the most common reason(s) that the measure was failed. The Dislocated Worker indicator was failed because many participants completed their training curriculum but did not satisfactorily pass certification exam(s) to qualify for the respective credential associated with the training program. Additionally, a lesser population of Dislocated Worker participants dropped out of their training programs to accept full-time employment. As for the Youth indicator rate, it was failed due to a combination of reasons such as participants dropping out of training; program staff not maintaining regular contact or not following up with the participant to provide motivational support and/or other program resources; and the participant inability to become employed or enter post-secondary education after exiting the program.

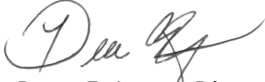
To address the failed PY21 Credential Attainment Rate performance measure, the GCWDB has established the attached Corrective Action Plan (CAP) and corresponding timelines for implementing stated actions.

In order to measure and monitor the effectiveness of this CAP, the GCWDB and Case Management Supervisor will periodically conduct desktop reviews on a sample of participants and review SCWOS reports. As an additional tool to implement the CAP, technical assistance is requested with a change in the format of the Quarterly Preliminary Numerator-Denominator Performance Report that is received from Workforce Reporting and Compliance. Greenville Staff would like to have that report for the applicable current reported quarter

instead of for the Rolling 4 Quarters. GCWDB would be appreciative of any other technical assistance deemed necessary by South Carolina Department of Employment and Workforce (SC DEW).

Greenville County Workforce Development Board does not take failing Negotiated Performance Indicators lightly. Every effort is being made to ensure that successful outcomes are achieved by both the Workforce Innovation and Opportunity Act (WIOA) participants and the Local Workforce Development Area (LWDA). We appreciate the guidance and assistance that have been received from SC DEW. If you should have any questions or concerns regarding our Corrective Action Plan, please contact Ms. Shelia Harper, WIOA Compliance Coordinator, at (864) 467- 8147 or [sharper@greenvillecounty.org](mailto:sharper@greenvillecounty.org).

Sincerely,

A handwritten signature in dark ink, appearing to read "Dean E. Jones", written in a cursive style.

Dean E. Jones, Director  
Greenville County Workforce Development

DEJ/sh

cc: Mr. Dan Tripp, County Council Chairman; Mr. Joseph Kernell, Greenville County Administrator; Ms. Robyn Knox, Greenville WDB Chairperson; Mr. Thomas Freeland, South Carolina WDB Chairman



**Greenville County Local Workforce Development Area (LWDA)**  
**PY21 Credential Attainment Rate Corrective Action Plan (CAP)**  
**January 11, 2023**

**Corrective Action #1:** Staff trainings are being conducted by WDB staff to review to Performance Indicators and South Carolina Works Online System (SCWOS) reporting.

**Timeline for Corrective Action #1:** Currently these staff trainings are conducted once per quarter with individual staff training being offered and provided as needed.

**Corrective Action #2:** Case Management Staff will do Exit Data Checks on participants to determine if the training service is properly documented in SCWOS and that a copy of the credential has been filed.

**Timeline for Corrective Action #2:** The Exit Data Checks are conducted on an ongoing basis.

**Corrective Action #3:** Case Management staff will submit a participant status report to the GCWDB which includes SCWOS performance data and real-time information on active and follow-up participants.

**Timeline for Corrective Action #3:** The participant status reports will be prepared and submitted monthly.

**Corrective Action #4:** GCWDB and Case Management Staff will run and analyze SCWOS Predictive Reports and other Case Management Reports.

**Timeline for Corrective Action #4:** The staff analysis of Predictive and Case Management Reports are occurring monthly.

**Corrective Action #5:** Case Management Staff are maintaining better contact with and are providing more assistance, especially in the form of job search assistance as needed, to the participants during follow-up.

**Timeline for Corrective Action #5:** Providing more contact and staff assistance during follow-up is an ongoing process.

**Corrective Action #6:** GCWDB staff will reevaluate the Eligible Training Provider List (ETPL) training programs to ensure that the design and quality of the trainings meet the needs of the current participant population.

