

SC Works Greenville – McAlister Square

SC Works Certification Standards

Finalized April 22, 2025

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Management Standards – Standard 1(Greenville)

1. Partner integration is evident through non-duplication of services and efficient and effective service delivery.

- a. Customers have access to partner programs, services, and activities in accordance with TEGL 16-16. Access means (1) a program staff member is physically present, (2) an appropriately trained staff member from a different program is physically present, or (3) there is a direct linkage through technology to program staff who can provide meaningful information or services.

The SC Works Greenville Comprehensive Center is open Monday-Friday, 8:30 AM – 5:00 PM. During this time, representation is available in the Resource Room for career services, to include UI, WIOA, career and training services representatives. Business Solutions Team members, and several other services are represented full time on site (DSS, SNAP E&T Coordinator, TANF, Veteran Services, WIOA Youth, Job Corps) or part time via email/phone (VR, Adult Education, SCSEP, SCCB, and more). Additionally, each partners website can be accessed directly from our local website www.scworksgreaterupstate.com. All SC Works staff are also trained on the referral process, which provides access to all required programs.

- b. On-site partners are knowledgeable about services available at the SC Works Center and in the local community.

The Director of First Impressions (DFI) creates a weekly newsletter with announcements from all co-located partners in the center. Each partner is responsible for communicating with the DFI to ensure all relevant updates are shared accordingly.

Recruitment Events are advertised/promoted on a bulletin board in the main lobby and a table is provided that allows pamphlets, post cards and notices to be more physically viewable and available to customers pertaining to a variety of workforce services.

- c. Where appropriate, referrals for services are made through South Carolina's case management system, SC Works Online Services (SCWOS).

There is an established Referral Process via SCWOS (SC Works Online Services) as required by the MOU and WIOA law, in which all core partners are listed. There is a Standard Operating Procedure (SOP 1600) which addresses the procedures required by partners. The SC Works Operator will continue to emphasize the use of the Referral System and encourage usage from all staff and partners.

- d. When customers need to speak with a staff person, from more than one program, subsequent WIOA, WP, TAA, JVSG, and RESEA staff have access to the customer's basic information through SCWOS.

All individuals are requested to register in SCWOS upon their first visit to the Center. Appropriate partners have access to SCWOS and can view a customer's information as needed.

- e. An integrated and unified approach to the workforce system is presented to the public through conformity to SC Works brand standards in signage, greetings and public facing documents.

Signage has the AJC brand included; signs are available at the entrance of McAlister Square to direct customers to the Center, and there are numerous signs provided in the mall area and at the entrance of the Center. All marketing materials created include the SC Works Greater Upstate logo, AJC logo, EO statement, TTY information and Stevens Amendment Information.

Customers are greeted with the SC Works greeting on the phone and in person. Name tags are approved and required which identify the SC Works Greater Upstate brand, though we allow partners to list their specific unit under their name.

- f. The SC Works Center will maintain and publish a single, unified monthly schedule of events and workshops.

The Facilitator/Outreach Coordinator develops a single, monthly workshop/event calendar which is posted on the website, SC Works Greater Upstate Social Media pages and in the Center at the Front Desk, Resource Room, and on the Community bulletin board.

[illegible]



[Able SC](#)

This organization provides a variety of training programs to educate and assist the community in disability accommodation and awareness.

[Equus Workforce Solutions](#)

Equus Workforce Solutions is the nation's most comprehensive provider of services and solutions designed to help put people to work.

Goodwill SCSEP

The goal of this program is to assist with securing unsubsidized employment for clients who are 55 years of age and older. The major objectives of the project are to meet two real and pressing needs commonly experienced by elderly, low-income persons who have poor employment prospects: (1) the need for additional income and (2) the need to regain a sense of involvement with the community and the mainstream of life generally.

Greenville County Library System

To be Greenville County's first choice for exploration, discovery, and information. Our mission to champion literacy, inspire learning, and foster community connection.

Greenville Housing Authority

The Greenville Housing Authority has an essential mission to provide affordable housing and workforce housing assistance for veterans as well as low to moderate income families.

Lifelong Learning

Lifelong Learning at Sullivan Center, Greenville County Schools, believes that students 17 and older should have a chance to achieve their goals, improve their academic skills, computer skills, learn English, and/or obtain a high school diploma or GED. We believe "It's Never Too Late."

PAIA Lower Eastern Cherokee Nation

Possesses administrative/oversight responsibility of Workforce Innovation and Opportunity Act funds to serve American Indian and Alaskan Native populations

SHARE

SHARE is a non-profit Community Action Agency that provides a wide range of services to low and moderate-income residents in upstate South Carolina.

South Carolina Commission For The Blind

This state agency provides rehabilitation services, adjustment to blindness training, prevention of blindness, independent living services and various other resources to blind and severely visually impaired citizens. Services are made available through state and federal funding and there is no charge to consumers.

South Carolina Department Of Employment & Workforce

The mission of the South Carolina Department of Employment and Workforce is to provide quality, customer-driven workforce services that promote financial stability and economic growth.

South Carolina Department Of Social Services

The mission of the SC Department of Social Services is to ensure the health and safety of children and adults who cannot protect themselves, to help parents provide nurturing homes, and to help people in need of financial assistance reach their highest level of social and economic self-sufficiency.

South Carolina Indian Development Council

Possesses administrative/oversight responsibility of Workforce Innovation and Opportunity Act funds to serve American Indian and Alaskan Native populations

South Carolina Vocational Rehabilitation Department

The South Carolina Vocational Rehabilitation Department provides an individualized array of services to help people with disabilities find employment. Many of the agency's clients are highly motivated but need help developing work skills.

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Our Services

SC WORKS

GREATER UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

americanjobcenter

What is SC Works?

SC Works is South Carolina's largest and most comprehensive labor exchange system. It is part of the national one-stop initiative that was established to enhance the productivity and competitiveness of our nation's economy.

Are you unemployed or under employed?
Need new Skills or a new career?

Your Situation

- Do you need a job?
- Are you Unemployed?
 - Are you Underemployed?
 - Have you been laid off?
 - Do you need new skills to get a new career?

Our Solution

SC Works is part of a national one-stop career center.

- All services provided at no charge.
- Basic, intensive and training services.
- Assessments, including WIN Learning
- Referrals to partner programs and services.

Our Team

We strive to help you reach the level of success you are willing to achieve. Our team of professionals will inspire you every step of the way as you train for and begin your new career. We are here to help you. The next step is yours.

Our Services

Basic Services

- Resource Center:**
- Job Search Assistance
 - Access to: computers, internet, printer, copiers fax
 - Job Readiness Workshops
 - Resume Review and Development
 - Recruitment Events and Job Fairs

Intensive Services

- Dedicated Talent Development Specialists
- Individual Employment Plans

Free Training opportunities available in:

- Advanced Manufacturing
- Robotics
- CNC Operators
- Welding
- Electrical
- Plumbing, HVAC and more

Please see a team member for a schedule of workshops and events.

TTY: Relay Service Dial 711 "An equal opportunity employer. Services are available upon request to individuals with disabilities." Auxiliary aids and services are available upon request to individuals with disabilities.



FAQs

FREQUENTLY ASKED QUESTIONS

CRITERIA

Is it difficult to join the Coast Guard?
Our qualification criteria is similar to other military branches. You must meet this criteria, as well as undergo a "whole person" evaluation. Your recruiter will work with you to complete a variety of forms to validate your eligibility.

Qualification Criteria:

- Be a U.S. citizen or a resident alien
- Be between the ages of 17-31 (if no prior military service)
- Have a high school diploma
- Pass the ASAB with a minimum score of 36
- Meet height/weight and medical standards (disability and children)
- Pass a military entrance medical exam
- Pass a background check
- Pass a credit check
- Think of your meeting with your recruiter as a job interview
- The evaluation may include but is not limited to your attitude, professionalism, honesty, respect, communication ability, work ethic and volunteer spirit.

Where do I get more information?

- Visit GoCoastGuard.com for more general information about us.
- Contact a recruiter
- Call your nearest recruiting office
- To protect your privacy, do not send or receive related queries or concerns through email
- "Checklist" for when the screening and evaluation process

TRAINING

How long is basic training?
Basic training is eight weeks and is located at Coast Guard Training Center in Cape May, NJ.

What are the minimum physical fitness requirements to graduate?

- PUSH-UPS** (in 1 minute)
Male: 29 Female: 15
- SIT-UPS** (in 1 minute)
Male: 38 Female: 32
- 1.5 MILE RUN** (in minutes)
Male: 12:51 Female: 15:26
- COMPLETE SWIM CIRCUIT** Jump off a five-foot platform, swim 100 meters and tread water for 5 minutes.

Do I have to know how to swim?

YES. It is important to note that if you are afraid of being in, on, or near the water, you are not eligible to join.

Should I do anything before I go to basic training?

YES. After you enlist and prior to going to Cape May, your recruiter will provide you with a copy of the Heilman guidebook. Study it in its entirety; paying particular attention to the list of items the General Orders in addition to preparing yourself for physical fitness training. If you smoke cigarettes or chew tobacco, you should consider quitting.

BENEFITS

What are the benefits of joining?

Education Benefits
The Montgomery GI Bill will help you pay for college or technical training. You may also qualify for the Post-9/11 GI Bill (benefits have increased substantially). You can use it at colleges, universities, trade schools, on-the-job training, apprenticeships, and flight schools. To see what programs are currently approved, go to gibill.va.gov

Health Care
Free comprehensive medical, dental, and eye care for you and your family.

Life Insurance

You have the option of selecting up to \$400,000 in life insurance at a minimal cost. You can also purchase economical life insurance for your family.

Paid Vacation

You will receive 30 days of paid vacation per year.

- Included Tax-Free Income
- Basic Allowance for Housing (BAH)
- Basic Allowance for Subsistence (BAS)
- Uniform allowance (enlisted)

NAVY RESERVE

2 Days a month + 2 Weeks a year

- ✓ Tricare Reserve Select
- ✓ Second Retirement
- ✓ Advancement Opportunities
- ✓ Base Access
- ✓ Education Opportunities
- ✓ Travel
- ✓ Flexible Schedule

OPTIONS WHEN LIFE HITS YOU!!!!

Contact: NC1 (SW)MCMORRIS 864-263-9155
NC1 CHIPWALT 864-423-7093

What's your next step?

Find out
at Job Corps

What's your next step?

Find out
at Job Corps.

TUITION REIMBURSEMENT



GET PAID



SecondChanceJobs

IS IT?

Connecticut
families
a service.

provides:
\$10/month disc
\$75/month disc
Tribal lands
time discount of
computer, or ta
repeating provider.

WHO IS ELIGIBLE?

household is eligible if
at least one of the
is an income that is at
Poverty Guide line;
Participates in certain as
Medicaid, Federal Public
elfare.

Participates in Tribal spec
-Indian Affairs General Ass
Contribution Program on in
is approved to receive bene
reduced-price school lunch
first program, including thr
Eligibility Provision
Received a Federal Pell Grant
year; or
Meets the eligibility criteria
provider's existing low-income

Second

843-

VETE

Assisting Ho

Beco

Are you a v

Are you in a G

surfing. Have a

from incarceration

Building

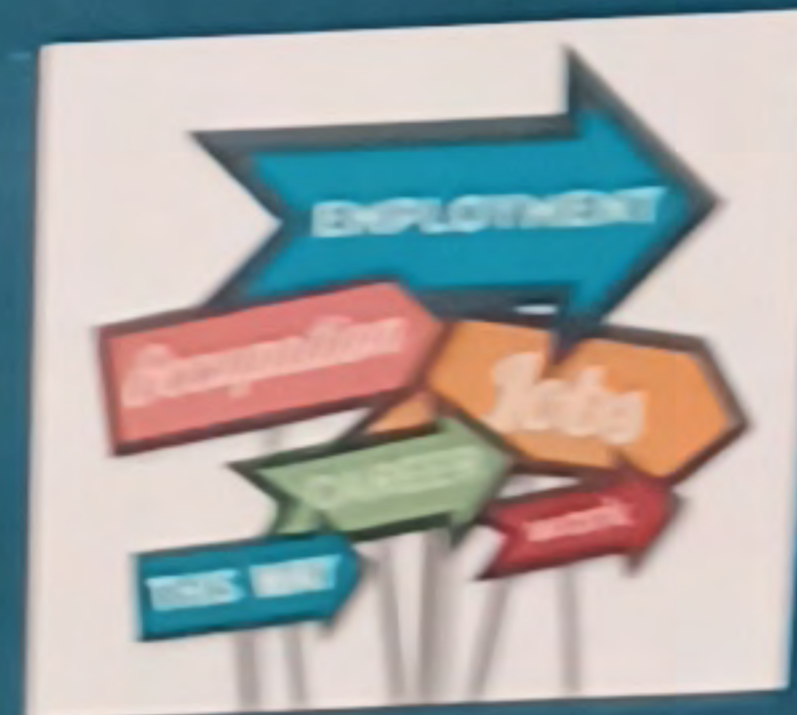
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American Job Center

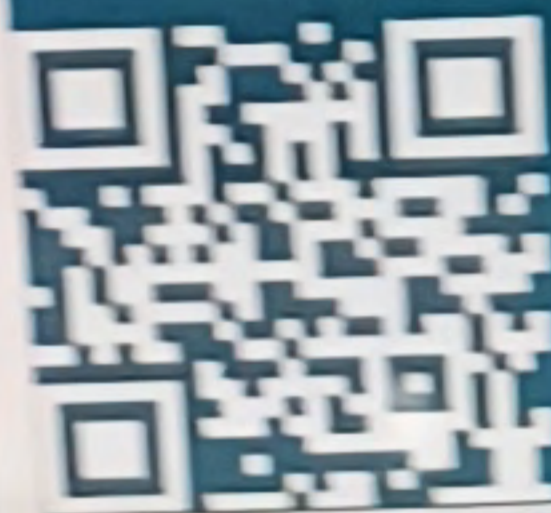
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www.employpro.com

W10400262

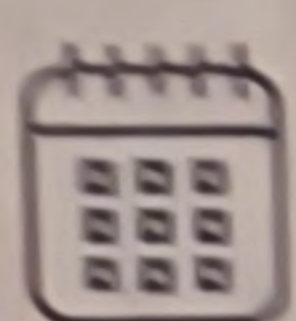
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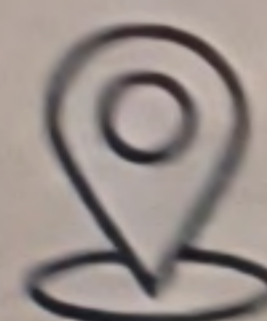
- ~Office Services
- ~Skilled Trades
- ~Professional
- ~Light industrial



Thursday
April, 17th 2025



Time
10:00 AM - 1:00 PM



225 S Pleasantburg
DR, Greenville, SC
29607

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(864)-234-9945



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GREATER UPSTATE

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HELLO
APRIL

CENTER

INFORMATION:

FRIDAY FRIDGE

CLEANING

FRIDAY—4/11

DEW



BIRTHDAY'S

GREENVILLE

ASHLEY RANDOLPH—
DEW-2ND

JUSTINE CARTER-DSS-
15TH

FREDERICA HUTCHINSON
-EQUUS—24TH

GREENVILLE

WEEKLY WRAP

APRIL 2025/WEEK 14

MARKET PLACE STAFFING

WHEN: EVERY MONDAY

WHERE:

SC WORKS

MCALISTER SQ.

225 S. PLEASANTBURG DR.

GREENVILLE, SC 29607

TIME: 9 AM—12 PM



ASTONISHING ANGELS

WHEN: WEDNESDAY 4/16

WHERE: VIRTUAL

TIME: 10 AM—1 PM

AVAILABLE POSITIONS:

Certified Nursing Assistant

Personal Care Assistant

PAY RANGE :

\$ 12.00 PER HOUR **POSSIBLE INCREASE BASED ON EXPERIENCE **



WHEN: THURSDAY 4/24

WHERE: VIRTUAL

TIME: 10 AM—1 PM

SCAN the CODE

COMPLETE REGISTRATION

SCHEDULE TIME TO CHAT

BROWSE BOOTHS

FIND A NEW CAREER

Congratulations

LET'S CONGRATULATE JOHN WADE.

**JOHN IS OUR NEW
REGIONAL BUSINESS CONSULTANT**

CONGRATULATIONS JOHN WADE!

COMMUNITY & CAREER FAIR

JOBS, COLLEGES & COMMUNITY RESOURCES

WHEN: FRIDAY 4/25

WHERE: SULLIVAN CENTER LIFELONG FOR LEARNING

206 WILKINS ST.

GREENVILLE, SC 29605

TIME: 9AM—1 PM

JOIN US OUTDOORS BEHIND THE SULLIVAN CENTER

BRING YOUR RESUME!

EMPLOYERS MAY INTERVIEW ON THE SPOT!

SC Works Greenville - MOU Attachment C-1 Referral Form

Referral* (Please fill out and send with customer upon referral OR EMAIL to APPROPRIATE PARTNER)

Date referred: _____ Last 4 Digits of SS#: _____ Phone #: _____

Customer's Name

_____ Last

_____ First

_____ MI

Email: _____ Alternate Contact Info: _____

Referred From

Agency: _____

Your Name & Title: _____

Your Phone#: _____ Your Email: _____

Referred To

Agency: _____ Program: _____

Name & Title: _____

DESCRIPTION OF SERVICES YOUR CUSTOMER NEEDS

If an Employment Assessment and/or Plan has been completed at your agency, please document and provide client with the Assessment and/or Plan to bring or take to his/her initial visit resulting from this referral. Please add any comments that will assist the "Referred To" agency in assisting this individual:

DESCRIPTION OF WHEN, HOW, OR IF YOU NEED FEEDBACK ON THIS REFERRAL:

FOR OFFICE USE ONLY:

Date Received: _____ Initials: _____

Please retain copy for client's case file (SCAN)


Case not required for contact attempts, appointments, results, etc.

**All partners with SCWOS accounts will utilize the referral system in SCWOS.*

Referral for Provider Services

S


SC Works Online Services <WRC@dew.sc.gov>

To:  Kenneth L. Taylor



Wed 3/5/2025 11:23 AM

Retention: Exchange SharePoint OneDrive MS 365 Group (7 years) Expires: Wed 3/3/2032 11:23 AM

 This sender WRC@dew.sc.gov is from outside your organization.

Block sender



Show blocked content

Email sent on behalf of "SC Works Online Services" Send reply to original sender "SC Works Online Services" by clicking here on [">CREATE REPLY"](#)


This email is sent as a courtesy from SC Works Online Services.

Staff Referring: Kathy Phillips
Contact Information: (864) 631 - 0714
Referral Number: 73392

The following individual is being referred to you:

Name: 
State ID: 
Reason for Referral: Referral to WIOA

Specific Services: WIOA Training Services

Additional information regarding referral: Workforce Specialist referred  to the WIOA Training Program because she is interested in getting her HAZMAT Endorsement.

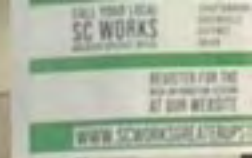
I have counseled this individual and requested that he/she meet with you and provide additional information that your organization may require. I have also explained that acceptance by your organization is not guaranteed.

If you have any questions you may contact me at:

McAlister Square Center
225 S Pleasantburg Drive
Suite E-1
Greenville, SC 29607
(864) 467 - 8080

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E-1
Job Search Center



E-4
Computer
Assessment Lab



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Adult Post-Secondary

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Nyroba

Program Manager
Eckerd Youth Services

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Kenneth

Operations Manager
EQUUS Partner

SC WORKS

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Jessica

Business Consultant
SCDEW Partner

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Latoya

Facilitator/Outreach Coordinator
EQUUS Partner

April

2025

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

	https://scworksupstate.com/	1 11:00 AM Interviewing For Success	2 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	3	4 11:00 AM Developing Soft Skill (Virtual)		
	7 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	8	9 11:00 AM Computer Basics - Spartanburg Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	10 9:00 AM Resume Part 1 & 2 Greenville Center	11 10:00 AM Career Exploration Spartanburg Center 11:00 AM Resume Roadmap Spartanburg		12
	14 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	15 11:00 AM Interviewing For Success 12:00 PM Understanding Artificial Intelligence (Virtual)	16 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	17	18		
	21	22	23 11:00 AM Computer Basics- Spartanburg	24 9:00 AM Resume Part 1 & 2 Greenville Center	25 10:00 AM Career Exploration Spartanburg Center 11:00 AM Resume Roadmap Spartanburg		
	28 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	29	30 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	 SC WORKS BETTER OPPORTUNITIES americanjobcenter https://www.upstateworkforceboard.org/stevens https://greenvillewib.com/stevens-amendment-notice/			

WORKSHOPS

April

2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
https://scworksupstate.com/	11:00 AM Interviewing For Success	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	11:00 AM Computer Basics Spartanburg Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	9:00 AM Resume Part 1 & 2 Greenville Center	11:00 AM Developing Soft Skill (Virtual)	
	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)		11:00 AM Computer Basics Spartanburg Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	10:00 AM Career Exploration Spartanburg Center	11:00 AM Resume Roadmap Spartanburg	
	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	11:00 AM Interviewing For Success 12:00 PM Understanding Artificial Intelligence (Virtual)	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)			
		11:00 AM Computer Basics Spartanburg	11:00 AM Computer Basics Spartanburg	9:00 AM Resume Part 1 & 2 Greenville Center	10:00 AM Career Exploration Spartanburg Center	
	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)		Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	SC WORKS		

TALLERES VIRTUAL

¿BUSCA PERFECCIONAR SU HABILIDADES? ¿QUIERE SABER CON QUE RECURSOS CUENTA DESDE LA COMODIDAD DE SU HOGAR U OFICINA?

¡APROVECHE ESTOS TALLERES GRATUITOS!

<https://app.brazenconnect.com/a/dew-sc-works-centers/e/qNn7>

¡ESCANEE EL CÓDIGO PARA VER QUE TALLERES ESTAN DISPONIBLES!



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EMPLEADOR/PROGRAMA DE IGUALDAD DE OPORTUNIDADES. PERSONAS CON DISCAPACIDAD PUEDEN SOLICITAR AYUDA O SERVICIOS AUXILIARES DE SER NECESARIOS. TTY #771 PARA DETALLES DE FINANCIAMIENTO DE PROGRAMA SEGUN LA ENMIENDA STEVENS, VISITE WWW.DEW.SC.GOV/FUNDING

TICKET TO WORK

The South Carolina Department of Employment and Workforce (DEW) is partnered with the Social Security Administration to provide employment services to eligible SSI/SSDI beneficiaries or "ticket holders." As an Employment Network, DEW helps people with disabilities access the opportunities and services they need, such as:

- Career Interest Assessment
- Skills Testing
- Job Searching Skills Workshops
- Resume Development
- Free Computer Access for Job Search
- Computer Classes
- Employment Information

To get started, you should schedule a meeting with the Employment Network Coordinator in your local SC Works Center. To find your local SC Works Center, visit: www.scworks.org/center

For more information about the program, visit: <https://dhaosmeworks.org>

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding

Contact Information

Are You Ready to Choose Work?



VIRTUAL WORKSHOPS

LOOKING TO SHARPEN YOUR SKILLS? WANT TO LEARN ABOUT RESOURCES FROM THE COMFORT OF YOUR HOME OR OFFICE?

TAKE ADVANTAGE OF THESE FREE WORKSHOPS!

SC WORKS

<https://app.brazenconnect.com/a/dew-sc-works-centers/e/qNn7n>

SCAN THIS CODE TO SEE AVAILABLE WORKSHOPS!



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AN EQUAL OPPORTUNITY EMPLOYER/PROGRAM. AUXILIARY AIDS AND SERVICES AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES. TTY #771 FOR PROGRAM FUNDING DETAILS IN COMPLIANCE WITH THE STEVENS AMENDMENT. PLEASE VISIT WWW.DEW.SC.GOV/FUNDING

DETENTION OFFICERS



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- ✓ No Experience Necessary
- ✓ Minimum Age 18

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South Carolina Legal Services
UNEMPLOYMENT BENEFITS FOR VICTIMS OF DOMESTIC VIOLENCE

Our Mission
South Carolina Legal Services is a statewide law firm that provides civil legal services to protect the rights and represent the interests of low-income South Carolinians.

For Free Services
1 (888) 346-5592
contactus@sclegal.org
www.sclegal.org / www.lawhelp.org/sc

South Carolina Legal Services
CHILD SUPPORT QUESTIONS AND ANSWERS



Our Mission
South Carolina Legal Services is a statewide law firm that provides civil legal services to protect the rights and represent the interests of low-income South Carolinians.

For Free Services
1 (888) 346-5592
contactus@sclegal.org
www.sclegal.org / www.lawhelp.org/sc

Finding a job on your own is difficult. We want to help.

TRADE ADJUSTMENT ASSISTANCE

Can Help You Secure a Better Future at ABSOLUTELY NO COST to you!



OR SCAN THE QR CODE TO SEE IF YOU QUALIFY FOR A QUALIFYING COMPANY

DID YOU LOSE YOUR JOB DUE TO COMPETITION?

Career and Case Management Services:

Training:

Workforce Innovation and Opportunity Act (WIOA)
Need A GED?
Need Quick Certification?
Need Career Guidance?

Disabled, Veteran, Laid Off, Criminal History?

WE CAN HELP!

Attend a virtual workshop and find out how you can make the change!

www.scworksupstate.com

Management Standards – Standard 2

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.

- a. The LWDA has a current SC Works Combined Operational Plan and Business Engagement Plan (COBE Plan).

Yes, they do. The COBE was updated in December of 2024.