**Timeline for Corrective Action #6:** Reviewing the Eligible Training Provider List (ETPL) Programs is currently in progress.

**CAP SIGNATURES**

\_\_\_\_\_  
Ms. Robyn Knox, GCWDB Chair

\_\_\_\_\_  
Date

\_\_\_\_\_  
Mr. Joseph Kernell, County Administrator

\_\_\_\_\_  
Date

### **Engage, Build, and Serve Grant**

When the Notice of Funding was released, it specified that LWDA's must use EBS funding to advance one or more of the following priorities: business engagement, launching or expanding sector partnerships, community and participant outreach, or career and training services, especially in rural areas.

The Greenville County LWDA applied for and received a total of \$324,303. Funds are split between Adult/Dislocated Worker (\$256,021) and Youth (\$68,282) grants. The grant period is October 1, 2022, through March 31, 2024.

The Adult/Dislocated Worker grant includes funding for Administration salaries/fringe, outreach materials, a BST survey consultant, and a sub-tier grant for Equus Workforce Solutions. Equus's grant includes funds for staffing, VR licenses, ADA software and equipment, new computers/equipment, and Work Experience activities.

The Youth grant includes funding for Administration salaries/fringe, VR licenses, and a sub-tier grant for Eckerd Youth Connects. Eckerd's contract includes funds for indirect costs, Work Experience activities, On-the-Job Training activities, and insurance for the work-based learning activities.



SC Department of Employment and Workforce  
"The Workforce Agency"

## NEWS RELEASE

communications@dew.sc.gov



**SOUTH CAROLINA**  
CHAMBER OF COMMERCE

### FOR RELEASE

January 9, 2023

#### SC Chamber, DEW Collaborate to Launch Palmetto Business Barometer Survey

*The SC Chamber of Commerce and the S.C. Department of Employment and Workforce launch a monthly survey series to capture a pulse on business conditions, attitudes and behaviors*

**COLUMBIA, S.C.** – The South Carolina Chamber of Commerce (SC Chamber) and the S.C. Department of Employment and Workforce (DEW) are collaborating to launch the *Palmetto Business Barometer*, a voluntary monthly survey to better understand the conditions South Carolina employers are facing and inform the public about the state's economy and workforce. The survey measures business conditions and attitudes over time with an emphasis on workforce behaviors.

The SC Chamber manages the Palmetto Business Barometer survey and DEW analyzes the data to identify how business conditions, needs and expectations are changing. The aggregated collected data will be published online, but individual responses will remain confidential. In addition to informing state policymakers and advocates, the survey results will benefit South Carolina employers by providing a useful comparison to other business practices around the state.

"This survey is a great opportunity to hear directly from businesses on what challenges they are facing and what best practices work for them," said S.C. Department of Employment and Workforce Executive Director Dan Ellzey. "By making the survey results public, we are helping employers compare notes, as well as understand what others in the state are doing right that they can emulate and improve upon. Regardless of the size or industry of your company, your opinion matters and can have a tremendous impact on the growth of South Carolina businesses and state policy."

"From surveying our membership alone, we know South Carolina businesses are facing many obstacles from rising costs to workforce shortages," said SC Chamber Vice President of Government Affairs Will Frierson. "With economic uncertainty looming in 2023, we need to know what businesses are facing on the frontlines and how conditions are changing for better or for worse. This survey will allow us to track trends and advocate for real solutions based off clear data."

The first round of the Palmetto Business Barometer survey will be live on Monday, January 9, 2023. Businesses will have two weeks to complete the brief 12 question survey before it closes on Sunday, January 22, 2023. The survey will open again on February 6, 2023, and will continue to open on the first full week of each month throughout 2023 for each new survey round.

South Carolina businesses of all sizes and industries are encouraged to participate in the survey. The survey is anonymous and takes an average of three minutes to complete. Access the January Palmetto Business Barometer survey [here](#). For more information, please reach out to [communications@dew.sc.gov](mailto:communications@dew.sc.gov) and [payton.lang@scchamber.net](mailto:payton.lang@scchamber.net).



SC Department of Employment and Workforce  
"The Workforce Agency"

## NEWS RELEASE

communications@dew.sc.gov



**SOUTH CAROLINA**  
**CHAMBER OF COMMERCE**

###

*The S.C. Department of Employment and Workforce is putting South Carolinians to work. The agency has four missions: (1) workforce development; (2) free job match employment services; (3) unemployment insurance; and (4) labor market information. All four missions contribute to workforce development. The agency is dedicated to advancing South Carolina through services and programs that meet the needs of our businesses, job seekers and those looking to advance their careers.*

*The SC Chamber of Commerce is the State's leading voice for business with a vision to make South Carolina's economy the most vibrant in the United States, creating opportunity and prosperity for all. A statewide organization that fights for pro-job and business policies at the state and federal level, it strives to promote free enterprise; define and advocate for the business agenda; convene, connect, and educate businesses; and partner with key allies. Our member insights shape the policies we write and the agenda we promote at the State House. Learn more at <http://www.scchamber.net>.*

The survey can be found at the following website:

<https://www.surveymonkey.com/r/CH56YCM>

# Just in Time

Greater Upstate Greenville  
PY 22 Issue 6 December 2022

## Center Data

### Unemployment Rates

Greenville  
2.3%

Greer  
2.3%

South  
Carolina  
3.3%

### Center Traffic

December  
810

November  
728

YTD  
4696

### Testing & Workshops

TABE Testing  
8  
ASVAB  
58

WIOA  
Orientation  
10

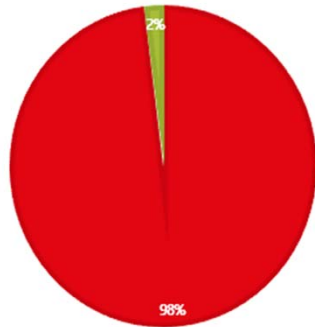
Workshop  
Attendance  
18  
Soft Skills (YTD)  
206

## Customer Satisfaction

### Jobseeker

#### LEGACY IN ACTION SURVEYS

■ Satisfied ■ Unsatisfied

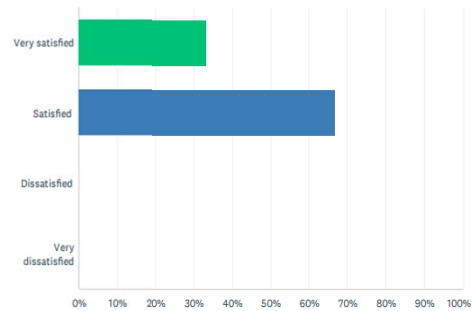


50 Total Surveys

### Business

#### Q4 How satisfied are you with the level of professionalism and staff responsiveness provided?

Answered: 21 Skipped: 0



## Adults & Dislocated Workers

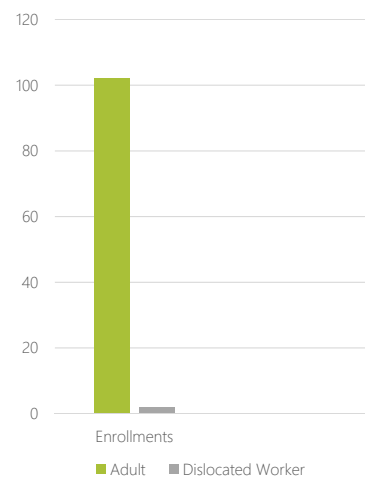
Enrollments (YTD)