- b. A SC Works center Manager is the single point of contact for the center and has clearly defined roles and responsibilities, including:
- Coordinating activities on a daily basis
 - Providing effective coordination of staff within the confines of each program and agency requirements and goals
 - Serving as the single point of contact for center information/data, including sharing information with all partners as appropriate
 - Assuring accountability for overall goals and objectives of the SC Works Center

The Operations Manager (OM) has responsibility and accountability for the above; Developing and facilitating staff training events, regularly communicating with partner program managers, and touring the facility regularly to speak with all staff. The OM coordinates the venue, agenda, speakers, and content for staff Quarterly Training days. The OM is recognized as a leader of the facility, and a willing partner in assisting everyone with achieving agency goals.

Combined Center Operations and Business Engagement Plan Content Guidance

Management & Organizational Structure

1. Provide a list of comprehensive and affiliate centers and the location of each center.
Describe the function of the centers in your area.

Comprehensive Centers:

SC Works Greenville
225 S. Pleasantburg Drive
Greenville, SC 29607

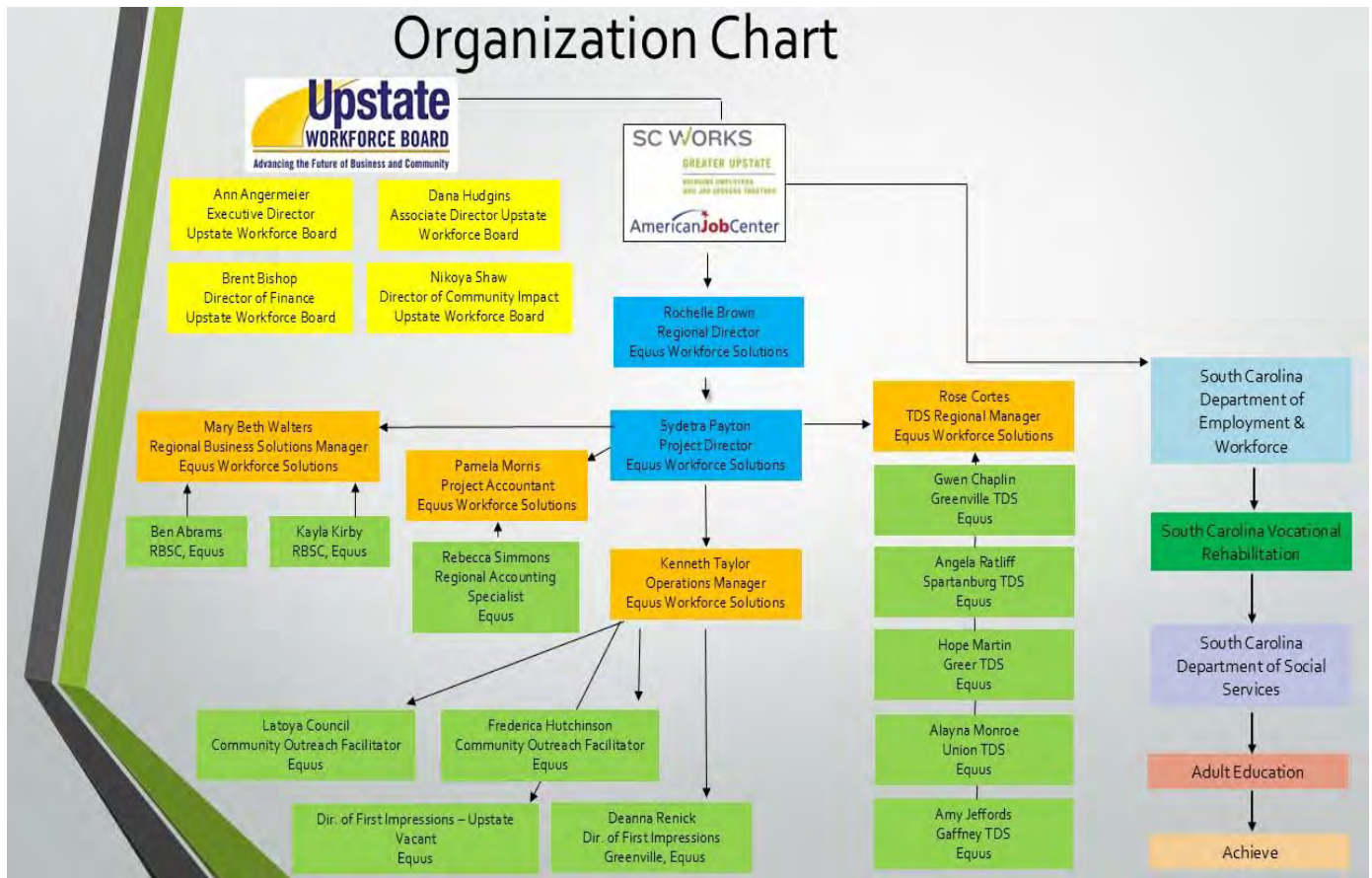
SC Works Spartanburg
145 N. Church Street
Spartanburg, SC 29607

Affiliate Centers:

SC Works Union
300 E. South Street
Union, SC 29379

SC Works Cherokee
111-C Tiffany Park Circle
Gaffney, SC 29341

2. Provide an organizational chart for your area to include Local Board Administrative Staff, the Operator, Front-Line Staff, partners, and programs.



3. Provide an organizational chart or roster of your Integrated Business Services Team (IBST).

Our core regional business solutions team to include Adult Education, SCDEW, SCVR, and WIOA Title I meet monthly. The roster for those meetings includes:

Anne Brock-Trail – SCDEW	Benjamin Abrams – Equus
Kathy Stanton – SCDEW	Mary Beth Walters (BS Lead) – Equus
Deric Shuman – SCDEW	Kayla Kirby – Equus
Davey Smith – SCDEW	Erin Black – Adult Ed
Melanie Hughes – Achieve	Sophie Fuller – Adult Ed
Jessica Farley – SCDEW	Latoya Richardson – SCVR

Our full regional integrated business solutions team meets quarterly. The roster of invitee for those meetings:

Kimberly Burke - SCDEW	Kimberly Proctor - readySC
LaTokia Trigg - readySC	Dolton Williams – Union County Economic Development
Anne Brock Trail - SCDEW	Valencia Alexander – SC Works Youth Program
Deric Shuman - SCDEW	Antrey Frazier – SC Works Youth Program
Victoria Novak – Greenville Literacy Association	Kelly Walker – Upstate Fatherhood Coalition
Liz Meeker – Greenville Literacy Association	Kathy Dickson – Apprenticeship Carolina
Ben Abrams - Equus	Stephanie Sherman – Apprenticeship Carolina
Kayla Kirby - Equus	Paola Rogers – Blue Gate
Mary Beth Walters - Equus	Cathy Gowan – Converse
Bill Brasington – Adult Learning Center	Tori Good - Converse
Sophie Fuller – Adult Education	Jennifer Sainovski - Wofford
Erin Black – Adult Education	Marilyn Nguyen – City of Spartanburg
Shanelle Holmes - SCDEW	Cheryl Garrison – Greenville Chamber
Dana Hudgins - UWB	Benedicte Axboe – Greenville Chamber
Ann Angermeier - UWB	Grant Clayton – World Relief
Dean Jones - GCWDB	Kidada Dawkins - United Way
Eva Anagnostis - GCWDB	Shawn Parker – HOPE Ministries
Jennifer Wheeler - DSS	Taylor Dement – OneSpartanburg
Jerry Howard – Greenville Tech	Dwayne Hatchett – One Spartanburg
Kim Barnett – Spartanburg District 5	Debbra Alvarado – Hispanic Alliance
Nalee Moua – Charles Lea Center	Melissa Poggio – Spartanburg District 2

Art Crider - SCMEP	Latoya Council - Equus
Chris Rauch - SCMEP	Latoya Richardson - SCVRD
Ryan Collins - SCDEW	Nora Curiel-Munoz – Spartanburg District 2
Nikki Burgess - SCC	Charleen Allen – SC Commission of the Blind
Holly Nix - SCC	Daisy Chavez - Goodwill
Rhonda Johns - SCC	David Wheeler - AbleSC
Jennifer Moorefield – Greenville Tech	Kimberly Arnold – Urban League of the Upstate
Glenn Templeton – Greenville Tech	Kevin Boniface – SC Commission of the Blind
Christy Bailey - SCDEW	Kerri McAlister – RD Anderson
Yarnell Rivera - SCDEW	Kathy Stanton - SCDEW
Jessica Farley - SCDEW	Kanika Sweeney – Phoenix Center
Ernest Meyers - SCDEW	Lisa Seay – Swofford Career Center
Davey Smith - SCDEW	Kia Keyton – United Way/Ontrack Greenville
Stacey McKinney - SCDEW	Rico Booker – Upstate Fatherhood Coalition
Sara Neil Spencer - SCDEW	Tymeisha Purvis - DSS
Ken Moon – Cherokee County Economic Development	Tracy Bledsoe - Goodwill
Joanna Gunter - readySC	Jennifer Robinson - Achieve
Susan Griffith - Achieve	Melanie Hughes - Achieve
Lynn Tuten – Greenville County Schools	Melanie Gearheart - Goodwill
Whitney Hannah – Greenville County Schools	Robyn Grable – Veterans Ascend
Shannon Sports – Upstate Warrior Solutions	Kelly Sanderson – Bonds Center
Brad Dill – Bonds Center	Tyler Hill – Swofford Career Center
Angela Spears – DSS	Tina Dent - DSS

4. Describe the LWDA's SC Works logo and branding usage
The SC Works Greater Upstate logo is used as a region and added to all flyers and events hosted and facilitated by SCDEW and Equus staff, in addition the American Job Center logo is attached to all flyers as well.

5. Describe the LWDA's planning and decision-making process, the scope of which includes, but is not limited to, the following:
 - How are standard operating procedures (SOPs) developed and revised
Currently, all SOPs are written and developed by either the Project Director, Operations Manager, or Regional Business Solutions Manager concerning center wide operations. The Project Director reviews all SOPs prior to dissemination to the staff and partners. SOPs are revised when new information or processes dictate a need for such action. Additionally, there is a Quarterly review schedule of all SOPs by the Operator to ensure accuracy and validity of the information.

- Process for electing a point person for events and their responsibilities
The point person for an event that the Business Service Team is creating would be the BST who came up with or is assigned the event. As with all events, the responsibilities are determined to be:
 - *Determining a time and date for the event that should be at least 3 months out for a good turnout to be achieved (if this is an event for a specific company then that would be a discussion between the BSC or RBSM and the POC at the company).*
 - *Selecting a location for the event. This can be at the employer's space or at one of the many locations that SC Works has been invited to host events (i.e. Dr. T.K. Gregg Community Center, Cleveland Park, OneSpartanburg Inc., etc.). The BST POC will make sure to inform the event location of how many tables and chairs will be needed at least 2 weeks before the event.*
 - *The BST POC will then create an employer flyer including the name and date of the event, the location, and the event timeframe (via one of the flyer templates in Canva) and send it out to their industry contacts. The BST POC will reach out by phone and email to invite employers to the event (if it is a multi-employer event) regularly, (setting this as a reminder on their calendar to follow up) and keep a spreadsheet list of all companies that respond in the affirmative to attend.*
 - *A job seeker flyer will be created (via the current templates in Canva) and will be shared on social media regularly to keep emphasizing the event, in the resource centers, via SCWOS e-blast, through the media, through our partner organizations, and other organizations that we work within the community. The flyer will be regularly updated to include an accurate list of participating employers and it will be shared with the same sources as above.*
 - *As this is occurring, the BST POC will reach out to our partners to ask for volunteers to assist with the event, if needed. The other members of the Equus BST will be present at the event to assist with the event itself. The POC will make sure that any WIOA materials are brought to the event, including signage, tablecloths, sign-in sheets, surveys, etc. Additional volunteers for the event will be told prior to the event what they will be doing at the event. All staff assisting at the event should be at the event at least 30 minutes prior to the start of the event.*

- *Staff will collect attendee information via a sign-in sheet that we can then share with employers after the event if they want a list, and via an exit survey that will help the BST plan and prepare for better future events.*

- *Attendance numbers will be reported back to the leadership team.*

- How business services events are staffed, including planning and scheduling processes.

The BST in its entirety will all be present for any events we are hosting (we also participate when our partners host events and need additional staffing). We will send out email requests to our SC Works partners to ask for assistance in staffing events, typically the most responsive are DSS and SCDEW. Once we have volunteers, we will make sure they have all of the information on the event and let them know what they will be asked to do. In most cases, it may be getting people to complete the sign-in sheets or hand out and collect surveys. The BST usually do the rounds with the employers to make sure that everything is going smoothly and give out employer surveys and thank you letters from SC Works. A BST will collect employer surveys before the end of the event and supply them to the RBSM for review.

- How the LWDA's SC Works logo and branding is used to identify SC Works hosted events

There are templates that the Boards have approved in the SC Works Canva account. These templates are designed to present a clear and concise message. The logo for SC Works and AJC are present on the templates as are the Stevens Amendments (one is for the Boards, the other is for the state), the EEOC message and the TTY message. All of these things must be present on any materials going out under the SC Works Brand. If the event is for a specific employer, the employer's logo may be added to the event, but all other verbiage/logos must be present. Whether the event is being hosted by the Equus BST or any of our partners, if the event is going under the SC Works Brand, any materials for promotion or otherwise must be sent for approval by the BST Lead before going out to the public. The BST Lead will review the promotional materials for all of the verbiage/logos described and make sure there are no typos or incorrect information. If there is a compelling reason why promotional materials cannot follow the SOP for flyers, the BST Lead will confer with the PD and the Board for approval. Once the material has been approved, it can be promoted.

- LWDB's process for appointing and reviewing the appointment of an IBST Lead

The local workforce area has a designated Business Services Lead, the Operator (Equus Workforce Solutions) Regional Business Solutions Manager, Mary Beth Walters. This selection was based upon years of experience, promising practices, leadership in Business Solutions, knowledge of the region's employers and Economic Development status. The workforce boards approved this selection.

6. Describe the LWDA's communication plan, the scope of which includes, but is not limited to, the following:
- How front-line issues are communicated and resolved;
Staff communicate with immediate supervisor. Supervisor shares issue with Operations Manager or Project Director, as needed. Monthly Leadership Team meetings are held with Program Managers as per Internal Communication Plan-SOP 1650.
 - How State guidance is disseminated;
State guidance is disseminated via the SCWOS Coordinator, Shelia Harper, and Associate Directors from the LWDB
 - How new/updated SOPs are communicated to front line staff
The Project Director, Operations Manager, or Regional Business Solutions Manager will communicate any new or updated SOPs via email to all staff
 - How information is shared with partner leadership and front-line staff
Information is issued to partners via email, meetings and other forms of communication to include verbal and written, and weekly newsletters in each area. See SOP 1650 "Internal Communication Plan."
7. Describe staff development and training activities in your area, including plans to conduct, or IBST cross-training conducted, in order to promote referrals.

Staff development training is provided via All Staff Quarterly training sessions hosted by the operator and held once a quarter. In addition, staff training is provided regarding all programs and requirements. Case Management and Business Solutions staff meet regularly and train according to updates and changes regarding the specific program.

8. Describe the roles and responsibilities of the area's IBST, including the IBST meeting schedule, employer engagement planning and scheduling, and how IBST documentation is shared between partners.

The Regional Business Solutions Manager plans quarterly business solution team meetings and sets the agenda. The meetings include a time for agency updates, upcoming events, an educational topic, and a discussion period. All partner agencies are invited to present on their individual workforce programs, to include work-based learning opportunities. The goal of the regional meetings is to generate communication, collaboration, and results. Documents are shared via email with the fully integrated team.

Service Strategy

1. Provide the menu of required and expanded services for both comprehensive and affiliate centers in your area. A services flowchart may be included.

As indicated previously in prior standards, there are a plethora of live, virtual workshops available weekly and monthly, in person or online. There are workshops that address resume preparation, interviewing techniques, networking, Internet use, and Job search; there is also an opportunity for customers to ask questions and receive feedback during the live, virtual workshops. There are also a number of workshops offered each month through SC Works Online Services.

Our Outreach Facilitator Coordinator(s) conduct workshops on developing resumes, and when needed also meet individuals one-on-one to further explain the importance of items and polish the resume. They also assist customers with uploading their resumes into the South Carolina Works Online Services (SCWOS).

Metrix Learning is a FREE virtual tool available to our customers anytime and can be accessed via smartphone or computer. This platform provides thousands of courses on a variety of subjects through a self-paced learning management system. After the completion of courses, a customer can add the certification of completion to their resume and/or LinkedIn profile (if applicable), showcasing their knowledge and desire to learn, which makes them more attractive to employers.

Customers that visit the affiliate center have access to the same live, virtual workshops offered in the comprehensive center. These services are provided by the Facilitator Outreach Coordinator, and the Metrix Learning platform is also available as mentioned above. The Talent Development Specialist assigned to the affiliate center provides case management services to the WIOA participants and also general program information to interested customers. Page Break

2. Describe how referrals are completed in your area, including any efforts made to streamline the referral process.

There is an established Referral Process via SCWOS (SC Works Online Services) as required by the MOU and WIOA law, in which all core partners are listed. There is a Standard Operating Procedure (SOP 1600) which addresses the procedures required by partners. The SC Works Operator will continue to emphasize the use of the Referral System and encourage usage from all staff and partners.

3. Provide the menu of IBST services in your area, including any associated costs and how these costs are determined.

There are no fees for business services other than Workkeys assessments and job profiles.

1. *Job Postings - Online, phone call, fax, in-person*
2. *Applicant screening and referral to business specifications*
3. *Customized Recruitment*
4. *Job Fairs*
5. *Provision of Labor Market Information*
6. *Interviewing Space, Scheduling*
7. *Provision of information and referral related to: Tax credits, community resources, federal bonding, Americans with Disabilities Act, Veterans*
8. *Incumbent Workers Training (as funds allow)*
9. *On-the -Job Training*
10. *Customized Training*
11. *Information on Unemployment Insurance (UI)*
12. *Rapid Response services*
13. *Trade Adjustment Assistance (TAA) information and services*
14. *Veterans Employment Services*

Expanded List of Business Services -- examples

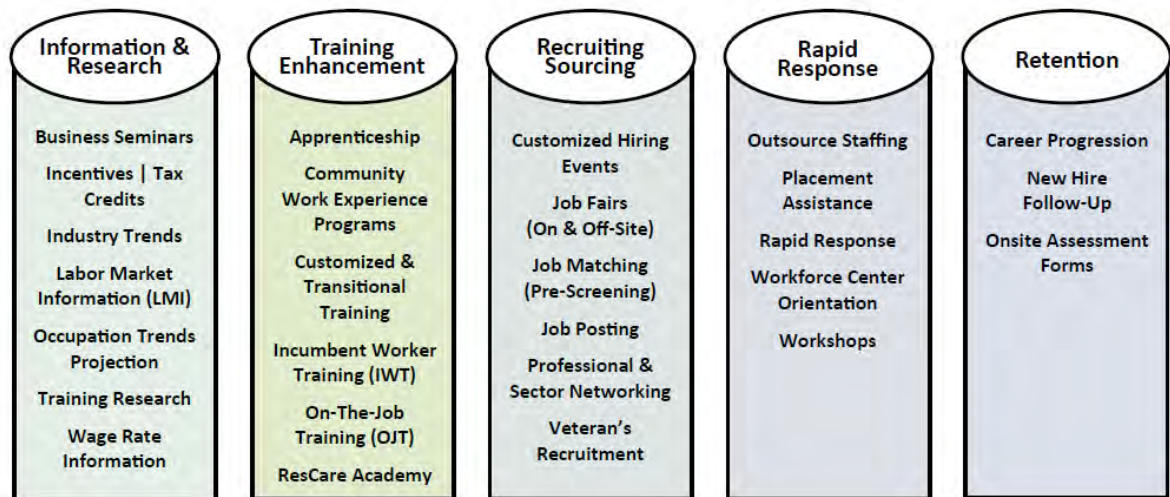
1. *Customized services for significant company or industry dislocations*
2. *Access to WINtesting*
3. *WorkKeys job profiling services*
4. *Database of Ready to Work Career Readiness Assessment tested applicants*
5. *Labor Market Information workshops*

Business Solutions

SC WORKS

GREATER UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER



4. Provide the process for providing business services, including how service delivery that supports visit and service planning is documented between core and extended partners.

The Greater Upstate region follows an account executive approach as much as possible to limit the point of contact for the business partner. To ensure that all BST members are knowledgeable about business services available in the Upstate and Greenville regions, each member receives information on available services via participating partnering agencies. During PY23, information will continue to be provided via face to face, email, virtual meetings, and regional meetings. Topics covered include customer service, employer relations, job posting, recruitment events, job fairs, OJT, WEX, TJ, IWT, registered apprenticeships, regional education letters, ReadySC, SCMEP services, assessments, Work Opportunity Tax Credit (WOTC), federal bonding, workforce board plan and goals, and economic development. Topics are determined based on demand/requests from participating partners.

BST members operate under the direction of the SC Works Regional Business Solutions Manager. Businesses are the number one priority for the UWB. The SC Works Upstate RBSM coordinates all business services for the SC Works Upstate and Greenville region.

The BST promotes workforce services to the business community and includes public speaking events. Partner business services are included in outreach and informational materials.

We hold workshops on the programs and services that employers can take advantage of through WIOA. We are not hosting HR Café anymore because there was declining interest based in large part because the law firm either had technical difficulties hosting the virtual events or the speaker/host did not show up. We last did these in 2022.

Each participating entity is given the opportunity to add material and agenda items to each meeting, both weekly and quarterly. Multiple partners created a one-page overview of business services. Additionally, speakers present at meetings and we often have OJT presentations, work experience/internship presentations. At each local meeting and the regional meetings, there are opportunities to discuss combining efforts to develop recruitment strategies for local businesses and/or industries which include co-enrollment and stackable credentials and there is a focus to combine efforts when planning job fairs.

All federally-mandated partners are expected to represent themselves as workforce representatives, presenting the full range of relevant/appropriate services to the businesses. The entire business services team has been encouraged to represent the full workforce system and its services when meeting with business and industry. However, there is nothing in place with each partner entity to hold representatives accountable for this metric. It would be helpful if an accountability measure were developed at the state level for each partner staff. (federally-mandated partners at a minimum)

All business services provided by the local area Equus staff and SCDEW staff are entered into SCWOS. It would be very helpful if Adult Education and SCVR was also required to enter business services activities into SCWOS for tracking purposes and to eliminate duplication as much as possible and to enhance the overall experience for the business partner.

Target Sectors and Outreach

1. List specific industries which are targeted within your LWDA for both jobseekers and employers, including in-demand occupations and industries, and the strategies implemented to target them.

The top 5 industries we serve through SC Works Greater Upstate:

Manufacturing – production assistants, quality control, fabricators, body painters, stamping machine operators, CDL drivers, Manufacturing IT tech, slitters, chemical operators, material handlers, industrial maintenance tech, maintenance supervisor, welders, manufacturing associates

Logistics/Distribution – forklift (standing, sitting) drivers, maintenance techs, CDL drivers, schedule planner, operation specialists, picker, packer, warehouse associates

Healthcare – CNA, RN, Janitorial, patient access representatives, patient transport, drivers, medical coding, home health aides, hospice, grant writers and funding development, prison nurses

IT – Manufacturing IT techs, data specialist, AI specialist, cybersecurity, help desk, entry-level software engineers, software engineers, stack developers

Construction – Pallet builders, project managers, grinders, masons, construction laborers, wastewater treatment techs, heavy equipment operators, solid waste handlers, engineers, surveyors, electrical, maintenance tech, maintenance supervisor, concrete finishers

How we target local employers within the Top 5 industries:

We have ongoing relationships and are forming new relationships with local employers in the top 5 industries. We engage them by going out and meeting with them to determine where their pain points are in hiring, training, and retention, and we share the WIOA program information with them regarding our on-the-job training (OJT) and our incumbent worker training (IWT), we also offer workshops where employers can learn more about these programs. Additionally, we discuss the other services that employers/job seekers can take advantage of through SC Works such as Adult Education, Veterans Services, Work Opportunity Tax Credits (WOTC), Federal Bonding, SNAP, TANF, and supportive services. We let employers know that we can plan hiring events for them, include them in on the list of employers we invite to multi-employer events, help them post jobs, screen candidates, and a multitude of other related services. Our outreach strategy includes, but is not limited to: social media, local news media, radio, partner events, resource room recruitment, in house events, and speaking engagements. If employers have additional special needs that require other, more tailored, business solutions, we have the ability to reach out to other resources and convene introductions and meetings.

2. Describe your LWDA's outreach strategy.

We use a variety of outreach strategies to include:

resource room recruitment

partner events and engagements

social media – Facebook, Instagram, TikTok, LinkedIn

in house events – resource and employer

speaking engagements

3. Describe the LWDA's process for assessing and reviewing employer needs, including resources used to conduct the assessments and reviews.

See attached –Employer visit guide

Customer Feedback

1. What methodologies are used in your LWDA to gauge employer and jobseeker satisfaction?

There is an established policy/procedure for measuring our customer/job seekers satisfaction with the service provided in the centers, from Resource Room to Workshops. Monthly Customer and Workshop Survey Reports (SOP 1701) detail the procedures required to effectively gather, monitor and if needed, assign correction actions for resolution.

All employers attending job fairs or recruitment events are offered a satisfaction survey to complete onsite. Additionally, a separate follow up survey is conducted by the LWDB via email monthly.

2. How does the LWDA turn responses into actionable improvements of the system?

We have an employee that works to follow up on survey responses. If there is a survey where the submission is dissatisfied or something was not followed up on or completed, those items are followed up on by the correct staff member to “make good” on a complaint. These survey responses are provided monthly, and all complaints are taken seriously and if the response is an actionable issue, then we work to build that into our customer service plan to make sure it does not become a regular issue for the people that utilize the centers’ services and so staff may address these situations correctly as they occur.

Also, where the Business Services Team is concerned, when we hold events, we provide employers with an exit survey to fill out and return before the event is over, and it addresses such questions as: 1. Did you enjoy the job fair/hiring event? 2. Did you meet good candidates? 3. Was the event: Too short, too long, or just right? 4. Do you have suggestions for how we can make future events better. We also have a similar survey for job seekers to get their feedback on what kind of events they would like to see in the future. With all the responses, we meet as a team and discuss the surveys and make plans to elevate and implement actionable items into the events to engage jobseekers and employers better.

Additional Requirements

1. Limit plan to no more than 30 pages including attachments.

Beyond the above listed topics, LWDAs are encouraged to include any additional information that is pertinent to the LWDA's center operations and business engagement activities.

SC Works Greater Upstate/Greenville

Monthly Report Card PY24
(March 2025)

Bringing Employers
and
Job Seekers
Together



	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Total Center Traffic	1268	1043	1107	1184	977	1172	1256	1019	1557		
WIOA Traffic	42	39	38	38	23	25	38	25	38		
UI Traffic	616	458	462	645	437	645	653	537	570		
WP Traffic	625	572	584	590	519	550	608	547	614		
Other	54	65	56	56	53	40	49	50	62		
# Scheduled for Orientation	47	48	53	62	19	41	65	52	77		
# Attended Orientation	25	33	33	32	12	23	40	28	40		
# of Workshops Offered	11	9	5	5	8	10	13	6	5		
Virtual Reality Workshops - Youth	0	0	0	0	6	0	0	0	14		
# of Workshop Attendees	29	34	33	22	31	61	69	27	58		
New ADULT Enrollments	17	17	12	23	17	5	7	8	16		
New DW Enrollments	0	1	4	0	1	0	1	0	4		
Total Caseload	108	116	115	113	114	105	103	108	119		
New ADULTS beginning training	1	3	9	3	13	2	0	5	4		
New DWs beginning training	0	2	0	2	0	0	0	0	0		
% New Clients vs Clients Entering Training		27.8%	56.3%	21.7%	72.2%	40.0%		62.5%	20.0%		
# of New Job Orders Placed	153	143	142	221	167	124	175	99	122		
# of New Jobs Available	198	161	148	418	322	274	197	186	208		
WP Entered Employment	0	0	0	0	0	0	0	1	0		
WIOA Entered Employment	2	3	1	0	0	0	0	0	3		

TALENT DEVELOPMENT SPECIALISTS CASELOADS:

Gwen - 79
Hope - 24
Stacia - 14

RECRUITMENT EVENTS

Events Jobseekers
6 444 In Person

Additional Information

*Number Scheduled for Workshops is 0 due to not requiring pre-registration.

Unduplicated traffic not being tallied at this time

WIOA, UI, and WP numbers are for number of services provided not individual traffic counts

**Training figures include activities: 300,301,327, and 328.

CENTER TRAFFIC:

Location	PY24	PY23	Change
Greenville	1557	1003	553

New Trainings by County
Greenville = 4
Greer = 0

300 = 4

301 = 0

OJT/WEP	10 YTD
WBL	0

TRAINING PROVIDERS AND PROGRAM

Training Program/Number of enr
Palmetto Coding
PSI Proj Management
Capstone Dental Asst

Clients receiving Supportive Services only: 0 YTD

ASSESSMENT TOTALS

TABE	0
ASVAB	48
WIN	10

April Workshop Schedule



April W...edule

April 2...endar.pdf

April W...edule

April W...edule

April W...edule

April W...edule

April W...edule



Kenneth L. Taylor



To: Kenneth L. Taylor

Wed 3/26/2025 4:35 PM

Bcc: kdriggers@able-sc.org; sjordan@able-sc.org; scrocker@srhs.com; snorman3@srhs.com; lahannon@uscupstate.edu; oswaldan@uscupstate.edu; +116 others



Retention: Exchange_SharePoint_OneDrive_MS 365 Group (7 years) Expires: Wed 3/24/2032 4:35 PM



April 2025 Workshop Calend...

2 MB



Good afternoon All,

I hope everyone is doing well and enjoying the Spring weather. 😊

Attached is our **workshop schedule** for the month of April. We have a new **workshop** featured this month on the use of AI for job searching/career searching. Please share the good word!

Kenneth Taylor

Operations Manager

SC Works Greater Upstate

Serving Cherokee, Greenville, Spartanburg and Union Counties

Email: ktaylor@scworksgreaterupstate.com

Phone Number: Spartanburg Office: 864-764-1984 / Greenville Office: 864-467-7229

scworksgreaterupstate.com / [Facebook](#)

SC WORKS

GREATER UPSTATE
OFFICE OF ECONOMIC DEVELOPMENT

americanjobcenter

KT

Kenneth L Taylor

To: Trail, Anne Brock <atrail@dew.sc.gov>; Shuman, Deric <dshuman@dew.sc.gov>; mdhughes@uscupstate.edu; Goodman, Sandra <Sandra.Goodman@dss.sc.gov>;

Nyroba Leamon <nleamon@eckerd.org>

Cc: 🇺🇸 Tammy Underwood; Stanton, Kathy <KStanton@dew.sc.gov>

Tue 3/25/2025 4:21 PM

Retention: Exchange_SharePoint_OneDrive_MS 365 Group (7 years) Expires: Tue 3/23/2032 4:21 PM

Good afternoon All,

As you are aware the Upstate Workforce Board has scheduled a Poverty Simulation for April 22nd at the Dr. TK Gregg Center in Spartanburg. Since we were planning to close the offices for this already, Dana, Eva, and I decided to make this our next Quarterly Training Day as well. That way we won't be closing the centers several days in a close amount of time.

I realize this is a big change from our normal schedule, but I believe it will be for the best for all involved.

I will send the full invite out to all staff by the end of the week, but in the meantime please feel free to email me any questions or concerns,

I look forward to a great Training Day for our Team!

Kenneth Taylor

Operations Manager

SC Works Greater Upstate

Serving Cherokee, Greenville, Spartanburg and Union Counties

Email: ktaylor@scworksgreaterupstate.com

Phone Number: Spartanburg Office: 864-764-1984 / Greenville Office: 864-467-7229

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SC WORKS





Kenneth L. Taylor



Tue 10/8/2024 2:56 PM

To: ○ Sydetra Payton; Ravon Starks <rstarks@eckerd.org>; Antrey Frazier <afrazier@eckerd.org>; Valencia Alexander <RAlexander@eckerd.org>; 🟢 Latoya Council;
 🟡 Rebecca Simmons; 🟡 Mary Walters; 🟡 Pamela Morris; 🟡 Angela Ratliff; 🟡 Kayla Kirby; ○ Mary Sprenger; angela.spears@dss.sc.gov <Angela.spears@dss.sc.gov>;
 sabrina.brown@dss.sc.gov <Sabrina.Brown@dss.sc.gov>; micheal.petty@dss.sc.gov <Micheal.Petty@dss.sc.gov>; Jennifer Wheeler <jennifer.wheeler@dss.sc.gov>;
 sarah.wright@dss.sc.gov; Susan Griffith (sgriffith@uscupstate.edu); Jhendrickson@uscupstate.edu; Amber Caldwell <AC159@USCUPSTATE.EDU>; hkmerriweather@spart7.org;
 slittlejohn@dew.sc.gov <SLittlejohn@dew.sc.gov>; Ross, Susan <SRoss@dew.sc.gov>; ○ Yolanda Reid; 🟡 Alayna Monroe; ksartor@dew.sc.gov; esantana@dew.sc.gov;
 Robinson, Jennifer A <JAROBINSON@dew.sc.gov>; John Powell <jpowell@dew.sc.gov>; snspencer@dew.sc.gov; Meyers, Ernest <emeyers@dew.sc.gov>; Jmayesproctor@dew.sc.gov;
 cahill@dew.sc.gov <Cahill@dew.sc.gov>; Foster, Jennifer <JFoster@dew.sc.gov>; Trail, Anne Brock <atrail@dew.sc.gov>; Borrero, Jay <Jborrero@dew.sc.gov>;
 Collins, Ryan <rjcollins@dew.sc.gov>; melanie.hughe@dss.sc.gov; mcherry@dew.sc.gov; goreilly@dew.sc.gov; 🟡 Benjamin Abrams; 🟢 Gwen Chaplin; 🟡 Rose Cortes;
 cearle@dew.sc.gov; Farley, Jessica <JFarley@dew.sc.gov>; ffloyd@dew.sc.gov; lparks@dew.sc.gov; Pye, Emily <EPye@dew.sc.gov>; Randolph, Ashley <arandolph@dew.sc.gov>;
 🟡 Hopey Martin; 🟡 Deanna Renick; 🟢 Frederica Hutchinson; McKinney, Stacey <SMcKinney@dew.sc.gov>; Shuman, Deric <dshuman@dew.sc.gov>; dpsmith@dew.sc.gov;
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 Wade, John <JWade@dew.sc.gov>; teimen@dew.sc.gov; justine.carter@dss.sc.gov; selina.herrera@dss.sc.gov; Teresa Smith <tesmith@eckerd.org>; ○ Mary Beth Walters;
 Phyllisboston53@gmail.com; msmith@dew.sc.gov

Retention: Exchange_SharePoint_OneDrive_MS 365 Group (7 years) Expires: Tue 10/7/2031 2:56 PM

Hello Everyone,
 I hope you all are doing well today!

Our next SC Works Quarterly Training is scheduled for November 8th, 2024, and will be at the USC Upstate Readiness Center in Spartanburg. The final agenda should be coming out shortly.

I look forward to seeing you all there!

Kenneth Taylor
 Operations Manager
 SC Works Greater Upstate
 Serving Cherokee, Greenville, Spartanburg and Union Counties
 Email: ktaylor@scworksgreaterupstate.com
 Phone Number: Spartanburg Office: 864-764-1984 / Greenville Office: 864-467-7229

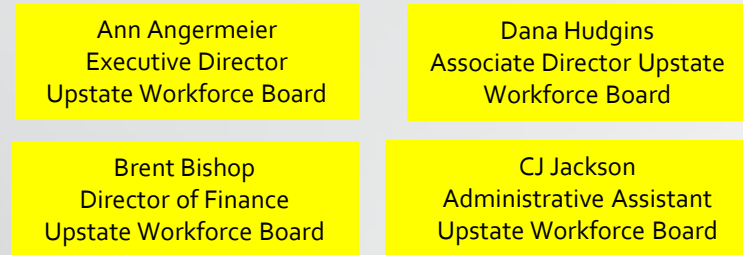
Front Desk Schedule

Week of: **February 24**

Set the starting date in cell C2. Rows 3 and 4 will automatically

	2/24 MONDAY	2/25 TUESDAY	2/26 WEDNESDAY	2/27 THURSDAY	2/28 FRIDAY
8:00 AM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
8:30 AM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
9:00 AM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
9:30 AM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
10:00 AM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
10:30 AM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
11:00 AM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
11:30 AM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
12:00 PM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
12:30 PM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
1:00 PM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
1:30 PM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
2:00 PM	Equus - Frederica	Equus - Gwen	DEW-RASUN	DEW-AUSTIN	Quarterly Training Day
2:30 PM	Equus - Frederica	Equus - Mary Beth	DEW-RASUN	DEW-AUSTIN	Quarterly Training Day
3:00 PM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
3:30 PM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
4:00 PM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
4:30 PM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day
5:00 PM	Deanna	Deanna	Deanna	Deanna	Quarterly Training Day

Organization Chart



Rochelle Brown
Regional Director
Equus Workforce Solutions

Tammy Underwood
Interim Project Director
Equus Workforce Solutions

Mary Beth Walters
Regional Business Solutions Manager
Equus Workforce Solutions

Pamela Morris
Project Accountant
Equus Workforce Solutions

Rebecca Simmons
Regional Accounting
Specialist
Equus

Kenneth Taylor
Operations Manager
Equus Workforce Solutions

Latoya Council
Community Outreach Facilitator
Equus

Frederica Hutchinson
Community Outreach Facilitator
Equus

Dana Cothran
Dir. of First Impressions – Upstate
Equus

Deanna Renick
Dir. of First Impressions
Greenville, Equus



Dean Jones
Executive Director
GCWDB

Eva Anagnostis
Assistant Director
GCWDB

Angela Smith
Finance Manager
GCWDB

Shelia Harper
WIOA Compliance
Coordinator
GCWDB

South Carolina
Department of
Employment &
Workforce

South Carolina Vocational
Rehabilitation

South Carolina
Department of Social
Services

Adult Education

Achieve

Rose Cortes
TDS Regional Manager
Equus Workforce Solutions

Gwen Chaplin
Greenville TDS
Equus

Angela Ratliff
Spartanburg TDS
Equus

Hope Martin
Greer TDS
Equus

Alayna Monroe
Union TDS
Equus

Amy Jeffords
Gaffney TDS
Equus

SC WORKS

GREATER UPSTATE
BRIDGING EMPLOYERS
AND THE REGION'S TALENT

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Tami Eimer	RESEA	Tami Eimer	
2	Jay Breen	SC DEW	Jay Breen	
3	Wendy Reid	Equus	Wendy Reid	
4	Angela Ruff	Equus	Angela Ruff	
5	Christy Baker	SC DEW	Christy Baker	
6	LAWRENCE PARKS	WORKFORCE CONSULTANT	L Parks	
7	Carolyn Wasnig	DVOP	Carolyn Wasnig	
8	John Wade	DVOP	John Wade	
9	CHERYL EARLE	DEW	Cheryl Earle	
10	Hope Martin	EQUUS	Hope Martin	
11	Frank Floyd	DEW	Frank Floyd	
12	Anna Oswald	Achieve	Anna Oswald	
13	Amber Caldwell	Achieve	Amber Caldwell	
14	Jenifer Henderson	Achieve	Jenifer Henderson	
15	Susan Ross	DEW	Susan Ross	
16	Judell Mapstone	SC DEW	Judell Mapstone	
17	Jennifer Foster	SC DEW	Jennifer Foster	
18	Ernest Meyers	SC DEW	Ernest Meyers	
19	Teresa Smith	Eckerd	Teresa Smith	
20	MICHAEL DETY	SC DSS	Michael Dety	
21	Tom Morris	Equus	Tom Morris	
22	Mary Springer	Equus	Mary Springer	

SC WORKS

GREATER UPSTATE
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Deanna Benick	Equus	Deanna Benick	
2	Rebecca Simmons	Equus	Rebecca Simmons	
3	Karl Kapfinger	DEW	Karl Kapfinger	
4	Amy Hill	DEW	Amy Hill	
5	Davey Smith	DEW	Davey Smith	
6	Kathy Phillips	DEW	Kathy Phillips	
7	Basem Graupen	DEW	Basem Graupen	
8	Lynne Armond	DEW	Lynne Armond	
9	Robert Hall	DEW	Robert Hall	
10	Anne Brock Trail	DEW	Anne Brock Trail	
11	John Powell	DEW	John Powell	
12	M Hunter	DEW	M Hunter	
13	Matt B Smith	DEW	Matt B Smith	
14	Jennifer Wheeler	DSS	Jennifer Wheeler	
15	Heather Peahuff	DSS	Heather Peahuff	
16	Antrey Frazier	WSD/Eckerd	Antrey Frazier	
17	Cassandra Sullivan	DSS	Cassandra Sullivan	
18	Melanie Hughes	DSS	Melanie Hughes	
19	Margaret Winter	Eckerd	Margaret Winter	
20	Kimberly Smith	Eckerd	Kimberly Smith	
21	Sophia Littlejohn	DEW ES	Sophia Littlejohn	
22	Roxie Watts	Equus	Roxie Watts	

Frederica H. Equus

Frederica H. Equus

SC WORKS

GREATER UPSTATE
WORKING TOGETHER
AND THE FUTURE TOGETHER

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Mary Beth Walters	Reg. Equus	Mary Beth Walters	
2	Alayna Monroe	Equus	Alayna Monroe	
3	Kayla Kirby	Equus	K. Kirby	
4	Kenneth Taylor	Equus	[Signature]	
5	Lowen Chaplin	Equus	[Signature]	
6	Susan Griffith	Achieve	Susan Griffith	
7	Lisa Hannon	Achieve	Lisa Hannon	
8	Keisha Santor	RESEA(NEW)	Keisha Santor	
9				
10				
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12				
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15				
16				
17				
18				
19				
20				
21				
22				

SC WORKS QUARTERLY TRAINING

Location: McAllister Square
Date: 2/23/2024
Time: 9:00 am – 3:30 pm
Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:15 am	Welcome/Project Updates/Safety Updates	Nikki/Kenneth
9:15 am – 9:45 am	Social Services Scenarios	SC DSS Staff
9:45 am – 10:45 am	Wagner-Peyser Scenarios	SC DEW Staff
11:00 am – 11:45 am	WIOA Youth Scenarios	Achieve/Eckerd
12:00 pm – 1:15 pm	Lunch Break	On Your Own
1:30 pm – 2:15 pm	Moving to Work Self-Sufficiency (STEPS)	Jenneh Jones - GHA
2:15 pm – 3:00 pm	WIOA Adult/DW Scenarios	WIOA Facilitators/BST Staff



Management Standards – Standard 3

3. SC Works center staff are provided training and professional development opportunities.

a. Upon hire, staff are trained in the following areas:

- Staff are trained in functional areas, customer service and workforce development
- Greeter personnel are trained to greet customers as they enter the center or as they wait in line

During PY 2023 SC Works staff participated in 4 Quarterly Training days with one of them being dedicated to learning more about each co-located partner. Staff received training on a variety of workforce development topics including mental health, cultural competence, using Virtual Reality, and local non-profits that can support our customers. Additionally, all Equus Workforce Solutions Staff attend customer service training based on the LEGACY Principles upon hire.

All staff are trained to properly greet customers upon entry to the center as outlined in SOP 1100 “Process Flow: Pre-WIOA Enrollment (Career Services Customer Flow).”

b. WIOA, WP, TAA and JVSG case managers complete Career Development Facilitator (CDF), Certified Career Services Provider (CCSP), or similar case management training

The WIOA Career Coach Supervisor has attended this training and is currently certified. The WIOA Career Coaches were attending this training during PY 2024, however the school they were attending unexpectedly shut down prior to completion. The Project Director, Accountant, and Career Coach Supervisor are currently seeking other options so WIOA staff can complete the training.

The DEW Regional Manager has indicated that WP, TAA, and JVSG have not attended this training in recent years. Both DEW Workforce Consultants had previously attended but their certifications have expired. The DEW Regional Manager has been made aware of this requirement for the SC Works Certification Standards, and we hope they will work towards getting all required staff to complete the training.

c. All staff providing assistance in the resource room are trained in customer service and can demonstrate knowledge about the full range of center and workforce system resources.

SC Works Greenville staff completed a day of internal training on the services available through SC Works on 2/23/24. Additionally, staff have received training sessions on new programs on other internal training days such as the Regional Workforce Advisor and Rural Outreach Programs with SCDEW.

- d. Existing DEW, WIOA and partner staff have completed the SC Works Your Next Steps training program. New DEW, WIOA and partner staff are enrolled within one month of hire

This training was no longer available to staff after June 30th, 2023. In December of 2024, SCDEW rolled out a new Learning Management System to each LWDA. As of 4/8/2025 there are 23 modules or handouts for staff training available on the system, but none of them are the Your Next Steps training. Once the training is made available the Operations Manager will ensure all staff are assigned to complete it in the system.

- e. The SC Works Center provides ongoing LWDA-related training and team building to enhance communication among partners and facilitate cross training.

In addition to the information listed above, the Director of First Impressions compiles and distributes a weekly newsletter of relevant updates to all internal partners.

Monthly Partner Meetings are coordinated and hosted by the Facilitator Outreach Coordinator, which spotlight one to two partners, agencies or employers that present their program to all attendees.

Quarterly All Staff training is conducted where all Center staff are requested to attend. Offsite partners are welcome.

In 2025, Equus introduced the HEART recognition tool as a way for staff/partners that exemplify the standards of SC Works Greater Upstate to be recognized for their contributions/achievements.

SC Works Greater Upstate

Procedure:

Process Flow: Pre-WIOA Enrollment (Career Services Customer Flow)

Number:

1100

Effective Date:

6/20/2015

Reviewed 6/20/2015, 5/5/2017,
4/24/2018, 10/8/2018.

Revised 6/24/21, 2/7/22,
11/15/24

Prepared by:

Debra Giordano

Revised by:

Adam Lindsley, Kenneth Taylor

Approved by:

Sydetra Q Payton, Project
Director

Purpose: To provide guidance on the customer flow and internal processes for serving job seekers from entry into the center, registering as job seekers and conducting job searches. This procedure is intended as guidance only and is not an all-inclusive list or complete description of the full array of services available to universal job seekers through the SC Works Greater Upstate centers.

1.0 Summary

This procedure clarifies the processes for serving job seekers through SC Works Greater Upstate resource rooms to ensure efficient delivery of career services and to maximize the use of available technology. This process attempts to eliminate duplication of information for job seekers and staff.

2.0 General Requirements

- 2.1 All job seekers will be greeted promptly and in a friendly manner.
- 2.2 Partner & provider resources shall be continuously available and current.
- 2.3 Bulletin boards, flyers, posters, job books, etc. shall be neat and up to date. All outdated resources shall promptly be removed from the initial entry area and the resource room.
- 2.4 Information regarding SC Works Greater Upstate services, including WIOA information will be available for all visitors. Front line staff will explain and promote WIOA at every opportunity.

- 2.5 All job seekers will receive staff assistance in accessing career and training services, as needed or requested. This is the responsibility of all available staff in the resource area, including staff of partner agencies.
- 2.6 Referrals will be made to partners and other community resources as needed. Such referrals must be recorded in SCWOS and all policies followed in accordance with SOP 1600 Referral Procedures- SC Works Greater Upstate Partners.
- 2.7 SC Works Greater Upstate staff shall track incoming referrals. A copy of all referral forms utilized by partners without access to SCWOS will be given to the Operations Manager who will retain them on file. The OM will ensure all referrals made through SCWOS to WIOA have recorded outcomes.
- 2.8 Confidentiality must be protected always. All staff should avoid engaging in discussions regarding specific job seekers or customer situations unless initiated by a customer. Discretion should be used in determining whether the discussion should be moved to a more private location. This includes telephone calls.
- 2.9 Staff shall avoid having personal conversations that are overheard by any customer or visitor in the center. General or specific work-related conversations regarding processes, assignments, and activities shall be discussed in low tones or in a non-public area.
- 2.10 All efforts must be taken to promote a clean and safe environment. Staff must exercise sound judgment and skill in dealing with irate, loud, or difficult job seekers. A supervisor should be called if staff is unable to de-escalate a situation. Police should be called if the safety of staff and/or job seekers is in any way compromised or in question.
- 2.11 All job seekers should be invited to complete a customer satisfaction survey. The survey form is available online via a link on the desktop of every computer in the resource room or through a QR Code posted in every SC Works Greater Upstate Center.
- 2.12 All job seekers should leave with a clear understanding of their next step (referral to partner agency, appointment within center, action needed by customer).

3.0 Detailed Process:

- 3.1 Job seekers will be greeted promptly upon entry in accordance with LEGACY IN ACTION customer service principles.

- 3.2 The greeter shall then inquire as to the purpose of the visit (“e.g., “How may we help you today?”).
- 3.3 All visitors are then checked in using the VOS Greeter system to accurately record their name and reason (or reasons) for coming to the center.
- 3.4 Based upon the response, the following triage procedure has been established:
- a. Customers coming to the center for job seeking purposes and require no staff assistance are directed to an open computer within the center.
 - b. Customers coming to the center for job seeking purposes that do require staff assistance are directed to an open computer as well. They receive a further instruction to raise their hand for assistance by staff.
 - c. First time visitors are directed to watch the Welcome video. Referrals may also be made by the Workforce Specialist if SC Works Greater Upstate services do not meet the needs of the individual.
 - d. Referrals will also be made to a DVOP Representative if the individual has indicated on the Veteran Intake form that (a) they are a veteran/veteran spouse and (b) he or she possesses significant barriers to employment, as defined by the Veteran’s Program Letter 13-04. This form is provided by the Workforce Specialists and is handled as an internal Wagner-Peyser process.
- 3.5 Customers who have an appointment will be signed-in via VOS Greeter and the person with whom the appointment was made will be notified immediately by the VOS Greeter System.
- 3.6 WIOA enrolled individuals who are scheduled to take WIN will also sign-in via VOS Greeter. Sign-in and identity verification will be done by the DFI or room supervisor/proctor as the testing begins.
- 3.7 Job seekers visiting SC Works Greater Upstate to attend job fairs and recruitment events will be signed-in via VOS greeter or will be signed in using a separate paper form and entered into the VOS Greeter at a later time, depending on location and availability. Front desk staff will direct the attendees to the appropriate area.
- 3.8 As all center traffic is now entered through the VOS Greeter program, paper sign-in slips are no longer required to track center traffic. Any sign-in forms/tally sheets used for DEW

reporting purposes will be given to the appropriate DEW Regional Manager at the end of each day for recording needed information. DEW Regional Manager will be responsible for proper storage and disposal of such paper forms/tally sheets.