104

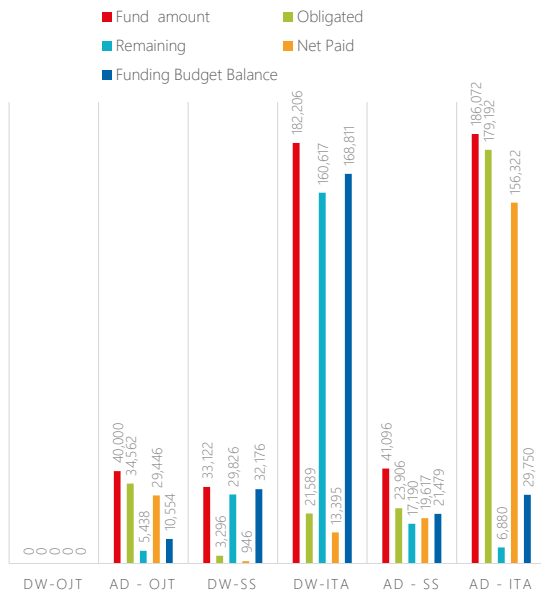
### Target Populations

- Veterans 10
- Disabled 1
- Criminal History 4
- Low Income 62
- Basic Skill Deficient 16
- Priority of Service (Dec.)= 86%

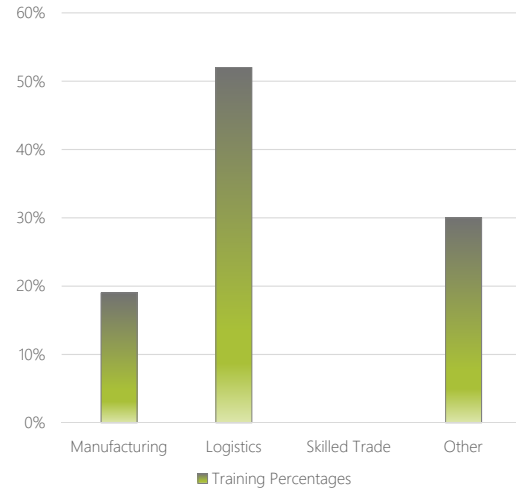
### Enrollments Adult/DW



## Funding Stream Progress & Industry Percentages



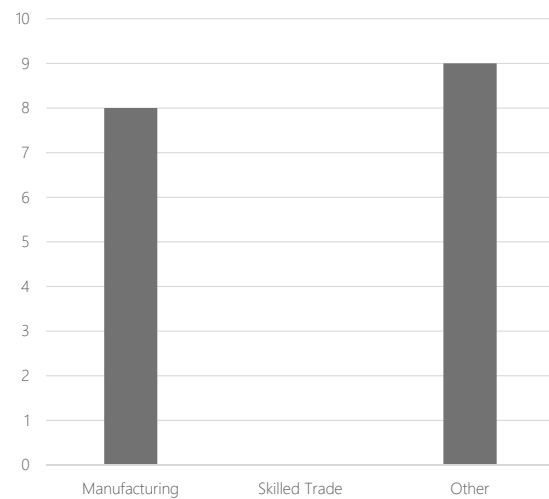
### Training Percentages



## Business Solutions



### Work Based Learning Training by Industry



## Social Media Data & Success Story

199 Posts

84 Facebook Likes



Tiana White

Social Media Spotlight



### Success Story

#### The Challenge (Background):

Tiana always wanted to be a Truck Driver. She had previous experience as a driver in the industry but did not have the means to obtain the actual certification. She reached out to SC Works and inquired about the training program and learned that there are available funds for this purpose.

#### The Solution (WIOA Services):

Tiana attended the virtual information session and was enrolled in the training program on 3-29-22. She brought all required documents and completed all her assessments, including her CDL permit, on 4-1-22. She did her research and decided to attend ACE Driving Academy. ACE was a good fit for Tiana, as it was very close to her home, and she did not have to travel too far. Tiana successfully completed the truck driving program at ACE and earned her CDL license on 5-11-22.

#### The Outcome:

Tiana started working for Knight Companies on 8-6-22 making \$23 an hour. She is very thankful for the financial assistance provided.

## Community Outreach

Greenville

4

### Event Highlights

On December 1, Stacey conducted mock interviews for middle school students at Greer Middle School.

On December 8, Stacey met with the ROTC teacher at Southside High School to come up with a VR Headset workshop for their students.

On December 9, Stacey participated in a Community Resource Fair at the Triune Mercy Center, hosted by Goodwill.

On December 15, Stacey facilitated the Monthly Partner Meeting.