- 4.0 As centers and workforce areas can have different processes based upon needs at a specific location, some leeway is reasonable and acceptable, with consultation of partner managers and final approval of OM and/or Project Director.

UNEMPLOYMENT INSURANCE (UI) Claimants: UI claimants also need to sign-in at the front desk using the VOS Greeter system. They may use any of the designated resource room computers to complete claims. Individuals who do not feel comfortable using the internet to file their UI claims and who do not have a phone or have a cell phone with limited minutes may use the landline provided for that purpose. The landline is not to be used for non UI-related use such as personal phone calls. A Resource Room team member, SCSEP or volunteer, should inform UI claimants *in as polite a manner as possible* that the UI office for in-person services is no longer in operation and we do not have access to any information regarding claims. It should then be relayed to the claimants that SC Works has provided these computers as a public service to individuals.

Legacy in Action

THE NEW
GENERATION
OF CUSTOMER
EXPERIENCE

Training Agenda

- ▶ Creating exceptional customer experience
- ▶ Delivering ***the Legacy in Action*** Program through:
 - ▶ Understanding our **LEGACY** culture and mission/vision
 - ▶ Common Purpose
 - ▶ Quality Standards
 - ▶ Customer Experience Service Expectations
- ▶ Understanding Customer's Wants and Needs
- ▶ Creating Memorable Experiences While Providing Services
- ▶ Importance of Setting: Presentation and Image
- ▶ Service Recovery
- ▶ Overview of Certification Process

What is Customer Experience?

Is it the same
as customer
service?

What creates
customer
experience?

What Creates Customer Experience?

- ▶ Establishing a positive attitude and belief in the potential for enhancing both the present and the future for those we serve
- ▶ Understanding what customers want and need in order to deliver a robust and diverse array of service options that assist people in living their best life
- ▶ Striving constantly to make memorable moments out of sometimes very mundane tasks
- ▶ Incorporating “customer centered design” into program structure and processes to improve the overall customer experience

Vision/Mission Statement

All successful businesses have an articulated mission and vision, and a common purpose executed through the implementation of quality standards and observable customer experience/service expectations.



Workforce
Services
Vision
Statement

Together,
we are dedicated
to advancing
economies
and helping
communities thrive!

Achieving the Vision

- ▶ Customer Centered Design
- ▶ Establish a common purpose based on quality standards that outlines how to achieve the mission/vision
- ▶ Identify and implement a chain of key elements of excellence that is essential to realizing the mission
- ▶ Understand our customers' wants and needs and develop a set of service expectations that truly create a memorable customer experience
- ▶ Achieve our mission by identifying/refining tasks that align to our common purpose



Customer Centered Design

Connectivity



A Common Purpose

Operationalizes the organization's vision by simply stating the conditions (what, why and how) that must be present and embedded in all tasks performed to realize mission success

States our vision in a way that tasks can be clearly differentiated from simply performing tasks for task sake, but instead, focuses on those tasks essential to mission success



Our
Common
Purpose

We create an
environment
of hope and success
by empowering
those we serve with
respect and care.

Quality Standards

- ▶ Bring the Common Purpose to Life!
- ▶ Set the parameters for decision making
- ▶ Are clearly defined and prioritize the details of service delivery
- ▶ Allow consistent measurement of quality of service delivery
- ▶ Provide a framework to drive greater customer experience
- ▶ Communicated consistently to all staff

***Legacy in
Action:***
Quality
Standards

Respect

Customer Success

Integrity

Conduct

Integrity

A firm adherence to a code of ethics or moral standards



Being incorruptible, sound, and trustworthy



Staff demonstrate integrity by:

Saying what they will do;
Doing what they say

Follow-up
and follow through

Do the right things right

Respect

Treating others with esteem or worthy of regard



To be concerned about others



Staff demonstrate respect by:

Being present
in the here and now

Treating customers
as individuals

Being empathetic

Conduct

Conduct refers to a standard of behavior that is based on moral principles and the capability of leadership



Staff conduct themselves in a professional manner by demonstrating:

Being a role model

Showing a sense of
urgency

Being knowledgeable

Customer Success

Customer Success refers to our customers successfully obtaining and maintaining employment status



Staff demonstrate commitment to customer by:

Focusing on desired
outcomes

Celebrating success

Measuring what matters

Order is Crucial



Legacy in Action:

Quality Standards



Integrity

Conduct

Respect

Customer Success

Legacy in Action:

Service Expectations



Agreed upon set of behaviors that reflect and are necessary to implement an environment of hope and success through respect and care.

To achieve our common purpose, and aligned with our four Legacy in Action Quality Standards, team members are expected to consistently display these service expectations each and every day.

Service expectations allow for consistent observation of all staff in executing the Legacy in Action culture of unparalleled customer experience.

Integrity

Make commitments you can keep and keep your commitments

Provide accurate information to colleagues and customers

Every external customer prior to leaving with the opportunity to provide feedback about the services he/she received

Demonstrate empathy rather than sympathy when working the customer

Conduct

Dress appropriately in business attire, and clothing is presented neat and clean

Establish a positive rapport within the first few minutes of the (internal and external) customer interactions

Don't conduct personal conversations nor utilize your personal phone device while on the job, unless it is work-related

Respect

Greet every customer (internal and external)

Using the “ten foot rule,” shake customer’s hand and ask how to assist

Interact with the customer respectfully, on a timely basis, and with a sense of urgency

Escort customers to and from appointment(s) at a comfortable walking pace

Use external customer’s name throughout the interaction

Customer Success

Answer all customer questions or find someone who can

Demonstrate active listening in order to identify the customer's wants and needs necessary to achieve the desired outcome

Makes customer aware of resources and services available through the center

Contribute to customer's success by engaging in and/or leading a conversation

Explain next steps and timeline after each interaction

Thank the customer

Legacy in Action: Service Expectations

Remember that we have more in common than we have different

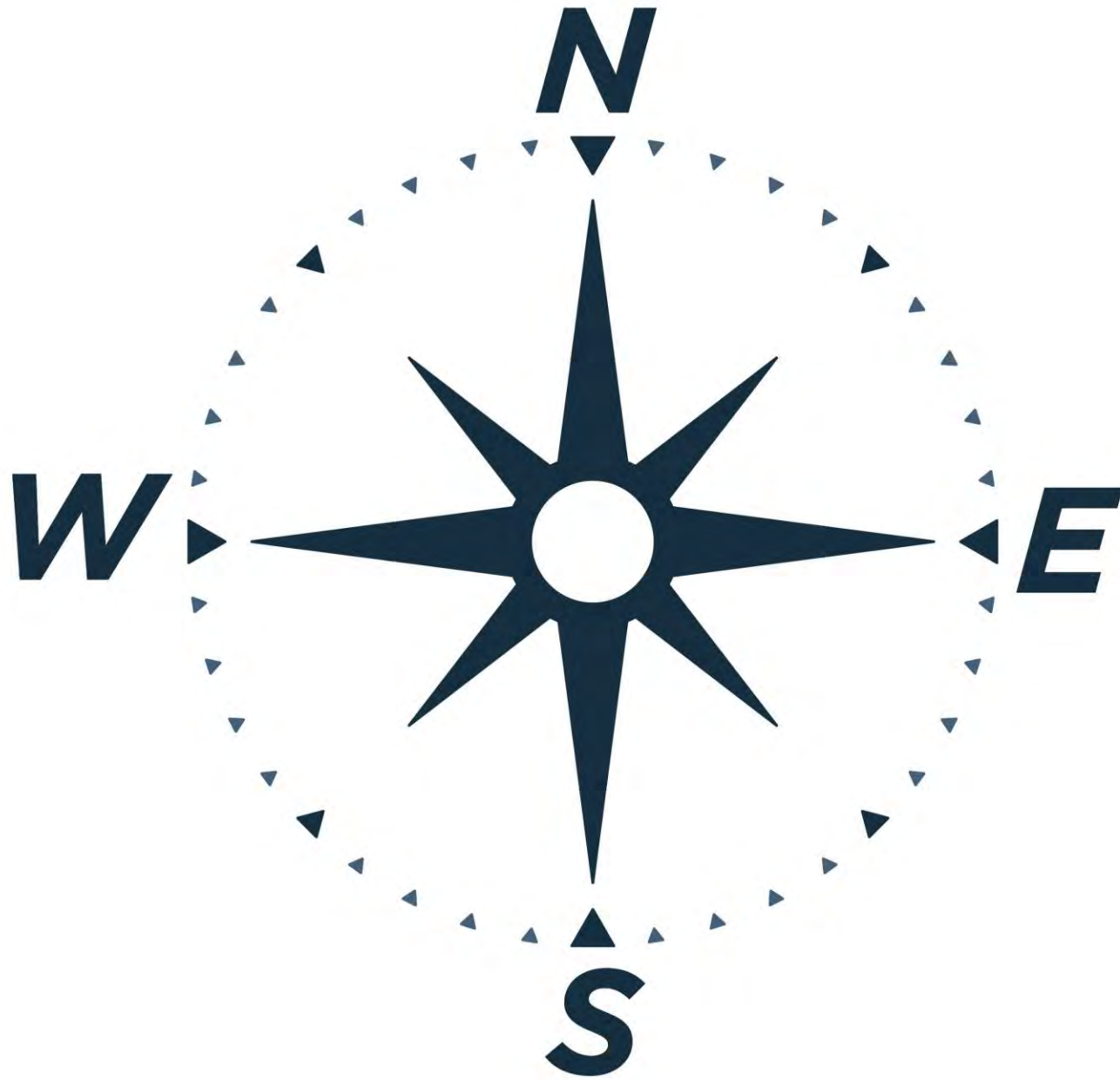
- Ask open ended questions, encourage a strengths-based approach
- Utilize Empathy Interview and/or Motivational Interview techniques
- Celebrate customer success (even the small stuff)

Empathy Interview Considerations

- **Tasks:** What tasks are we asking the customer to complete? Does he/she need help?
- **Feelings:** How is the customer feeling about his/her experience?
- **Pain Points:** What pain is he/she experiencing that he/she hopes to overcome?
- **Influences:** What support does the individual have to help them succeed?
- **Overall Goal:** What is the customer's primary goal and how can we help them achieve it?

Chain of Excellence





*Legacy in
Action:*

Service
Compass

Customers' Needs

- ▶ Basic
 - ▶ Water
 - ▶ Food
 - ▶ Shelter
- ▶ Situational
 - ▶ Requiring a product or service – our customers need both at times



4 Most Critical Customer Needs

- ▶ Help employers find qualified and well-suited employees on a timely basis
- ▶ Help job seekers get the skills that the employer wants
- ▶ Help job seekers eliminate barriers to getting jobs
- ▶ Help job seekers find and keep their jobs



Customer Expectations Based on Needs

- ▶ Respect
- ▶ Treated as individuals
- ▶ Provided services by knowledgeable team members
- ▶ Belief that everyone can be successful



Job Seeker Need: Get the Skills That Employers Need

WANTS:

- ▶ Educate me on the market and evaluate my skills
- ▶ Train and enhance my skills for a position match
- ▶ Help me navigate the “system”
- ▶ Develop a strategy or plan for execution
- ▶ Help me interview and prepare a resume

Wants



Employer Need: Find Skilled Employees Quickly

WANTS:

- ▶ Job seeker has soft skills
- ▶ Has industry-specific foundational skills
- ▶ Determine if job seeker is trainable for MY open positions and will stay long term

Wants



Underlying Wants

- What is the most frequently asked question at the Magic Kingdom?





Underlying Wants

WHAT TIME IS THE 3 O'CLOCK PARADE?

“Can you get me a job?”

- ▶ Can you help me pay my rent, child care, groceries, etc.?
- ▶ Are there any jobs for me NOW?
- ▶ Why is no one hiring?
- ▶ Why can't I get a job?
- ▶ Where is the job that I need (e.g. wage or skill requirements?)
- ▶ Others?



Customer Stereotypes

Positive Stereotypes of a Center

- ▶ This is where I can get a job
- ▶ There will be employment options
- ▶ There are financial resources
- ▶ Team Member is knowledgeable

Negative Stereotypes of a Center

- ▶ This will take a lot of time
- ▶ This will be a waste of time
- ▶ I will receive poor customer service

Creating Positive Stereotypes

- ▶ Be an advocate on behalf of our customers with partners and referring agencies
- ▶ Ensure each customer has a thorough orientation about the services that are offered through the workforce system as well as how the process will work for them to access these additional services
- ▶ Ask questions to understand underlying needs and wants
 - ▶ Maintain high expectations. You get what you expect...so always expect the best!
 - ▶ Emphasize opportunities and not requirements

Creating Positive Impressions

- ▶ Most of all, remember and execute the common purpose
- ▶ When we are creating an environment of hope and success that radiates respect and care and most importantly provides our customers with individualized services, negative impressions are impacted immediately



Customer Emotions

How Disney Created a Culture to Become the Happiest Place on Earth

Leadership Lessons
from
WALT DISNEY




Connecting Emotionally Through Magical Moments

- ▶ Toys/Coloring books to entertain children
- ▶ Greet everyone who walks in our door within 30 seconds
- ▶ “Ring the Bell” to recognize customer achievement
- ▶ Cabinet stocked with donated toiletries for customers
- ▶ Offer customer cold water or coffee
- ▶ Alumni celebrations
- ▶ Special parking spot
- ▶ Gift certificates
- ▶ Wall of Fame


Take Fives

- ▶ Walk someone to their destination in the Center
- ▶ Personally entertain their child
- ▶ Bring snacks to a workshop
- ▶ Stop and ask someone how we can help
- ▶ Support someone in resource room when you have extra time



We judge ourselves
based on our intentions.
Others judge us based
on our behaviors and the
service they receive.

-- STEPHEN M. R. COVEY, THE SPEED OF TRUST: THE
ONE THING THAT CHANGES EVERYTHING



I've learned that people will
forget what you said, people
will forget what you did, but
people will never forget how
you made them feel.

- -MAYA ANGELOU, (AMERICAN POET, MEMOIRIST)

Critical Tactics

- ▶ Tactics for Team Members
- ▶ Tactics for the Setting
- ▶ Tactics for Process



Creating a Delivery System that Reflects Hope and Success

Methods by which service is implemented and experience created:

- ▶ Team Members
- ▶ Setting:
 - ▶ Physical
 - ▶ Virtual resources
- ▶ Process
 - ▶ Policies
 - ▶ Procedures
 - ▶ Tasks
 - ▶ Events

Tactics for Team Members

1

Align all Team Members with the Common Purpose

2

Treat each Team Member as a customer

3

Provide clearly defined and measurable behavioral guidelines

4

Show empathy and support through respect and care

5

Celebrate Team Members when you see them exemplifying Service Expectations and creating an environment of "hope and success" for our clients and each other



Appearance and Image

Appropriate Attire

- ▶ **Style:** Traditional suits; sports coats with conservative slacks; business dresses; jackets or coordinated sweaters; muted patterns or pinstripes.
- ▶ **Tops:** Classic blouses/shells; dress shirts in white, pastel or conservative pinstripes. Shirts may be dark colored if they coordinate with a jacket, pants or a tie.
- ▶ **Pants/skirts:** Professional dress pants with coordinated blazers, vests, and/or cardigan-type sweaters. Skirts should be conservative, business length – no shorter than 2" above the kneecap.
- ▶ **Shoes:** Professional style, polished dress shoes – lace-up or loafer; classic pumps (open toe and/or heel); dress boots. Dark socks.
- ▶ **Accessories:** Classic jewelry and traditional ties in conservative stripes or muted patterns

5 Tactics for the Setting

1

Send
the right
message

2

Guide the
customer
experience

3

Employ
visual and
non-visual
details

4

Separate on
stage from
backstage

5

Maintain
the setting

Group Activity: Improve Our Setting



Reception
Area



Case
Management



Resource
Room



Orientation
Assessment



4 Tactics for Process

1

Align processes with customer expectations

2

Embed service expectations into all processes to ensure our common purpose and quality standards can always be executed

3

Encourage Team Member flexibility, depending on circumstances

4

Continuously improve processes to support customer expectations and employee service expectations

Bad Customer Service



Service Recovery

WHEN WE FAIL TO DELIVER

Service Recovery

- ▶ Starting point for recovery process begins with a dissatisfied customer or a poorly delivered process
- ▶ Employee perceptions of how an organization handles service recovery leads to higher employee job satisfaction
- ▶ Customer concerns and complaints should be tracked
- ▶ Remind staff that is handling a complaint to not become defensive as generally the anger is not about them, but about the process or a specific individual

Top 3 Service Failures

1. Customer's wait was too long
2. Team Member was not attentive or was rude
3. Customer was displeased with service

Service Recovery: HEART Method



Hear Them Out

Empathize

Apologize

Respond and Resolve

Thank Them

Hear them out

- ▶ Focus attention on customers
- ▶ Do not interrupt
- ▶ Let them finish their story
- ▶ Cue them to slow down, if necessary
- ▶ Don't put words in their mouth
- ▶ Avoid personal feelings



Empathize

- ▶ What does it mean to empathize?
- ▶ What is the difference between empathy and sympathy?
- ▶ Listen and Validate
 - ▶ “You sound concerned about...”
 - ▶ “It is frustrating to not be able to...”
 - ▶ “This sounds like it has been an upsetting experience for you.”
 - ▶ “It must be disappointing not be able to ...
 - ▶ “I can see why you are upset.”



Apologize

- ▶ Does an apology contain an excuse?
- ▶ Does this mean you have to take the blame?
- ▶ Be sincere and express regret
 - ▶ “I’m sorry this has happened.”
 - ▶ “I apologize.”
 - ▶ “I’m sorry for the confusion.”
- ▶ Explain what went wrong and acknowledge responsibility



Respond and Resolve

- ▶ Know what the customer wants:
 - ▶ Confirm your understanding of the customer complaint
 - ▶ Ask, “What can we do to fix the situation?”
- ▶ Work together toward a satisfactory solution;
 - ▶ Let the customer know that you are in this together.
- ▶ Commit the necessary resources to achieve the desired outcome
- ▶ Good information is good service. Make sure you provide accurate information



Respond and Resolve

- ▶ Don't provide lip service
 - ▶ Making promises that you can't keep will only make the situation worse
 - ▶ Always promise low and deliver high
- ▶ Follow-up
 - ▶ If you hand-off the customer to someone else, make sure you follow up with both parties (the customer and your team member) to make sure the situation was resolved



Thank Them

- ▶ ALWAYS thank the customer for bringing the issue to our attention



What Will Be Different Going Forward

**Embedding
our common
purpose,
quality
standards
and
customer
service
expectations
in ALL
that we do**

**Each and
every day
creating a
memorable
moment for
someone**

**Recognize
staff
putting into
effect
the Legacy
In Action
service
expectations
using the new
observation
app**

What Will Be Different Going Forward

Creating a customer service/ experience work group with adequate representation across the project that vets new ideas for service improvement

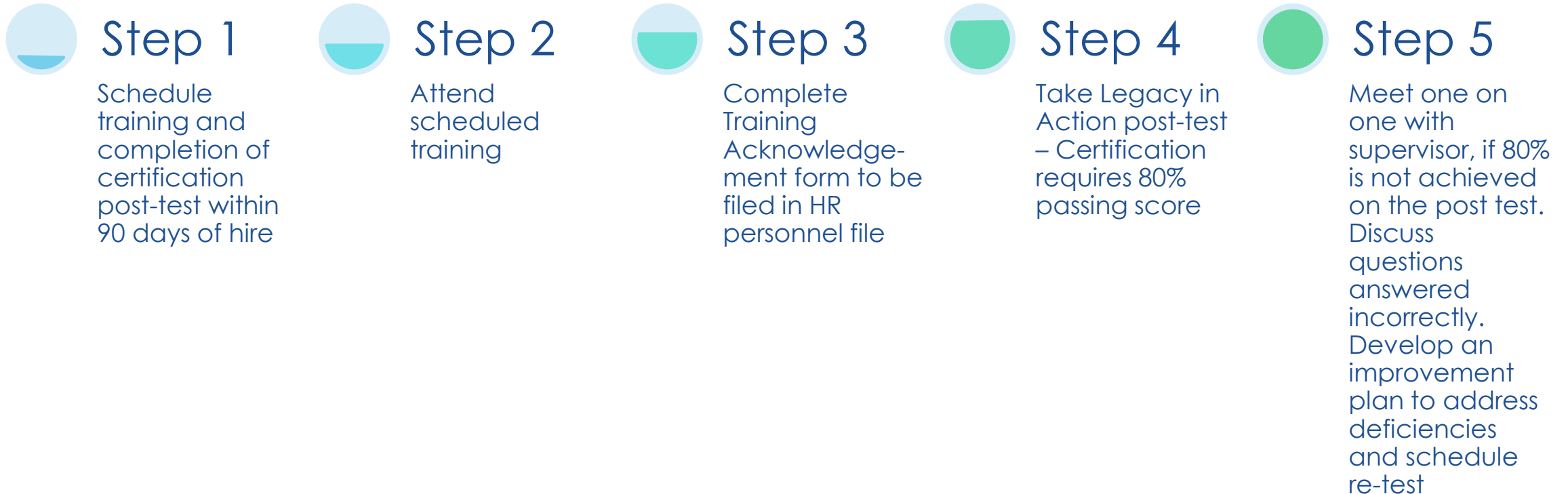
Focus on recognition of staff who continually exhibit the service expectations through the LEGACY nomination process or the LEGACY in Action App

Greater understanding by Leadership that internal customer experience is just as important as external customer experience

Greater emphasis on celebrating success by customer and staff for providing outstanding customer service/ experience

Experiencing the joy of working in an environment of hope and success and the rewards it brings

Certification Process

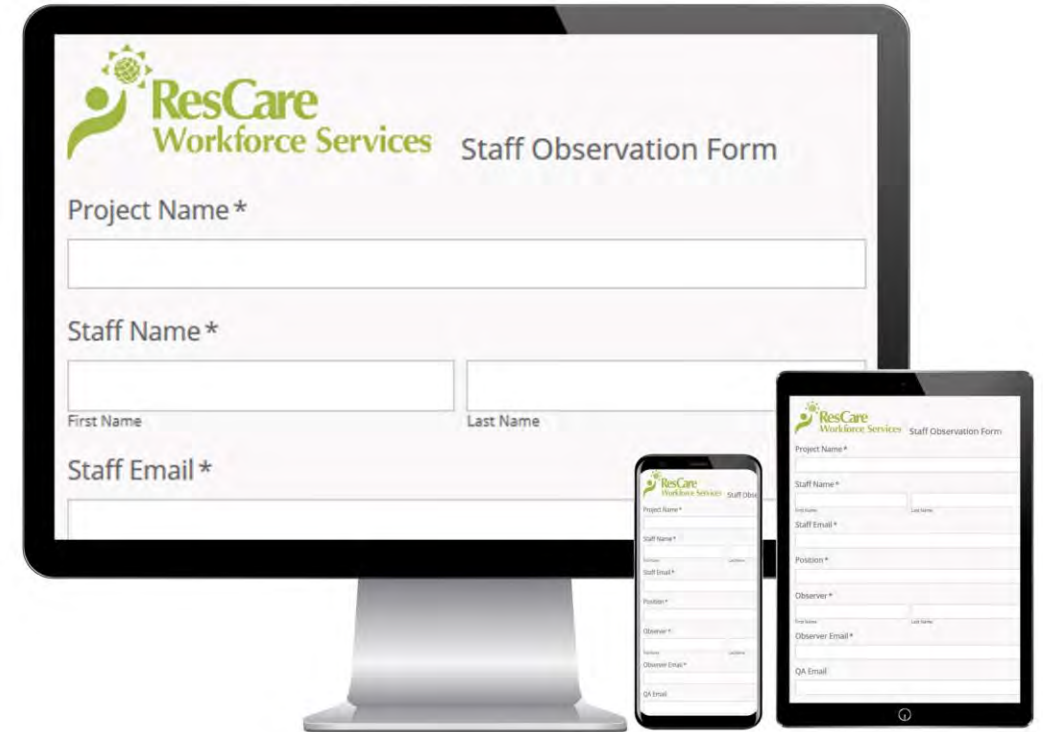


Legacy in Action Staff Observation Tool

TO CELEBRATE YOU AND YOUR TEAM CREATING
AN ENVIRONMENT OF HOPE AND SUCCESS!

Staff Observation Tool

- ▶ Conduct on-the-spot observations of team members demonstrating Legacy in Action!
- ▶ Collects data in real-time, rather than on a set schedule
- ▶ Accessible from any device
- ▶ <https://workforce.formstack.com/forms/observation>



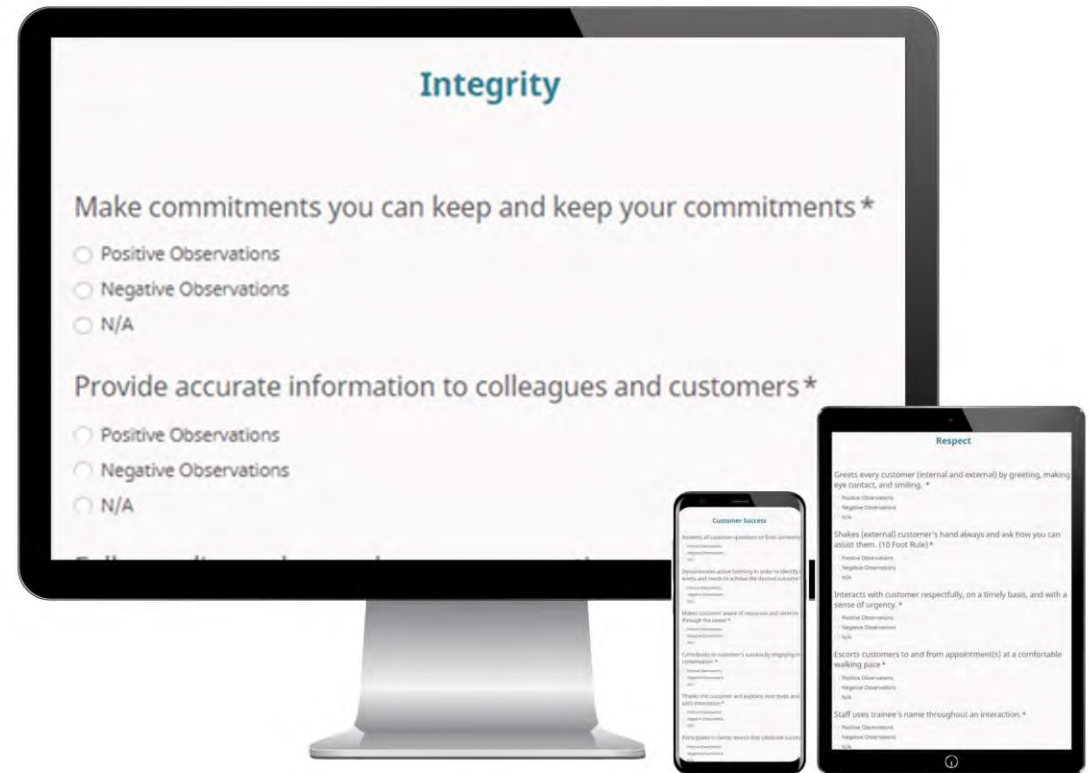
The image displays the ResCare Workforce Services Staff Observation Form on three different devices: a desktop monitor, a smartphone, and a tablet. The form is titled "ResCare Workforce Services Staff Observation Form" and includes the following fields:

- Project Name *
- Staff Name * (split into First Name and Last Name)
- Staff Email *
- Observer *
- Observer Email *
- QA Email

The form is designed to be accessible from any device, as indicated by the text "Accessible from any device" in the list on the left.

Staff Observation Tool

- ▶ Sections for each Legacy in Action Quality Standard and Service Expectation
- ▶ Questions are easy toggle answers:
 - ▶ Yes, No, or N/A
- ▶ One open-ended question for comments
- ▶ An email summary is sent to:
 - ▶ The team member
 - ▶ Their supervisor



Customer service does not
come from a manual,
it comes from the heart.
When it comes to taking
care of the customer,
you can never do too much
and there is NO wrong way
if it comes from the heart.

-- MRS. FIELDS



SC WORKS QUARTERLY TRAINING

Location: USC Career Readiness Center

Date: 5/17/2024

Time: 9:00 am – 4:00 pm

Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:20 am	Welcome/Housekeeping/Project Updates	Kenneth Taylor
9:30 am – 10:30 am	Overview of the Nursing Assistant Bridge Program with Essential Healthcare Services	Angela Huntley and Team
10:30 am – 11:15 am	Overview of the organization One Spartanburg Inc	Ron Garner and Team
11:30 am – 11:45 pm	Safety/Customer Survey Update	Kenneth Taylor
11:45 am – 1:15 pm	Lunch Break – See what Spartanburg has to offer	On Your Own
1:30 pm – 2:30 pm	Overview of services offered by Greer Relief and highlighting the new location	Caroline Robertson
2:30 pm – 3:30 pm	Overview of Employment Services Program at the Charles Lea Center	Lajuana Denesha

**Staff will break into Programs for meetings from 3:30 pm to 4:00 pm*

SC WORKS QUARTERLY TRAINING

Location: McAlister Square Mall

Date: 8/25/2023

Time: 9:00 am – 4:00 pm

Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:30 am	Welcome and Project Updates	Nikki Burgess
9:30 am – 10:00 am	Suicide prevention and Crisis hotline overview with Mental Health America of Greenville County	Nicole Coleman
10:15 am – 10:45 am	Cultural competence/recognition with respect to Native Americans. Presentation by the Piedmont American Indian Association Lower Eastern Cherokee Nation of South Carolina.	Chief Dexter Sharp
11:00 am – 12:00 pm	Breakout Sessions by Division of Responsibility/Primary area of interest	Multiple Rooms
12:00 pm – 1:30 pm	Lunch Break – See what Greenville has to offer	On Your Own
1:45 pm – 2:30 pm	Overview of programs offered by FAVOR Upstate, including participant testimonials	Mackenzie Higdon
2:45 pm – 3:45 pm	First Amendment Auditor Training	Nikki Burgess

SC WORKS QUARTERLY TRAINING

Location: McAllister Square
Date: 2/23/2024
Time: 9:00 am – 3:30 pm
Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:15 am	Welcome/Project Updates/Safety Updates	Nikki/Kenneth
9:15 am – 9:45 am	Social Services Scenarios	SC DSS Staff
9:45 am – 10:45 am	Wagner-Peyser Scenarios	SC DEW Staff
11:00 am – 11:45 am	WIOA Youth Scenarios	Achieve/Eckerd
12:00 pm – 1:15 pm	Lunch Break	On Your Own
1:30 pm – 2:15 pm	Moving to Work Self-Sufficiency (STEPS)	Jenneh Jones - GHA
2:15 pm – 3:00 pm	WIOA Adult/DW Scenarios	WIOA Facilitators/BST Staff



SC WORKS QUARTERLY TRAINING

Location: McAlister Square Mall

Date: 8/23/2024

Time: 9:00 am – 4:00 pm

Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:20 am	Welcome/Housekeeping/Project Updates	Kenneth Taylor
9:30 am – 10:00 am	Overview of the RWA Role in SC Works	Sara Neil-Spencer and Stacey McKinney
10:00 am – 10:30 am	Overview of the Rural Outreach Initiative	Mary Baker and Nicole Plata
10:45 am – 11:15 pm	Employer Spotlight: SC Highway Patrol	Lt. Joe Hovis
11:15 am – 12:00 pm	Solutions Recovery Center Presentation	Izzy Lampley
12:00 pm – 1:30 pm	Lunch on your own – Enjoy Greenville Cuisine	All Staff
1:45 pm – 2:45 pm	Overview of the FEC/How to Combat Inflation	Sheryl Hanshaw
2:45 pm – 3:15 pm	Safety/Customer Feedback Updates/Closing Remarks	Kenneth Taylor

*** Staff will break into individual Programs at the conclusion of the Agenda*

SC WORKS

GREATER UPSTATE
BRIDGING EMPLOYERS
AND THE REGION'S TALENT

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Tami Eimer	RESEA	Tami Eimer	
2	Jay Breen	SC DEW	Jay Breen	
3	Heather Reid	Equus	Heather Reid	
4	Angela Ruff	Equus	Angela Ruff	
5	Christy Baker	SC DEW	Christy Baker	
6	LAWRENCE PARKS	WORKFORCE CONSULTANT	L Parks	
7	Carolyn Washburn	DVOP	Carolyn Washburn	
8	John Wade	DVOP	John Wade	
9	CHERYL EARLE	DEW	Cheryl Earle	
10	Hope Martin	EQUUS	Hope Martin	
11	Frank Floyd	DEW	Frank Floyd	
12	Anna Oswald	Achieve	Anna Oswald	
13	Amber Caldwell	Achieve	Amber Caldwell	
14	Jenifer Henderson	Achieve	Jenifer Henderson	
15	Susan Ross	DEW	Susan Ross	
16	Judell Mapstone	SC DEW	Judell Mapstone	
17	Jennifer Foster	SC DEW	Jennifer Foster	
18	Ernest Meyers	SC DEW	Ernest Meyers	
19	Teresa Smith	Eckerd	Teresa Smith	
20	MICHAEL DETY	SC DSS	Michael Dety	
21	Tom Morris	Equus	Tom Morris	
22	Mary Springer	Equus	Mary Springer	

SC WORKS

GREATER UPSTATE
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Deanna Benick	Equus	Deanna Benick	
2	Rebecca Simmons	Equus	Rebecca Simmons	
3	Karl Kapfinger	DEW	Karl Kapfinger	
4	Amy Hill	DEW	Amy Hill	
5	Davey Smith	DEW	Davey Smith	
6	Kathy Phillips	DEW	Kathy Phillips	
7	Basem Graupen	DEW	Basem Graupen	
8	Lynne Armond	DEW	Lynne Armond	
9	Robert Hall	DEW	Robert Hall	
10	Anne Brock Trail	DEW	Anne Brock Trail	
11	John Powell	DEW	John Powell	
12	M Hunter	DEW	M Hunter	
13	Matt B Smith	DEW	Matt B Smith	
14	Jennifer Wheeler	DSS	Jennifer Wheeler	
15	Heather Peahuff	DSS	Heather Peahuff	
16	Antrey Frazier	WSD/Eckerd	Antrey Frazier	
17	Cassandra Sullivan	DSS	Cassandra Sullivan	
18	Melanie Hughes	DSS	Melanie Hughes	
19	Margaret Winter	Eckerd	Margaret Winter	
20	Kimberly Smith	Eckerd	Kimberly Smith	
21	Sophia Littlejohn	DEW ES	Sophia Littlejohn	
22	Roxie Watts	Equus	Roxie Watts	

Frederica H. Equus

Frederica H. Equus

SC WORKS

GREATER UPSTATE
WORKING TOGETHER
AND THE FUTURE TOGETHER

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)


Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Mary Beth Walters	Reg. Equus	Mary Beth Walters	
2	Alayna Monroe	Equus	Alayna Monroe	
3	Kayla Kirby	Equus	K. Kirby	
4	Kenneth Taylor	Equus	[Signature]	
5	Lowen Chaplin	Equus	[Signature]	
6	Susan Griffith	Achieve	Susan Griffith	
7	Lisa Hannon	Achieve	Lisa Hannon	
8	Keisha Santor	RESEA(NEW)	Keisha Santor	
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Submit Reset

25 records per page Filter:

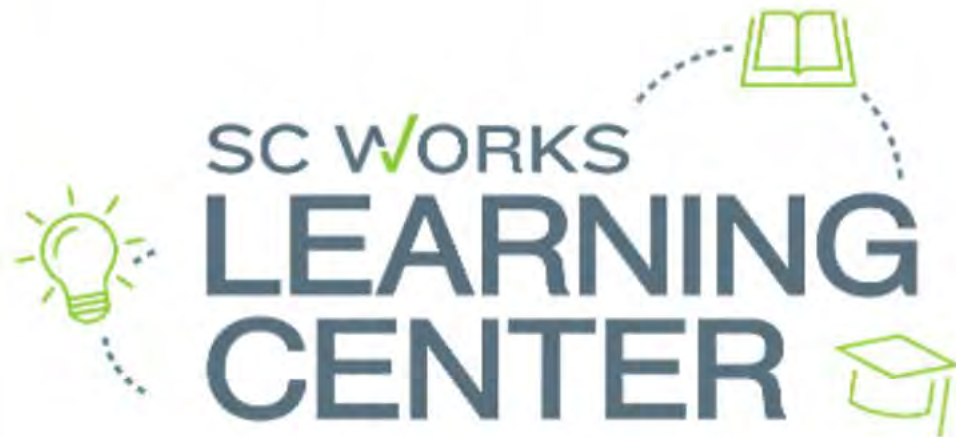
Showing 1 to 12 of 12 entries

Name	Content Code	Code 1	Code 2	Code 3	E-Signature Routing	Description
Able SC - Partner Video						
Federal Bonding						
Individual Employment Plan (IEP) Procedures for SCWOS						A course about the Individual Employment Plan (IEP... 
Operating the VOS Greeter						
SC Childcare: ABC Quality - Partner Video						
SC Childcare: Scholarship - Partner Video						
SC Commission for the Blind - Partner Video						
SC Department of Social Services - Partner Video						
SC Vocational Rehabilitation - Partner Video						
The 11-Step Wagner-Peyser Application						This is a course on the 11-Step Wagner-Peyser Appl... 
Work Opportunity Tax Credit						This course is SECOND CHANCE focused and applies t... 
WOTC Program Overview						This course is focused on FULL PROGRAM ORIENTATION... 

Showing 1 to 12 of 12 entries

SC Works Learning System

Noverant LMS - Enterprise



Username:

[Forgot Username?](#)

Password:

[Forgot Password?](#)

[Sign In](#)



My Records

CCWD Portal

SCWorks.org

SCWOS

Welcome **Kenneth Taylor** to Noverant LMS!

Search Catalog

0

Total Completions

0

Completions (Past 30 Days)

0

Expirations (Next 90 Days)

My Calendar

My Records

▼ Mandatory Training – 0

Sort by: Due Date (asc) ▼

Overdue <10 Days <30 Days ≥30 Days

You have no incomplete assignments!

▼ Announcements – 0

All

No Current Announcements

All Announcements



Yount, Eric <eyount@dew.sc.gov>

Cc: Ceasar, Allisia <ACeasar@dew.sc.gov>; Stamey, Eric <EStamey@dew.sc.gov>



Tue 4/6/2025 11:23 AM

Retention: Exchange_SharePoint_OneDrive_MS 365 Group (7 years) Expires: Tue 4/6/2032 11:23 AM

This sender eyount@dew.sc.gov is from outside your organization.

Block sender

Greetings!

Here's a quick update on the LMS and our projects in the Workforce Learning Office:

- LMS managers can now see "How to" guides under Browse Catalog." Please contact me if you would like another LMS how to guide and I'll create it!
- **We have added SCWOS modules!** Your staff now have access to the 11-Step Wagner-Peyser Application and Individual Employment Plans (IEP) SCWOS modules.
- We added partner videos, WOTC, and Federal Bonding modules that are accessible to all staff.
- **Soon to be published:** Case Notes, Staff Referrals, and Documents/Redaction Tool modules.
- **In the next few months:** Adding Activity Codes, Job Orders, Job Referrals, WIOA Eligibility, and My Alerts
- User Validation is coming in June per State Instruction, I'll send more information on that at a later date.

Also, we have added several handouts and desk aids:

- Virtual Recruiter
- SCWOS Career Explorer
- Jobseeker Employer Searchable Data
- Occupational LMI Data in SCWOS
- Uploading a Resume into SCWOS

Note: Some LMS modules have additional handouts located in the resources link on the top right corner of the module while taking the course. Once example is a Case Notes Desk Aid that you can find in the resources link. Be sure to check it out!

Let your staff know what's available on the LMS and please include your administrator and other partner staff who have access. To find any published item, visit the "Browse Catalog" tab in the LMS. As always, I'm here to help so please reach out if you have any questions or concerns.

LMS Link: <https://scworklearningcenter.noverant.com/>

You received this email because you are an LMS Manager. If you believe you received this email in error, please let me know.

Respectfully,



ERIC YOUNT
Workforce Learning Manager

Desk: (803) 737-0087
Email: eyount@dew.sc.gov

HEART

Recognition

HONOR

Presented to: Yarnell Rivera

Thank you for demonstrating our HEART values in the following way:

Yarnell embodies the spirit of SC Works on a daily basis. Having just started a few months ago, his impact on our community is already apparent in the center. Recently, a client that he assisted returned to the center to thank him for the resume assistance he provided. The client obtained employment and wanted to express his gratitude to Yarnell personally. Moments like these truly define why Yarnell is such a valued asset to the Greenville Team. Thank you Yarnell for all you do!

Kenneth Taylor

Recognized by

04-01-2025

Date

Welcome!

Sign up sheet



EVENT: JULY PARTNER MEETING

DATE: JULY 23, 2024

NO.	NAME	EMAIL	PHONE
1	Karen Wippel	k.wippel@charlestondiocese.org	864-542-5671
2	Sr. Theresa Adeboye	tadeboye@charlestondiocese.org	832-591-4000
3	Niahple Henderson	niahplehenderson@yahoo.com	864-371-0012
4	Chykyia Henderson	hendersonchykyia@gmail.com	864-603-7777
5	Chykyia Henderson	chykyiakommaraz@gmail.com	(864)-371-0012
6	Tina Dadd	Drive Alert	
7	Stephanie P.	Drive Alert	
8	Tia	Drive Alert	
9	Bradley	Financial Empowerment	
10	Fredesca Hutchinson		
11			
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25			

(27)

Welcome!

Sign up sheet



EVENT: JULY PARTNER MEETING

DATE: JULY 23, 2024

NO.	NAME	EMAIL	PHONE
1	Frank Floyd	floyd@dew.sc.gov	864-631-0711
2	Cassandra Sullivan	cassandra.sullivan@dss.sc.gov	803-767-0628
3	Amy Hill	amyburrell23@gmail.com	
4	Teresa Smith	tesmith@eckerd.org	864-399-5939
5	Kathy Phillips	kephillips@daw.sc.gov	864-467-8780
6	Michelle Stowers	mstowers@goodwillsc.org	(864) 354-1811
7	Tina Dent	tina.dent@dss.sc.gov	803-638-1818
8	Brenda Rathz	brenda.rathz@dss.sc.gov	864-828-2824
9	Julia Schaff	juliaschaff@tel.az	710-7987
10	Jay Yarbrough	Jay@ripleofore.org	864-787-0062
11	Jeanne McGill	JMcGill@newkennel.org	864-483-0551
12	JENNEH JONES	jennehj@tgha.net	864-990-0236
13	Paulette Dunn	Paulette.dunn@sedonasc.gov	
14	Josiah Bamberg		
15	Hope Martin	hopelymartin@yahoo.com	
16	Christy Bailey	christy.bailey@yahoo.com	
17	Kylie Stackis	kylie@treesupstate.org	
18			
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25			

Sign-In List

Date: 28 August 2024

No:

[illegible]

Partner Meeting
Greer Relief and Resource Agency

(23)

Sign-In List

Date: 28 August 2024

No:

No.	Name	Phone	Email
	Dee DiCarlo	864-540-1656	doreen.dicarlo@thriveupstate.org
	Teresa Smith	864-399-5939	tesmith@eeked.org
	Krystal Henry	864-269-8700	Khenry@share.sc.org
	Tina Dodd	864-297-7878	tdodd@drivealead-training.com
	Stephania Bejster	864-297-7878	Info@drivealead-training.com
	Charles Hamilton	(864) 630-4139	astoundingangels@yahoo.com
	Brenda Kelly	864-282-4708	brenda.roth@dcss.sc.gov
	Izzy Lampley	864-775-9135	lampley779@gmail.com
	Chris Evette	864-567-3210	SOLUTIONS@csjv@gmail.com
	Amy Hill		amhill@dew.sc.gov
	Kathy Phillips		
	Cassandra Sullivan	803-767-0628	
	Tina Dent	803-638-1863	
	M.J. Christ	803-348-4275	mstewart@clermont.edu
	Sheratta Irby	864-979-7794	astoundingangels@yahoo.com
	Jay Yarbrough	864-797-0062	jay@appleofcare.org
	CAROLINE ROBERTSON	864-608-7570	caroline@greerrelief.org

Partner Meeting
Greenville Chamber of Commerce

Sign-In List

Date: 25, September 2024

No:

No.	Name	Phone	Email
1	Jeremy Winkle	864-350-5334	Jeremy.Winkle@ppwsc.org
2	Rachel Colburn	864-627-9829	rcolburn@appleone.com
3	Sara Morda	864 349 6863	smorda@greenvillechamber.org
4	Teresa Smith	864-399-4258	tesmith@eckerd.org
5	Danica Johnson	864-269-0700	djohnson@shore4e.org
6	Lekia Dennis	864-960-3209	lekiad@tjha.net
7	Jenneh Jones	864 990 0236	jenneh.j@tjha.net
8	Carlos Rodriguez	864-990-0770	carlos@tjha.net
9	Brenda Rathz	864-282-4708	brenda.rathz@dss.sc.gov
10	Tina Dodd	864-297-7878	tdodd@deventer+teaminc.com
11	Dore D. Carl	864 540 6565	ddoreen.dicarlo@thriveupstate.org
12	Cassandra Sullivan	803-767-0628	cassandra.sullivan@cks.org
13	Lindsey Winegard		julias@ripplestone.org
14	Julia Skaefer		lindsey@ripplestone.org
15	Rebecca Fabanwa	864-305-9876	HeartofCompassion19@gmail.com

Sign-In List

Monthly Partner Meeting:

Palmetto Carolina Treatment Center

Date: November 20 2024

Leyla K. Musa BA, ADC

No.	Name	Phone	Email
	Melanie Cannon	864-412-4774	mcannon@palmetto.org
	Jonathan Willo	843 906 8346	jonathan@eatfarmfreshpart.com
	Stephane Priest	386-1349	
	Selena Gann	864 467 5373	Sgann@greenvillesc.gov
	Destinee Hensley	864-467-5508	dhensley@greenvillesc.gov
	Dee D. G. /o	864 540 6505	doreen.dicarlo@thriveparks.org
	Chameka Duncan	864 355-6680	ckduncan@greenville.k12.sc.us
	Michele Bull	864-488-4023	mbull@limestone.edu
	Chris Egan	864 567 3210	SOLUTIONS@GVL@gmail.com
	Stephanie Richardson	864-676-4411	richardson.stephanie@klocorps.org
	Claire Beachy	478-250-2644	cbeachy@clermontcharleston.org
	Karen Whippel	864-542-5671	kwhippel@clermontcharleston.org
	Theresa Adeboye	832-591-4021	tadeboye@clermontcharleston.org
	Lindsey Winegard	864-915-1168	lindsey@ripptofine.org
	M.S. Christ	803 348 4225	mstort@clermont.edu
	Paris Salley	803 917-7137	ppercell@gateway-sc.org

Sign-In List

Palmetto Carolina Treatment Center

Date: November 20 2024

Leyla K. Musa BA, ADC

[illegible]

HELLO
APRIL

CENTER

INFORMATION:

FRIDAY FRIDGE

CLEANING

FRIDAY—4/11

DEW



HAPPY APRIL
BIRTHDAYS!

BIRTHDAY'S

GREENVILLE

ASHLEY RANDOLPH—
DEW-2ND

JUSTINE CARTER-DSS-
15TH

FREDERICA HUTCHINSON
-EQUUS—24TH

GREENVILLE

WEEKLY WRAP

APRIL 2025/WEEK 14

MARKET PLACE STAFFING

WHEN: EVERY MONDAY

WHERE:

SC WORKS

MCALISTER SQ.

225 S. PLEASANTBURG DR.

GREENVILLE, SC 29607

TIME: 9 AM—12 PM



ASTONISHING ANGELS

WHEN: WEDNESDAY 4/16

WHERE: VIRTUAL

TIME: 10 AM—1 PM

AVAILABLE POSITIONS:

Certified Nursing Assistant

Personal Care Assistant

PAY RANGE :

\$ 12.00 PER HOUR **POSSIBLE INCREASE BASED ON EXPERIENCE **



WHEN: THURSDAY 4/24

WHERE: VIRTUAL

TIME: 10 AM—1 PM

SCAN the CODE

COMPLETE REGISTRATION

SCHEDULE TIME TO CHAT

BROWSE BOOTHS

FIND A NEW CAREER

Congratulations

LET'S CONGRATULATE JOHN WADE.

**JOHN IS OUR NEW
REGIONAL BUSINESS CONSULTANT**

CONGRATULATIONS JOHN WADE!

COMMUNITY & CAREER FAIR

JOBS, COLLEGES & COMMUNITY RESOURCES

WHEN: FRIDAY 4/25

WHERE: SULLIVAN CENTER LIFELONG FOR LEARNING

206 WILKINS ST.

GREENVILLE, SC 29605

TIME: 9AM—1 PM

JOIN US OUTDOORS BEHIND THE SULLIVAN CENTER

BRING YOUR RESUME!

EMPLOYERS MAY INTERVIEW ON THE SPOT!

Management Standards – Standard 4

4. The SC Works Center is accountable for results.

- a. The SC Works Center uses the SCWOS Greeter to monitor utilization of services and center traffic.

As required, we utilize the SCWOS VOS Greeter system to check in every customer that enters the center and receives services. Reports are generated by the Center management and the Workforce Board to review. In addition, monthly dashboards are submitted to the Workforce Board for review; this is another tool that allows the board to measure effectiveness.

- b. There is a method of assessing center-wide effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

Various tools are implemented to measure success and areas for improvement. The top tool utilized are the customer surveys. Programmatic, Financial, and Equal Opportunity monitoring is conducted by SCDEW and the Greenville County Workforce Development Board annually, which measure the effectiveness of our One-Stop delivery system.

In addition, the Greenville County Workforce Development Board also utilizes an additional phone survey for customer feedback. This is managed by SC Works and results are provided to GCWDB on a monthly basis.

- c. The SC Works Center management examines its cost structure and looks for ways to operate effectively in a cost-efficient manner.

The Greenville County Workforce Development Board has oversight of the One-Stop System and is ultimately responsible for the system's success.

The Operator and GCWDB staff regularly discuss best practices with staff and partners in the operation of the comprehensive center, to assist in eliminating duplication of services. Using WIOA regulations as the framework and reference guide, as well as other government manuals (TAG), the MOU/RSA process identifies partners and their services that can be effective in the center system. Core partners participate through cost sharing (square foot methodology) as allowable, but also contribute through services, such as conducting workshops, manning the Resource Room, and other actions to allow each partner to maximize participation.

SC Works management reviews grant opportunities to see where these funds can be used to offset costs that would otherwise be shared by SC Works partner programs.

By collaborating and partnering with the Upstate Workforce Board, we have showcased an innovative approach to being both effective and efficient. Many services are shared responsibilities: Operator, Operations Manager, Project Accountant, Director of Business Solutions, SCWOS Coordinator and more.

VOSGreeter® - by Visit Reason

Region/LWDB: Greenville

Start Date: 03/01/2025

End Date: 03/31/2025

Report Run Time: 04/02/2025 9:57:05 AM

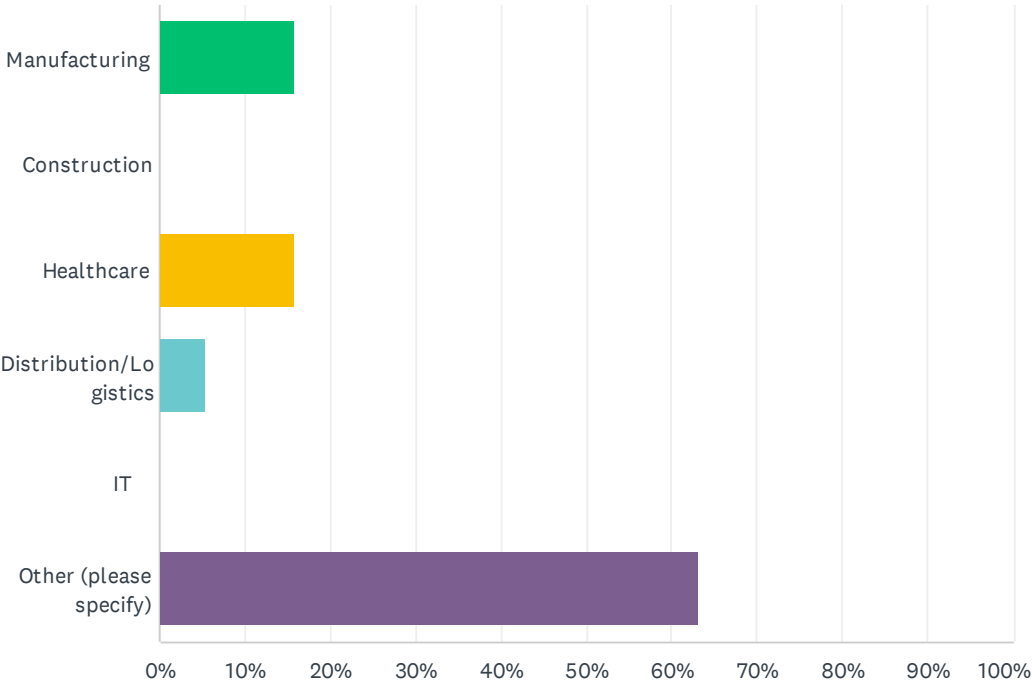
Parent Reason	Visit Reason	Individuals	Percent	Average Wait Time
Job Search Assistance	Job Search Assistance / Username / Password	610	35.42%	28 minutes
	Appointment with Frank	1	0.06%	0 minutes
	Appointment with Lawrence	3	0.17%	5 minutes
		614		
RESEA	Reemployment Services & Eligibility (RESEA)	231	13.41%	13 hours, 54 minutes
		231		
Unemployment Assistance	Unemployment Assistance	272	15.80%	23 minutes
		272		
Veterans Services	Veterans Services	19	1.10%	4 hours, 39 minutes
		19		
Workshop	Workshop (Frederica)	16	0.93%	0 Minutes
		16		
Hiring Event	Hiring Event/Job Fair	422	24.51%	0 Minutes
		422		
WIOA Adult/DW	Workforce & Innovation Opportunity (WIOA)- Adult, Dislocated Worke	28	1.63%	15 hours, 28 minutes
		28		
WIN / WorkKeys Testing	Take WIN Assessment - WIOA Clients	10	0.58%	0 Minutes
		10		
DSS	DSS (Tina D.)	22	1.28%	0 Minutes
	DSS (Justine C.)	8	0.46%	0 Minutes
	DSS (Cassandra S.)	6	0.35%	0 Minutes
	DSS (Alex)	6	0.35%	0 Minutes
		42		
JobCorps	JobCorps	1	0.06%	0 Minutes
		1		
WRAP Appointment	WRAP Appointment	67	3.89%	6 hours, 45 minutes
		67		
Parent Reason	Visit Reason	Individuals	Percent	Average Wait Time
	Total Visit Reason Count:	1,722	100.00%	3 hours, 43 minutes
	Grand Total Number of Individuals:	1,557		
Total Rows: 16				

Q1 Company Name

Answered: 19 Skipped: 0

Q2 What industry does your company represent?

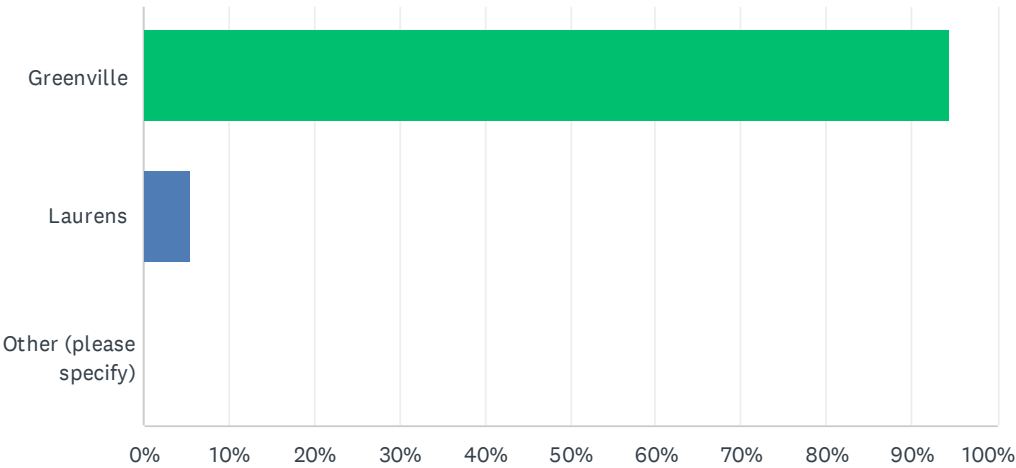
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Manufacturing	15.79%	3
Construction	0.00%	0
Healthcare	15.79%	3
Distribution/Logistics	5.26%	1
IT	0.00%	0
Other (please specify)	63.16%	12
TOTAL		19

Q3 Which county is your company located in?

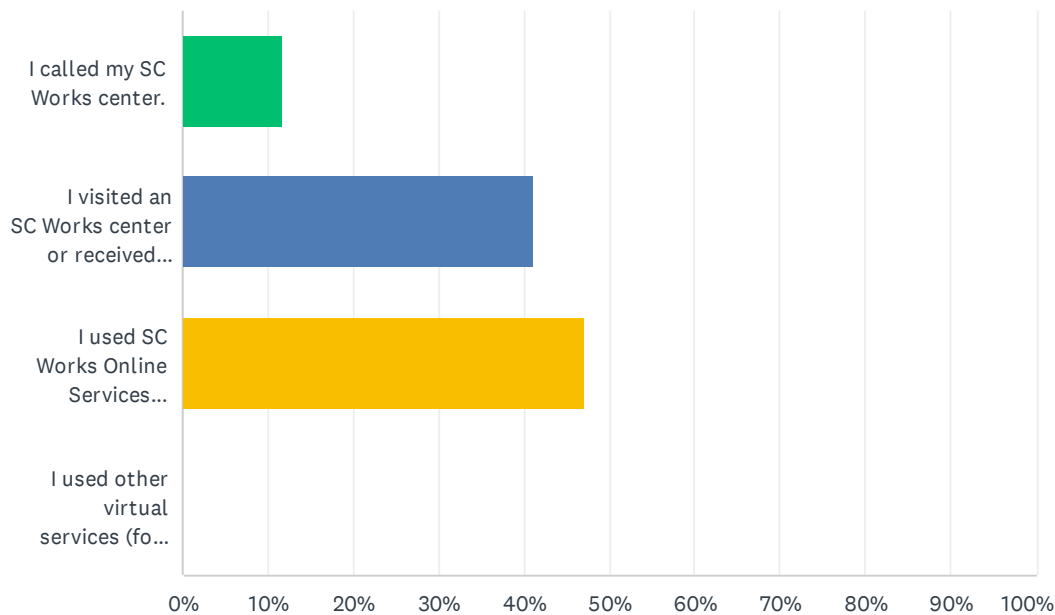
Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES	
Greenville	94.44%	17
Laurens	5.56%	1
Other (please specify)	0.00%	0
TOTAL		18

Q4 Thinking about your most recent experience, in what way did you access SC Works services?

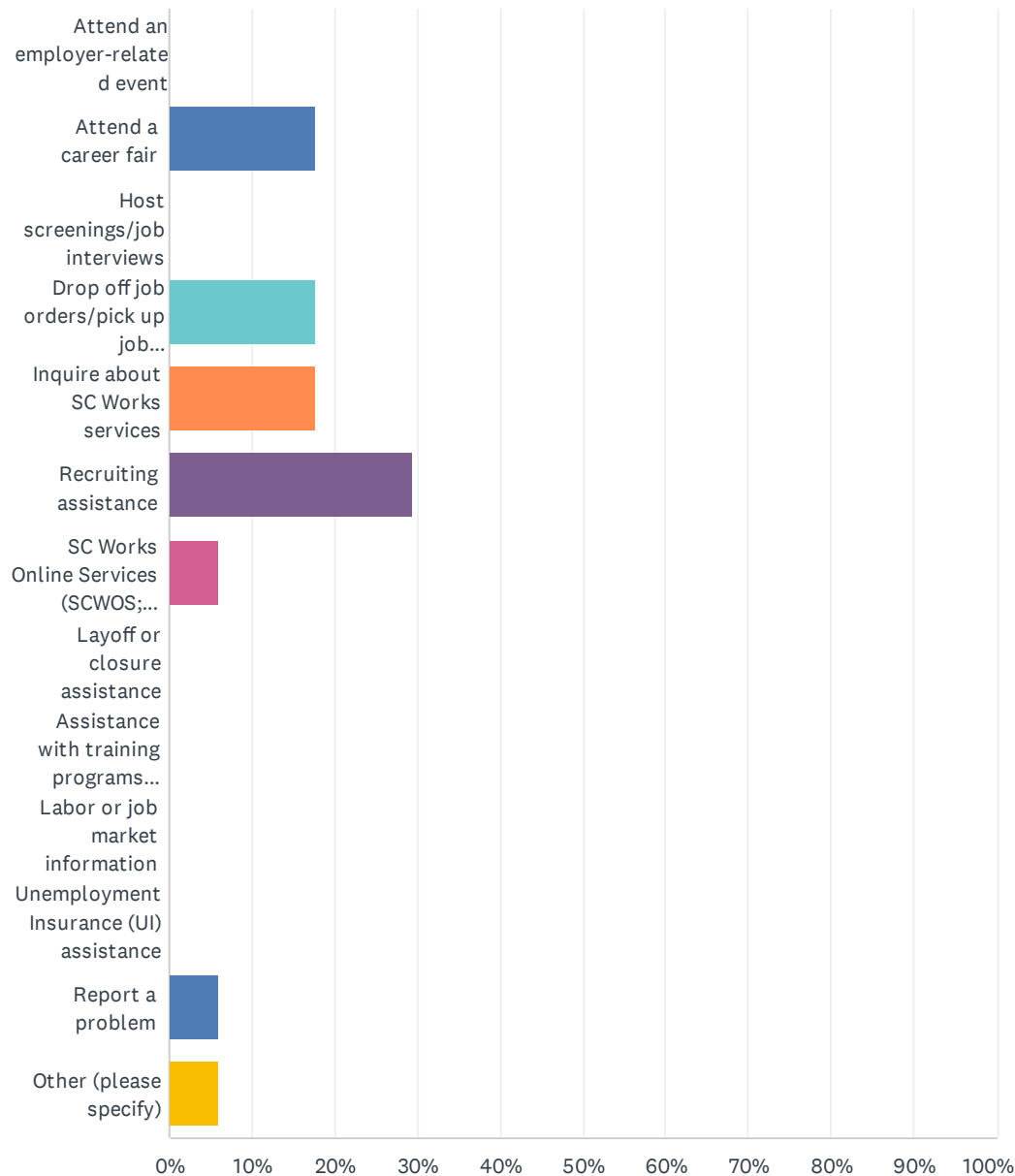
Answered: 17 Skipped: 2



ANSWER CHOICES	RESPONSES	
I called my SC Works center.	11.76%	2
I visited an SC Works center or received in-person services outside of an SC Works center.	41.18%	7
I used SC Works Online Services (jobs.scworks.org).	47.06%	8
I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).	0.00%	0
TOTAL		17

Q5 What was your reason(s) for accessing SC Works services?

Answered: 17 Skipped: 2

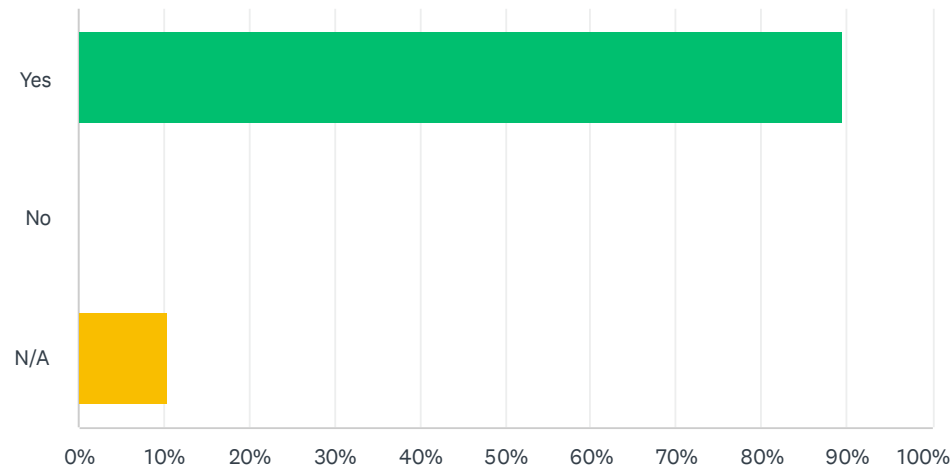


February 2025 Employer Survey- Greenville

ANSWER CHOICES	RESPONSES	
Attend an employer-related event	0.00%	0
Attend a career fair	17.65%	3
Host screenings/job interviews	0.00%	0
Drop off job orders/pick up job applications	17.65%	3
Inquire about SC Works services	17.65%	3
Recruiting assistance	29.41%	5
SC Works Online Services (SCWOS; jobs.scworks.org) assistance	5.88%	1
Layoff or closure assistance	0.00%	0
Assistance with training programs (on-the-job training [OJT], apprenticeship, customized training for workers)	0.00%	0
Labor or job market information	0.00%	0
Unemployment Insurance (UI) assistance	0.00%	0
Report a problem	5.88%	1
Other (please specify)	5.88%	1
TOTAL		17

Q6 Were you able to complete the purpose of your visit/use of SC Works services?

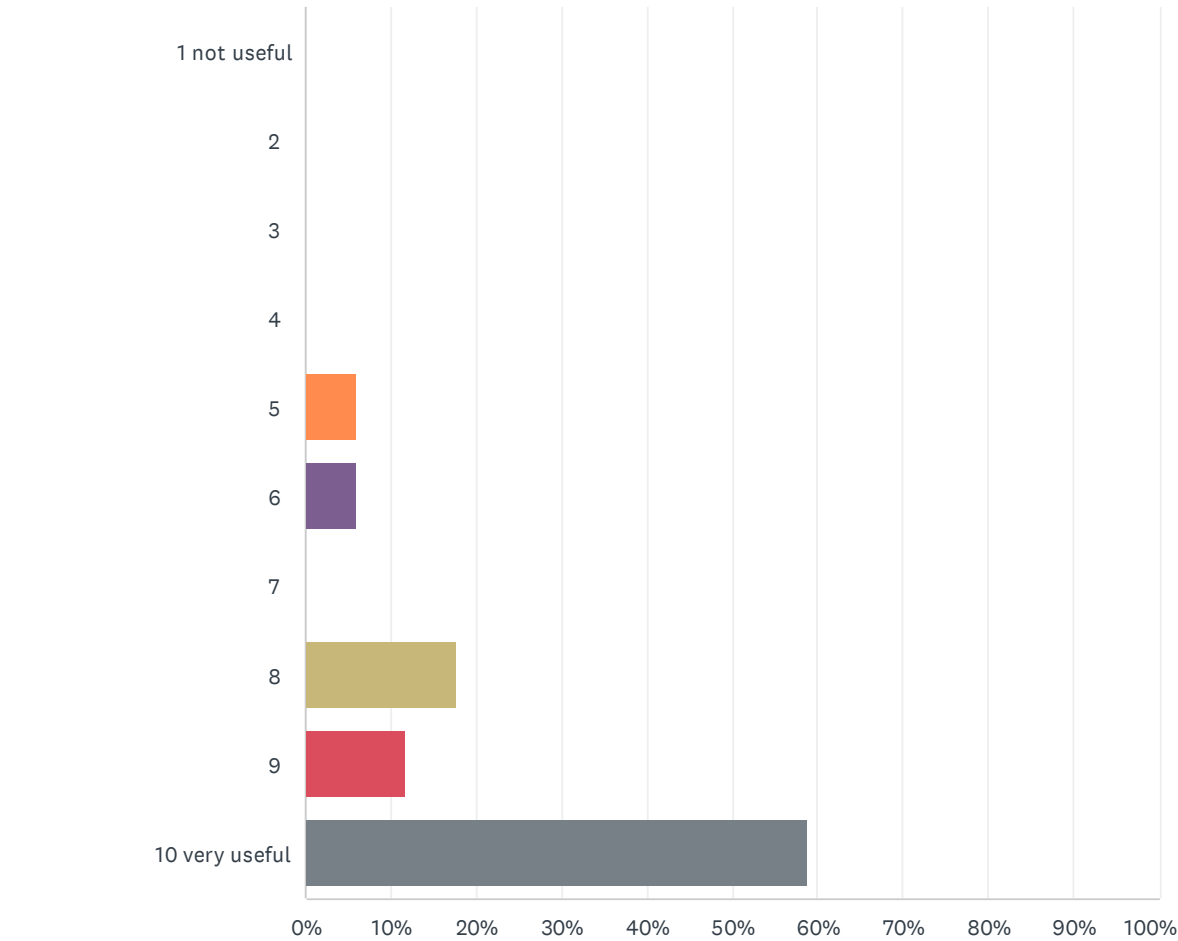
Answered: 19 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		89.47%	17
No		0.00%	0
N/A		10.53%	2
TOTAL			19

Q7 How useful was the information you received in these services?

Answered: 17 Skipped: 2

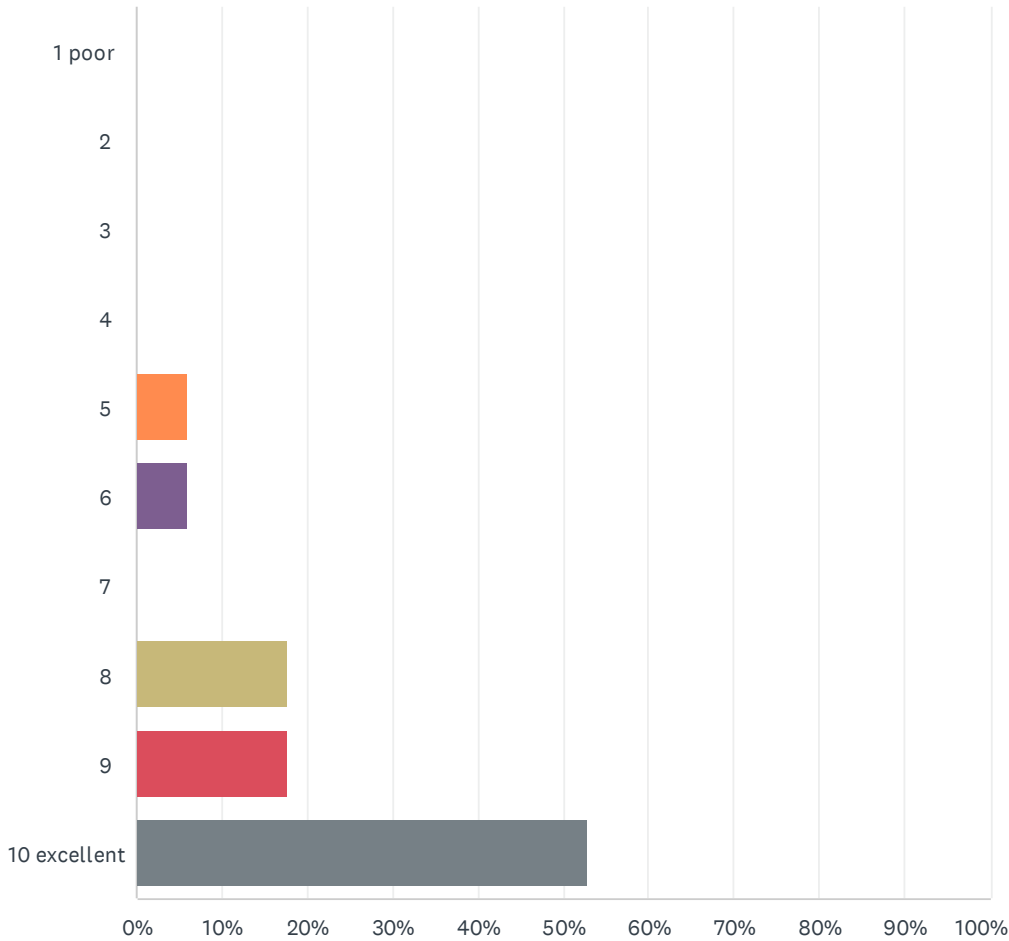


February 2025 Employer Survey- Greenville

ANSWER CHOICES	RESPONSES	
1 not useful	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	5.88%	1
6	5.88%	1
7	0.00%	0
8	17.65%	3
9	11.76%	2
10 very useful	58.82%	10
TOTAL		17

Q8 Overall, how would you rate your experience using SC Works services?

Answered: 17 Skipped: 2

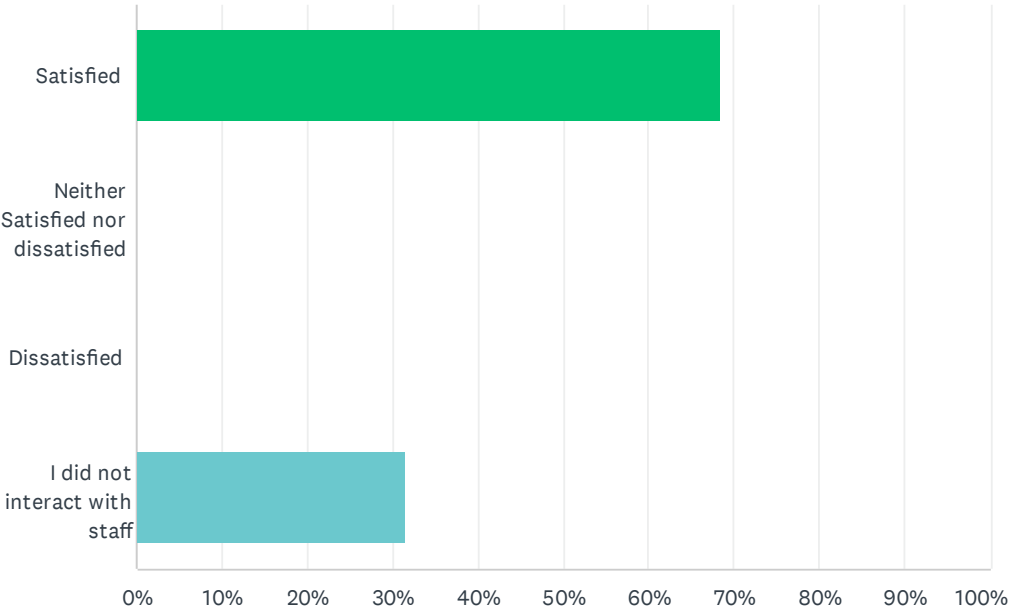


February 2025 Employer Survey- Greenville

ANSWER CHOICES	RESPONSES	
1 poor	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	5.88%	1
6	5.88%	1
7	0.00%	0
8	17.65%	3
9	17.65%	3
10 excellent	52.94%	9
TOTAL		17

Q9 How satisfied are you with the level of professionalism and staff responsiveness?

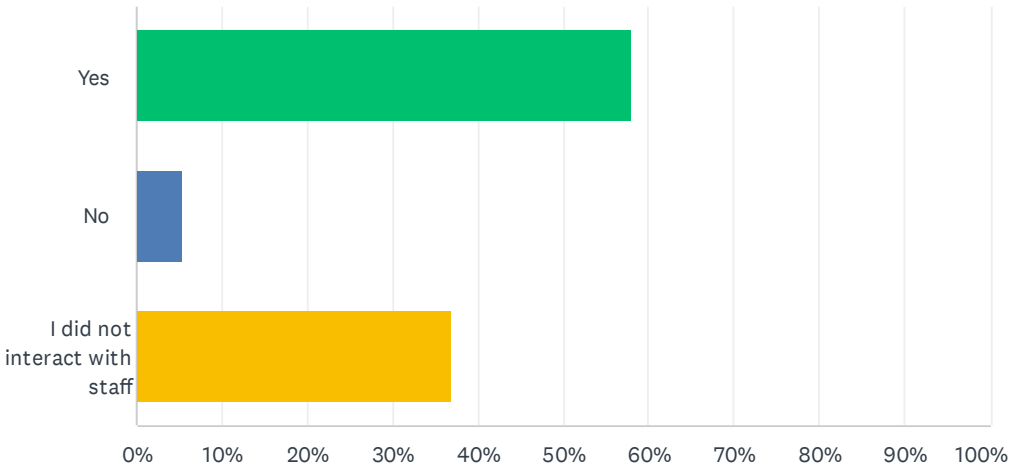
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Satisfied	68.42%	13
Neither Satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
I did not interact with staff	31.58%	6
TOTAL		19

Q10 Did staff assist you in determining next steps (additional services) that could benefit your company?

Answered: 19 Skipped: 0



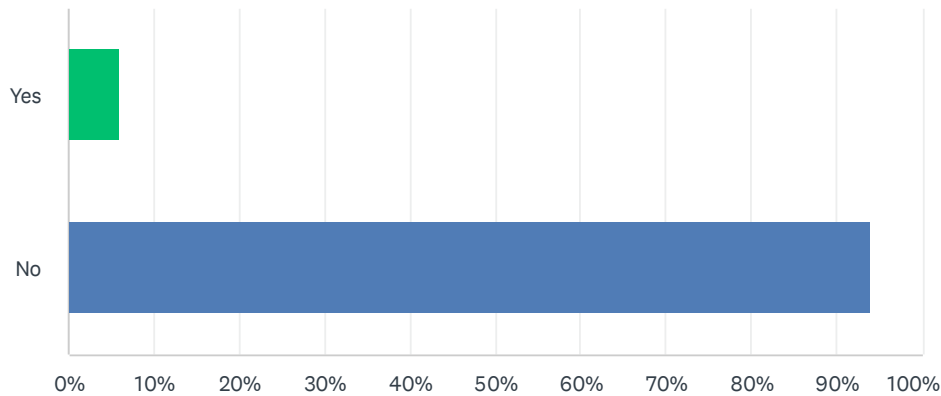
ANSWER CHOICES		RESPONSES	
Yes		57.89%	11
No		5.26%	1
I did not interact with staff		36.84%	7
TOTAL			19

Q11 Please share your comments and suggestions on how we can improve SC Works services.

Answered: 0 Skipped: 19

Q12 Would you like to be contacted regarding your response to this survey?

Answered: 17 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	5.88%	1
No	94.12%	16
TOTAL		17



March 2025 Customer Survey Results

50 Surveys completed

1. Thinking about your most recent experience, how did you access SC Works services?

- I called my SC Works center.
- I visited an SC Works center or received in-person services outside of an SC Works Center
- I used the SC Works Online Services (SCWOS) website (jobs.scworks.org).
- I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement...

0

50

0

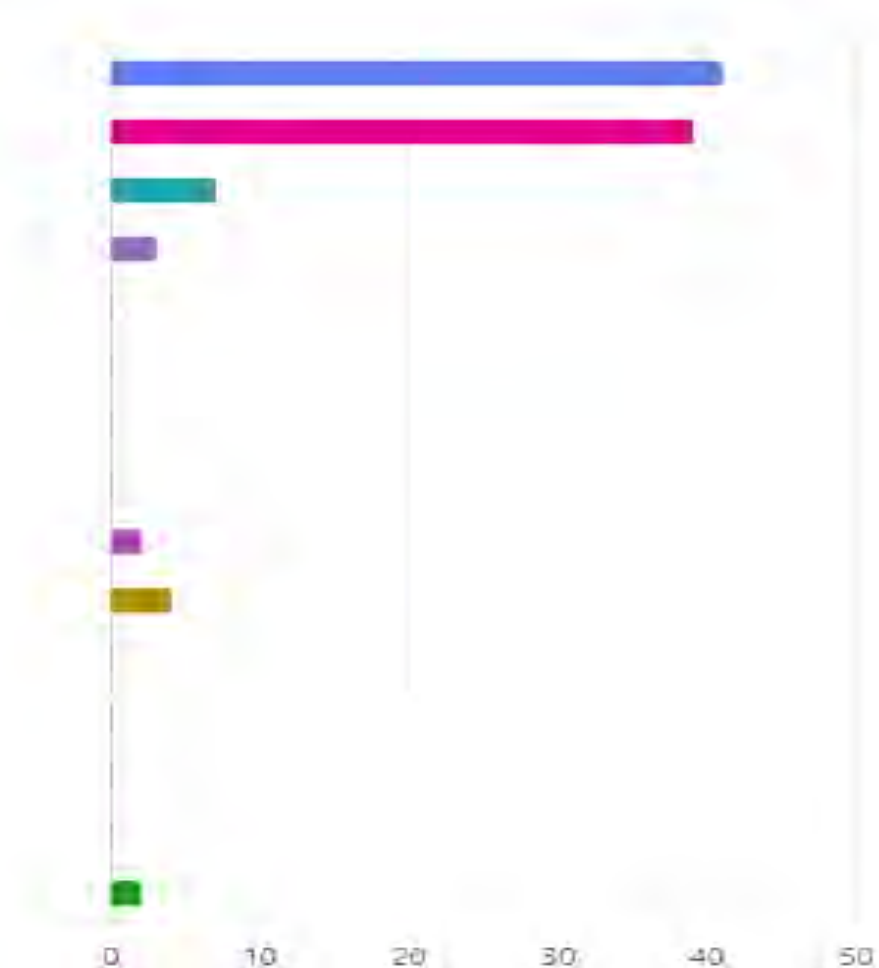
0



100%

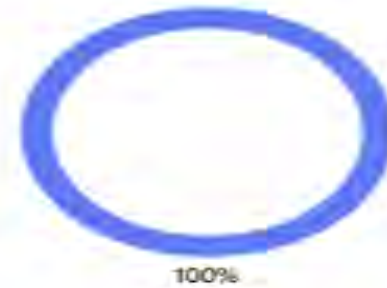
2. What was your reason(s) for accessing SC Works services?

Unemployment Assistance	41
Job Search Assistance	39
Apply for a job	7
Hiring Event/Job Fair	3
Attend a workshop	0
Attend an appointment	0
Find Center location	0
Career Self-assessment	0
Resume Assistance	2
Education/Testing/Training Opportunities	4
WIN Testing	0
Veteran Services	0
Youth Services	0
Report a problem	0
Other	2



3. Were you able to complete the purpose of your visit/use of SC Works services?

Yes	50
No	0
N/A	0



4. How useful was the information you received while accessing SC Works services?

1= Not Useful, 10 = Very Useful

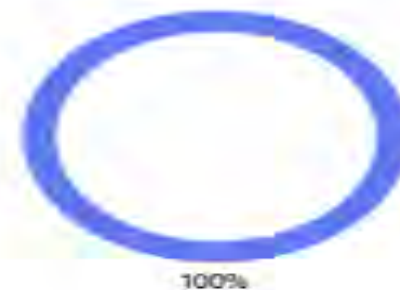
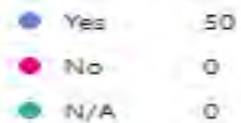


5. Overall, how would you rate your experience using SC Works services?

1= Poor, 10 = Excellent



6. Do the Comprehensive Center hours of 8:30 am – 5:00 pm meet your needs?



Customer Comments - March 2025

- ▶ This SC Works office is so hospitable. Deanna, whom we met first, greeting us with big smiles. An encouraging phone service when I called. They make this a "safe" place for all that come. Give information for translation services and job opportunities that are available in close proximity to homes (if there is no transportation). I am passing the word.
- ▶ The whole establishment is wonderful! Kathy helped & it meant a lot.
- ▶ Being unemployed is very stressful, however everyone at SC Works have been patient, caring and very supportive. I give them a 10!



PY'23 WIOA Financial and Programmatic Monitoring Schedule

LWDA	Monitoring Dates (Week of)
Waccamaw	10/1/2023
Lowcountry	10/29/2023
Lower Savannah	11/12/2023
Catawba	12/10/2023
Central Midlands	1/7/2024
Pee Dee	1/28/2024
Upstate	2/25/2024
BCD (Trident)	3/17/2024
Greenville County	4/7/2024
Worklink	4/28/2024
Santee-Lynches	5/19/2024
Upper Savannah	6/9/2024

Greenville County Workforce Development Board (GCWDB)

225 S. Pleasantburg Drive, Suite C11, Greenville, SC 29607

Tel 864-467-3620 Fax 864-467-3601

WIOAinfo@greenvillecounty.org

greenville.scworks.org



GREENVILLE COUNTY
Workforce Development Board

Preparing the workforce, growing our economy

Greenville County Workforce Development Board (GCWDB)
SC Works Greenville MOU/IFA Meeting
Thursday February 20, 2025, 10:00 a.m.
Meeting via Zoom

Agenda

- | | |
|--|---|
| I. Welcome and Introductions | Ms. Eva Anagnostis, GCWDB Asst. Director |
| II. MOU Process and Timeline Overview | Ms. Anagnostis |
| III. Changes to the PY25 MOU/IFA | Ms. Anagnostis |
| IV. MOU/IFA Budget | Ms. Anagnostis |
| a. Cost Allocation Methods | |
| b. 2025 IFA Budgets | |
| c. <i>Cost Allocation Method Selection*</i> | |
| V. Report of Outcomes and Next Steps | Ms. Anagnostis |
| VI. Discussion/Roundtable | SC Works Partners |
| VII. Adjourn | Ms. Anagnostis |

****Indicates a Voting Item***

Public Law 101-166, Section 511: *The Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth Programs are supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$ 1,705,969 with \$0 (0%) state, local, and/or non-governmental funds.*

Management Standards – Standard 5

5. **The SC Works Center has a system in place to assess projected employer demand and will align job seeker resources with current and projected employer demand.**
 - a. SC Works management conducts formal, data-driven analysis of employer needs at least annually to include input and feedback from employers and applicable partners. At a minimum, “applicable partners” must include WIOA core partners.

Yes, SC Works management, including major partners are a part of the process developing the workforce board plans and are aware of employer demand based on research and industry engagement conducted by both workforce boards. Partner staff are aware of where to locate the board plans and regular conversations occur amongst the business solutions team regarding industry demand, job seeker interest and access to services, both through classroom and work-based learning.

SC Works is a support partner with the Upstate Manufacturing Network (UMN). Our Regional Business Solutions Manager is currently serving as the convener for the group with other BST staff serving as support. The UMN’s goal is to be more involved in the community, build the upcoming workforce, and change the view of the culture of manufacturing in the Upstate. This is part of a Sector Strategy initiative across 14 counties in South Carolina.

- b. SC Works management can demonstrate that the allocation of staff training resources is consistent with meeting employer needs.

SC Works Greater Upstate allocates funding based on the Workforce Board recommendations linked to the local labor market data. SC Works Greater Upstate staff continuously validates needs with local industry via forums, councils and one on one visits with industry and industry representatives, such as economic development. The area has increased utilization of Incumbent Worker Training (IWT), On-the-Job training (OJT), and Work Experience (WEX), which requires more staff time and oversight of case file/personnel management, because they directly affect a company’s ability to survive and/or grow in the local economy. When determining how training resources will be used, our SC Works Greater Upstate staff discuss employer needs and other labor market data related to occupations in the local area.

The LWDA has identified 5 priority industries to target training resources towards. They are Manufacturing, Information Technology, Healthcare, Logistics & Distribution, and Skilled Trades. The BST Team regularly engages with employers in these industries to develop Work Based Learning opportunities for our WIOA participants.

PY 20 Incumbent Worker Training Grants Scoring Sheet

Company Name: _____

Minimum Criteria

To be considered for an IWT Grant, application must meet the following criteria:

Proposed training is needed due to expansion, new technology, retooling,
new product lines and new organizational structuring __Yes __No

Does the business have at least one full-time employee? __Yes __No

Is the business current on all state and county tax obligations? __Yes __No

Meets Minimum Criteria: __Yes __No

Criteria

Business uses SC Works services __Yes=5 __No=0

Business has had an IWT agreement within the past 12 months? __Yes=0 __No=5
If so:
When? _____

Proposed training reflects a significant upgrade in employee skills 0 1 2 3 4 5
(Circle one) **None** **Some** **Significant**

Training requested falls within industries identified as local priority
Industries: (Manufacturing, Trades, Healthcare, and Logistics) __Yes=5 __No=0

Proposed training would result in employees acquiring transferable skills __Yes=3 __No=0

Proposed training would result in employee wage increases __Yes=3 __No=0

Application reflects a significant layoff avoidance strategy and
retention opportunities __Yes=5 __No=0

Proposed training is for a Registered Apprenticeship Program __Yes=5 __No=0

Proposed training is for technical skills/occupational skills __Yes=2 __No=0

Business has less than 50 employees __Yes=5 __No=0

Additional Comments: (Maximum Points = 43)

TOTAL POINTS= _____



GREENVILLE COUNTY
Workforce Development Board

Preparing the workforce, growing our economy

[HOME](#)

[JOBSEEKER](#)

[EMPLOYER](#)

[ABOUT](#) ▾

GCWDB 2024-2027 Local and Regional Plans – Public Notice

By EGraham / January 2, 2025

NOTE: THE PUBLIC COMMENT PERIOD HAS NOW CLOSED. FINAL LOCAL AND REGIONAL PLANS MAY STILL BE REVIEWED BELOW. Regional and Local Plans are now under review by state officials.

The Greenville County Workforce Development Board (GCWDB) is currently developing its 2024 – 2027 Workforce Innovation and Opportunity Act (WIOA) Local & Regional Plans. The WIOA requires public review and comment period for the Plans. A draft version of the Plans is on the



UPSTATE SECTOR STRATEGY

**SUPPORT PARTNERS
QUARTERLY MEETING**

MARCH 28th, 2025

PLEASE INTRODUCE YOURSELF

Name

Organization

How you engage with industry in the Upstate?

Please keep your introduction to less than 1 minute



OUR GUIDING PURPOSE

We are support partners working together to be aware of regional initiatives and programs, so when we engage with industry, we can respond timely to industry needs.



AGENDA

- Transition announcement
- Next Gen: The landscape of our work & partnership
- Conceptualizing how we work together
- UMN updates
- How are you **activating**?
- Final



TRANSITION

*Thank you for your
partnership!*



THE LANDSCAPE OF OUR WORK



YOU & YOUR PURPOSE:

- What is your role in the organization? In your community?
- What is the purpose of your work?
- Who is the target of your work?



OUTPUT:

- List the specific programs, initiatives, tracks, projects, grants, etc. you are working on.
- What is the overall purpose of your programs, initiatives, tracks, projects, grants, etc.?



OUTCOME:

- How is success measured?
- What is the outcome of your work?



OUTPUTS & OUTCOMES

THE DIFFERENCE BETWEEN OUTPUTS AND OUTCOMES

OUTPUTS

Outputs are **the stuff we make**

An output involves a **process** as in production

Outputs are typically designated as the **accomplishment or product** of an activity, program or project

Outputs relate to "**what we do**" (**what**)

Example: products, services, programs, trainings, workshops, revenue, profit

Outputs are the **quantity of stuff** that is produced

Outputs, like revenue, fund outcomes

OUTCOMES

Outcomes are **the difference our stuff makes**

An outcome is the **result** of an action

The output of a factory is 20 cars an hour, but the outcome of replacing the manager is that the output rises to 25 per hour

Outcomes refer to "**what difference is there in the world**" (**why**)

Example: For a highway construction project, outputs are the project design specs and the number of highway miles built and repaired. Outcomes of the project are better traffic flow, shorter travel time, fewer accidents.

Outcomes create **benefits**, meanings, relationships, and differences

Without outcomes, there is no need for outputs

WHAT ARE WE TRYING TO DO?

FOR BUSINESSES

- Direct benefits from increased business-to-business networking
 - More direct access to coordinated network of public partner programs
 - Improved internal operations
 - Improved talent management and advancement practices
 - Reduced time-to-hire for critical occupations
 - Increased staff retention
 - Shared costs of employee training
- New product lines, services or markets

FOR STUDENTS, JOB SEEKERS & WORKERS

- Increased awareness by students of careers and opportunities in regional industries
- More opportunities for work-based experiences like internships
 - Increased attainment of industry-relevant credentials
 - Increased placement into jobs in target industries
- Evidence of advancement with associated pay and benefits increases
- Improved job quality (wage, benefits, equity)



WHAT ARE WE TRYING TO DO?

FOR COMMUNITY DEVELOPMENT

- Unexpected community projects
 - More businesses investing in community
 - Shifts in community identity
- Improvements to social support systems like transportation, childcare

ON PUBLIC PROGRAMS

- Evidence of reduced duplication by public and community-based organizations
 - Specific examples of system coordination (shared advisory boards, co-staffing of shared initiatives)
- Increased collaboration between industry and local high schools and CTE programs
 - New cross-system career pathways
- Formal policies that align programs across secondary, post-secondary and workforce
 - Blended program funding



WHAT ARE WE TRYING TO DO?

FOR REGIONAL ECONOMY

- New jobs created
- More local people hired for local jobs
- New companies recruited to the region
- More companies retained in the region
- More companies stabilized in the region
- Improvements in regional infrastructure including transportation, technology

FOR SYSTEMS CHANGE

- Formal mechanisms established for multiple systems and jurisdictions to agree and coordinated industry engagement via shared sector partnerships
- Partnership acts as a shared regional education advisory board, replacing many, smaller education advisory boards



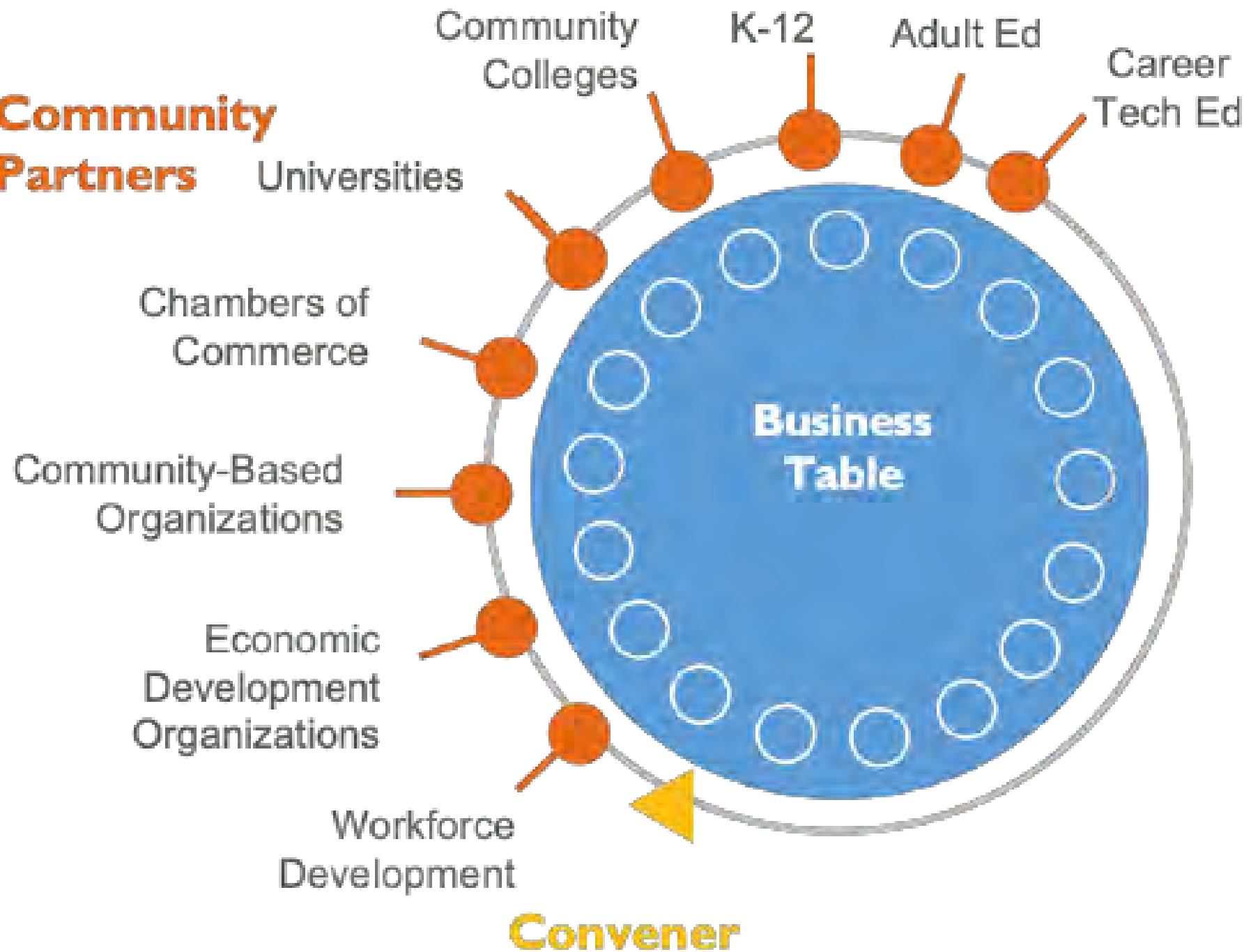


Next Generation Sector Partnerships are **partnerships of businesses, from the same industry and in a shared labor market region, who work with education, workforce development, economic development and community organizations** to address the workforce and other competitiveness needs of the targeted industry.





**Community
Partners**



NEXT GENERATION SECTOR PARTNERSHIPS ARE...



Industry-Driven. Business leaders come together to define a shared agenda based on the priorities that most impact the vitality and competitiveness of their industry—not the agenda of public programs. In a Next Gen Partnership, business leaders also drive the action. They personally champion priorities, volunteering on task teams to push for outcomes and results.



Community-Supported. Next Gen Sector Partnerships rely on a coordinated team of support partners including workforce development, economic development and education who work together to respond to industry needs. The partnership acts as a "shared table" for business leaders to collaborate with a range of public partners and for public partners to work together to align programs to industry needs.

FUTURE TRAINING OPPORTUNITY

NEXT GEN 101 WORKSHOP

FALL 2025: 9am -12:30pm PT/12pm - 3:30pm ET

FALL 2025: 9am -12:30pm PT/12pm - 3:30pm ET

An intensive, virtual training for education, workforce development and economic development partners to learn the nuts & bolts of building and sustaining effective Next Gen Sector Partnerships.

- Are you looking for practical tools and strategies to build sector partnerships that achieve sustained impact on jobs and the economy?
- Are you an experienced Next Gen practitioner with new staff or colleagues who need an intensive orientation to Next Gen?
- In need of a refresh yourself?

Join this virtual two-part intensive Next Gen 101 Workshop, both parts 3.5 hours long. Please note that these are not repeat sessions but intended to build on each other. Registrants should plan to attend both parts.

The training will be hosted via Zoom. Plan to participate with cameras on as the training will be highly interactive.

ORGANIZATIONAL SHIFTS TO SUSTAIN SECTOR PARTNERSHIPS

Examples of how various types of organizations have shifted their mission to support sector partnerships.

WIBs/Workforce	Economic Development	Community Colleges/ Education	New Organizations	Cities or Counties
<p>Blends, braids and leverages internal and external funding streams to increase flexibility</p> <p>Partners closely with economic development and clarify roles/ responsibilities, increasing authority to respond to real business needs</p> <p>Uses the WIB to institute a policy of using sector partnerships as organizing mechanism to serve critical clusters</p> <p>Repurposes business services staff to coordinate individual sector partnerships</p> <p>Other:</p>	<p>Shifts the business model to orient around critical clusters, bringing focus to business operations</p> <p>Dedicates staff persons to each critical cluster</p> <p>Blends, braids and leverages internal and external funding streams to increase flexibility</p> <p>Other:</p>	<p>Offers testing lab, incubator, and research facilities as part of partnership's service menu (potentially offering fee-for-service testing labs)</p> <p>Keeps any university agenda separate from partnership</p> <p>Creates an arm's-length Foundation to support partnership</p> <p>Blends, braids and leverages internal and external funding streams to increase flexibility</p> <p>Ensures communication between advisory boards and sector partnership</p> <p>Dedicates staff to supporting and convening partnership</p> <p>Other:</p>	<p>Business supported (via dues-paying membership or fee-for-service)</p> <p>Partners with public program to help staff the partnership</p> <p>Blends, braids and leverages internal and external funding streams to increase flexibility</p> <p>Other:</p>	<p>Uses influence of Mayor's Office to bring programs together to co-convene</p> <p>Blends and braids multiple public funding sources to support partnership</p> <p>Dedicates staff to supporting and convening partnership</p> <p>Other:</p>



UPSTATE MANUFACTURING NETWORK UPDATES



OPPORTUNITIES

NEW NEW
TECH PROCESS

A.I.

Industry 4.0, Condition
Based monitoring, IoT,
Circular economy
(Repair)

Taylor

Digitalizations
+
Automations to
Repurpose Workforce
S. Evans

Opportunities Jeff
- Incorporate AI for
learning & process
improvement
Silver

Taylor A.I. will change
the way we learn and
work.
- DGS
- IT systems
Proposed - We need to change the
way we think and
work.

POLICY
CHANGES

Tariffs

- Josh Diaz

INFRASTRUCTURE
COMMUNITY

Manufacturing
industries
are growing

Positive
Migration to
Southeast

- Josh Diaz

POPULATION
GROWTH

Policy changes leading
to expanded offerings
M. Scott

Improving infrastructure
in the region to make
doing work / getting to work
easy and safe.

TRAINING

Development of work
ethic for the upcoming
generation
Liam Lewis

Common or unified
Apprenticeship
programs starting in
the service centers

Mentorship
Opportunities

Scorran

Provide Employment
Opportunities to
Students

Andrew Spencer

Change the way
we train our
workforce

- Herman

B2B

Network -
Sharing of Opportunities
Availability

Tony Wallace

1- I'd like to help
2- set plan in motion to
3- show companies how to get
help with the change

Increase/Improve
our Services

Andrew Spencer

Balance - Work / Community
Population Diversity &
Relocation
FDI - Foreign Direct
Investment
New tech / New Demands
Tech Integration
Eugene Kozlov



UPSTATE MANUFACTURING NETWORK UPDATES

- Energetic start to 2025 planning
- Four new action items!
 1. Resource Mapping
 2. Business-to-Business
 3. Talent Pipeline
 4. Training



CONNECT | 2025 OPPORTUNITIES



NEW PROCESS | NEW TECH | AI

- Industry 4.0
- Condition-based monitoring
- IoT
- Circular economy (repair)
- Digitalization & automations to repurpose workforce
- Incorporate AI for learning and process improvement
- AI will change the way we program our equipment (robotics, PLC's, IT systems)
 - Need to change the way we train our workforce
- New tech means new demands
- New tech integration into processes

COMMUNITY | INFRASTRUCTURE

- Manufacturing industries are growing
- Population growth
 - Positive migration to the SE US
- Policy changes leading to expanded offerings
 - Improving infrastructure in the region to make doing work/getting to work easy and safe
- Balance: lifestyle/community
- Population Diversity & relocation opps
- Foreign direct investment

TRAINING

- Development of work ethic for the upcoming generation
- Common or unified apprenticeship programs starting in Career Centers
- Provide employment opportunities to students
- Change the way we train our workforce

B2B

- Network/sharing of opportunities/availability
- Identify methods to help decision manager gain more time
- Set plan in motion to get students engaged in manufacturing
- Increase/improve our services

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

- Talent
- Creative compensation
- Efficient use of professional labor
- Open house tours for students and parents
- Career Pathway Development

RESOURCE MAPPING ACTION TEAM

- Resources: time, money, personnel, motivation, support systems
- Resources & stakeholders
- Bandwidth & teamwork
- Plan to help time management
- Have a primary outlet to let manufacturing leaders know where they can get help o AI, robotics, \$\$, automation transition
- Use AI to capture tribal knowledge and best practices in a virtual, living document/repository

BUSINESS-TO-BUSINESS NETWORKING ACTION TEAM

- Identify methods to help decision manager gain more time
- Get students engaged in manufacturing
- Increase/improve our staff capacity via training as well as our products & services

TRAINING

- Forward thinking/collaborative training
- AI programming added to school programs we pull from
- Career Pathway Development

MOVING INTO 2025

Realistic, attainable, 30-, 60-, 90- day deliverables with, or directly from, Support Partners.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

- Talent
- Creative compensation
- Efficient use of professional labor
- Open house tours for students and parents
- **Career Pathway Development**

RESOURCE MAPPING ACTION TEAM

- Resources: time, money, personnel, motivation, **support systems**
- **Resources & stakeholders**
- Bandwidth & teamwork
- Plan to help time management
- **Have a primary outlet to let manufacturing leaders know where they can get help**
 - AI, robotics, \$\$, automation transition
- Use AI to capture tribal knowledge and best practices in a virtual, living document/repository

BUSINESS-TO-BUSINESS NETWORKING ACTION TEAM

- Identify methods to help decision manager gain more time
- **Get students engaged in manufacturing**
- **Increase/improve our staff capacity via training** as well as our products & services

MOVING INTO 2025

Realistic, attainable, 30-, 60-, 90- day deliverables with, or directly from, Support Partners.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

Spotlight Session

- Hosted by the Upstate Sector Strategies Team
- Highlighted the work of RWAs and CATE Centers
- Focused on:
 - How to engage with these programs effectively
 - Leveraging their strengths for Manufacturing Month/Week 2025



WHAT IS NEXT FOR THE TALENT PIPELINE ACTION TEAM?

NEED:

1. Purpose statement
2. “How you can benefit from being on this team” statement
3. Definition of success
4. Quantitative metrics that measure impact and success: what is our ROI

IDEAS

1. Manufacturing Week/Month engagement
2. Subgroup: High school/entry level pipeline
3. Streamline ways to engage with entry level high school talent: panels, industry tours, workshop speakers, events(?), etc.



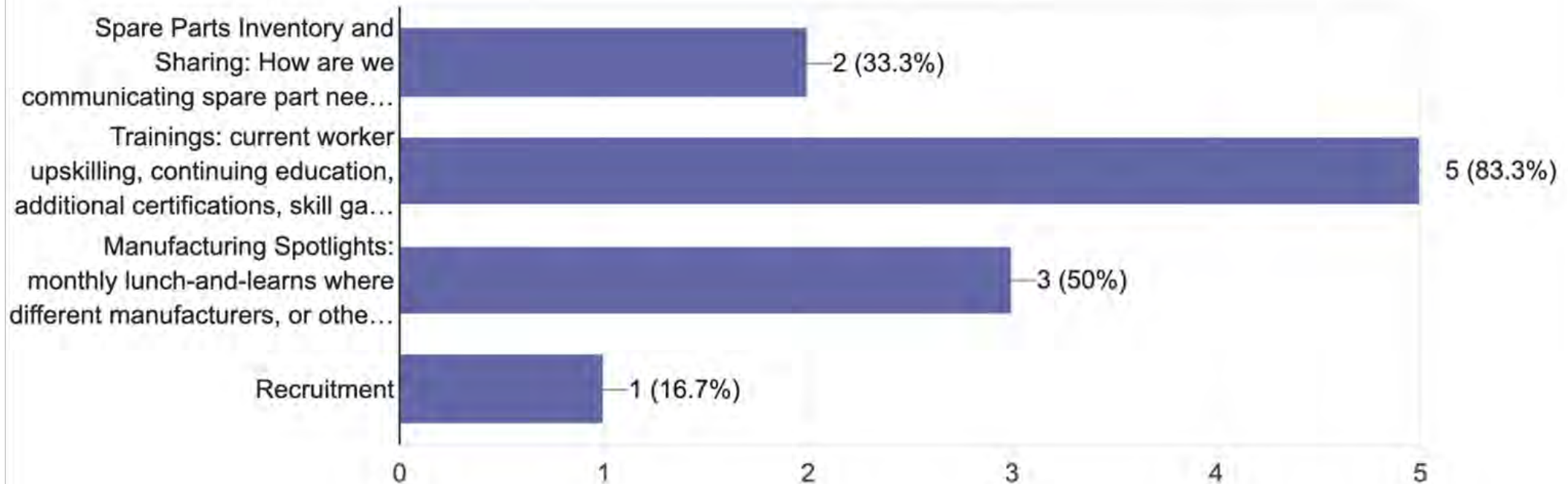
CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



What focus area would be most beneficial to you to engage in, learn from, and contribute to?

6 responses



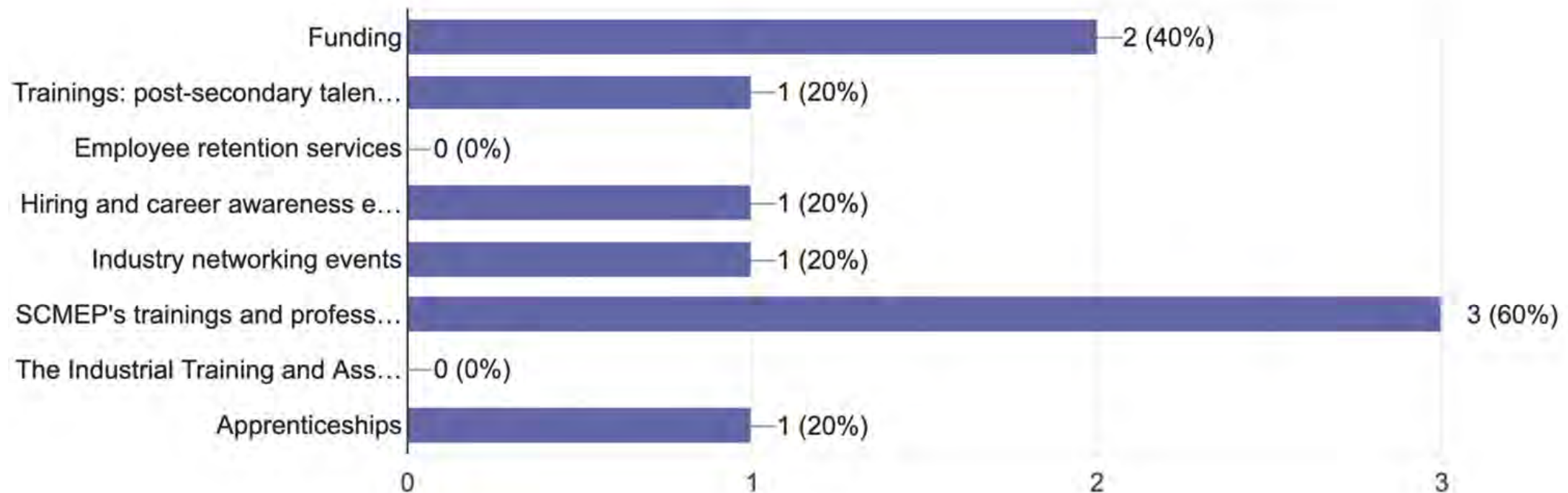
CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



What resources are you currently taking advantage of? You can see a more in depth list of the resource available to Upstate Manufacturers on our website.

5 responses



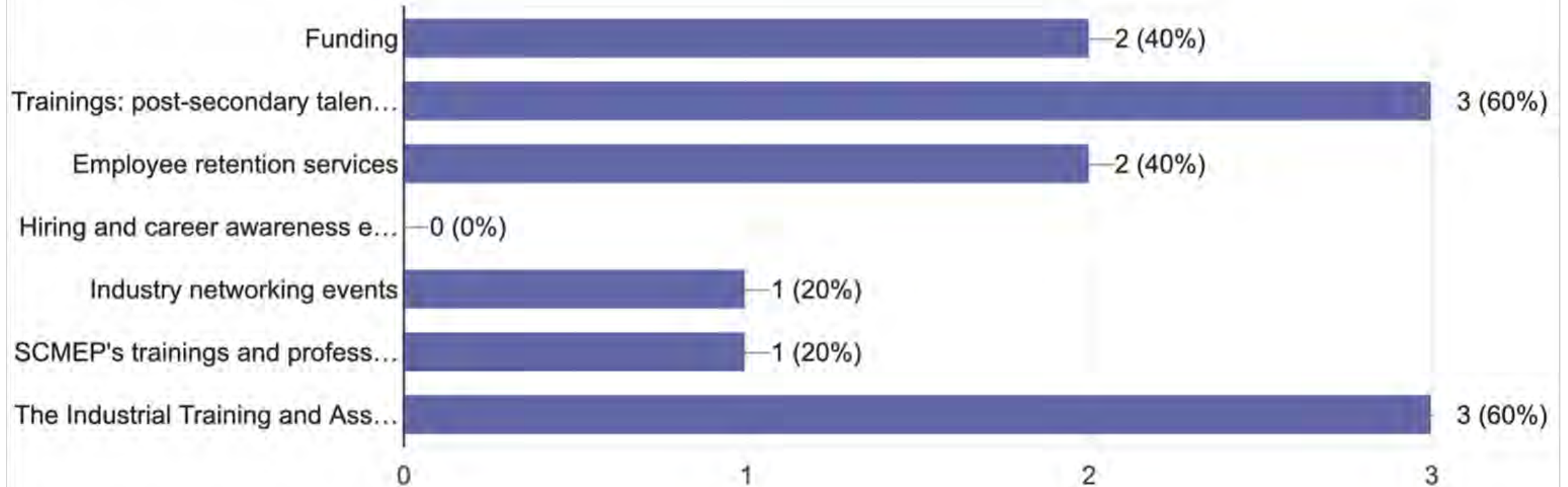
CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

What resources do you want to learn more about?

5 responses



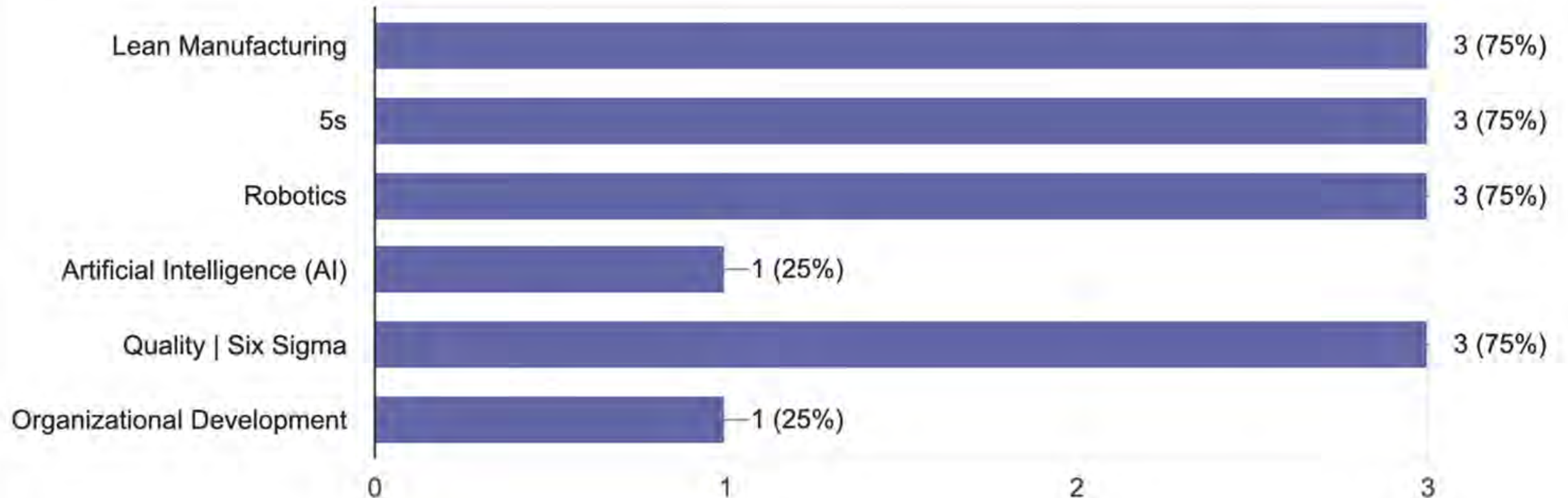
CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



What Continuous Improvement initiatives are you engaged in?

4 responses



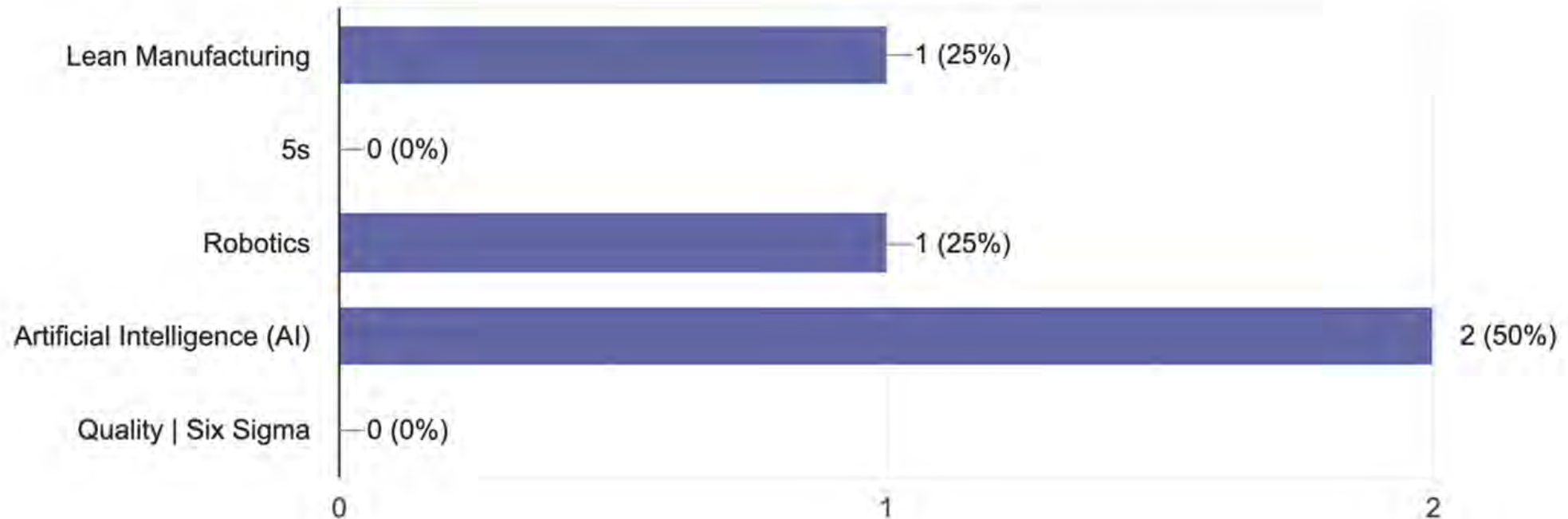
CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



What Continuous Improvement initiatives would be interested in learning more about?

4 responses



WHAT IS NEXT FOR THE B2B & RESOURCE MAPPING ACTION TEAM?

NEED:

1. Purpose statement
2. “How you can benefit from being on this team” statement
3. Definition of success
4. Quantitative metrics that measure impact and success: what is our ROI

IDEAS

1. Focus on Training: incumbent worker and continuing education opportunities
2. Spotlight sessions, website updates, LinkedIn call outs
3. Continue with “Ways to Plug-In” - just give us the options to plug in, do not make us come up with them on our own.
4. Continue with monthly newsletter
5. Combine Business-to-Business and Resource Mapping Action Teams



WHAT IS NEXT FOR THE TALENT PIPELINE ACTION TEAM?

Is your organization missing from the “Training and Continuing Education Resources” page?

<https://upstatemanufacturingnetwork.org/training>

Contact Mary Beth Walters



CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



**UPSTATE
MANUFACTURING
NETWORK**

FEBRUARY WAYS TO PLUG-IN

The Upstate Sector Strategies Team has some amazing opportunities for you, our Manufacturing Industry Leaders, to plug into in the month of February. Explore what your team is up to and click, email, or call the appropriate contact to find out how you can plug-in and benefit!

1. REVERSE CAREER FAIR – February 11: Pickens County Career and Technology Center is hosting this opportunity to connect with soon-to-graduate seniors who have completed their training, as well as work-ready juniors. Breakfast will be provided as you connect with upcoming talent from the Automotive, Electricity, Logistics, Machining, Mechatronics, and Welding programs. All students will be either 1) Work-Based Learning eligible or 2) graduating in May and ready for full-time opportunities. For more information contact: Jeromy Arnett at jarnett@alliancepickens.com or (864) 630-3937.

2. CLEMSON UNIVERSITY SPRING CAREER FAIR – February 17-20: At Littlejohn Coliseum, this is an opportunity for employers to meet and recruit graduating students. In 2024, there were more than 10,000 students in attendance. [Click here to register.](#)

3. AOP SHOWCASE – February 18-19: This event, hosted by the Anderson County Economic Development Office, gives students exposure to the idea of Manufacturing in 8th grade which allows for the students realize their interest before scheduling their High School classes and pathways. It also opens the eyes of the teachers and chaperones. The last day targets 100 selected High School seniors, who have completed specific training through their career centers, and is a key component of attracting the immediate workforce in addition to planting those seeds with the future workforce.

4. ENGINEERING CAREER FAIR – February 19: For upcoming 2025 Graduates in both Mechanical and Electrical Engineering, will be hosted by Anderson University on 3:00pm - 5:00pm. Any employer interested in participating can contact Ann Stoddard at astoddard@andersonuniversity.edu or call 864-223-2164.

5. LAUNCHGVL – deadline to sign up is February 21: Connects high school juniors and seniors with paid internship experiences. LaunchGVL will 1) Expand your recruiting reach by giving you the opportunity to tap into a diverse talent pool; 2) Build a skilled workforce by cultivating an experienced talent pipeline; 3) Bring fresh perspectives as students with drive and passion infuse innovative ideas and energy into your team; and 4) Keeps talent local as you invest in your community by investing in local talent. For questions, please contact Lori Hoyer at lhoyer@greenvillechamber.org.

6. WIN JOB ANALYSIS – Developed as a thorough and unbiased job analysis model that helps employers' source the right candidates, set appropriate selection standards, and hire and advance the most suitable individual for the job. Interested employers are eligible to receive a minimum of one job analysis and up to a maximum of five job analyses to assess different positions within their company. SCDEW is offering free WIN Job Analyses on a first-come, first-serve basis until funding is exhausted. To learn more or start your WIN Job Analysis today, contact scareerreadiness@dew.sc.gov or Paul L. Connerty, WIN Job Analyst, at paulc@kcaconsulting.net or 843-609-9562.

Connect. Reflect. Act.



ACT



What are you committed to doing?

Which Action Area speaks to you?

Where can you lend your time, leadership, and ideas to harness the opportunities in your region with your fellow Manufacturing leaders?

**TALENT PIPELINE
ACTION TEAM**

**BUSINESS-TO-BUSINESS
NETWORKING ACTION TEAM**

**RESOURCE MAPPING
ACTION TEAM**

ACT | NEXT STEPS



What you can expect from the Upstate Sector Strategy Team?

- Meeting summary
- Highlights on LinkedIn and UMN website
- 45-minute follow-up meetings in your calendar for mid- to end-of April
- **Please share and forward!**

HOW CAN YOU ACTIVATE?

WHAT CAN YOU DO/WHAT CAN WE DO...

TO START ADDRESSING THE OPPORTUNITIES
INDUSTRY LEADERS IDENTIFIED AS THE MOST
IMPORTANT FOR THIS REGION IN THIS MOMENT?



UPSTATE MANUFACTURING NETWORK

PROPOSED NEXT STEPS

1. Talent Pipeline

1. Resource Mapping:
○ *industry & support partner*



**USS
Support
Partner
Deep Dive
Meeting?**

mid-April?





UPSTATE SECTOR STRATEGY

THANK YOU FOR YOUR PARTNERSHIP!

Connect. Reflect. Act. 3/27/25

NAME	EMAIL	TITLE	BUSINESS
Dana Hudgins	dana@upstatewb.org	Associate Director	Upstate WB
Steve Meene	stevecanhelp@yahoo.com	Instructor	Supply Chain Master
Kayla Kirby		BSC	Equus
Mary Beth Walters		BST Lead	Equus
Michael Morris	Michael.Morris@ZF.com	Director	ZF
Katie Fletcher	kpfletcher@drinkmiles.com	TA Partner	Milo's Tea
Susan Mason			reliable Sprinkler
Andrew Spencer	aspencer@sew-eurodrive.com	Regional Engineering Manager	SEW-Eurodrive



UPSTATE
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NETWORK

Management Standards – Standard 6

6. Every SC Works Center (Comprehensive and Affiliate) is accessible so that all job seekers and business customers can fully participate in the services offered.

- a. The SC Works center is compliant with the Americans with Disabilities Act (ADA), and the LWDA works with Vocational Rehabilitation partners and DEW EO staff to ensure ADA compliance.

The Greater Upstate is committed to complying with Section 188 of WIOAs ADA requirements. Facility Accessibility checks are conducted annually from a baseline review conducted by Able SC. Technical assistance is frequently provided by DEW EO staff and onsite EO training was provided to the LWDA EO Coordinators on March 26, 2025.

- b. The SC Works center provides assistive technology for customers to use when accessing computers and other services. This includes customers with visual and hearing impairments and physical disabilities.

SC Works Greenville provides assistive technology needed to for customers to access our computers and services. Utilizing the Assistive Technology Checklist as a guide, SC Works is able to serve our customers with visual and hearing impairments. The Center contains a computer station with Zoom Text, Fusion Software, and a table that can be raised or lowered based on the need. Additional equipment that is available upon request includes: headphones, trackball mouse, braille keyboard, Intellikeys, magnifying station, and scanner. Staff have been instructed on its use. The Operations Manager and the LWDA EO Coordinator are responsible for follow-up and initial training on equipment available.

- c. Staff are trained to assist people with disabilities, to include individuals with service animals, at the first point of contact and in case of emergency.

SC Works Greater Upstate staff are trained to assist individuals with disabilities during the onboarding process as well quarterly as technology evolves and there are staff changes.

Staff are cognizant of service animals while they are in the center, and are aware that only two questions may be asked related to Service Animals:

- 1. Is this a service animal?***
- 2. Without disclosing your disability, what is the animal trained to do?***

All Resource Room staff and SCSEP's have been briefed on EO and ADA procedures by the Upstate Workforce Board EO Officer most recently in our Quarterly Training Day on 2/28/25.

Evacuation procedures in case of an emergency are discussed in the Center's Safety/Emergency Action Plan. Recently updated, the Plan has been distributed to all staff and onsite partners.

- d. There are linkages to Auxiliary aides and services available for people with disabilities, including veterans and others.

Many system partners, including United Way, ABLE SC, SC Commission for the Blind, SC Vocational Rehabilitation, and SC Thrive maintain consistent communication with the Center staff regarding issues affecting services for individuals with disabilities by meeting with clients in the Center, attending Community Partner Meetings monthly, or just stopping in to meet with Center staff.

SCDEW has provided a screening tool to see if Veterans or Spouses of Veterans qualify to meet with a Disabled Veteran Outreach Program (DVOP) staff member. All SC Works staff can serve Veterans or their Spouses whether they meet the specified criteria on the tool or not.

In addition, access to the auxiliary aide, TTY 711, is incorporated into all promotional flyers that list a telephone number to a specific SC Works Center.

- e. The SC Works center is accessible to individuals with limited-English proficiency. Interpreter services are available, and staff are aware of how to access and utilize interpreter services when needed.

The Hispanic population of Greenville County is listed as 11.2% as of 2023 or roughly 60,182 residents of Greenville County. With such a large concentration in our area, SC Works Greenville has Bi-lingual staff working with SCDEW and WIOA in our center.

I Speak cards and Babel notices have been provided to frontline staff. Also, our local website www.scworksgreaterupstate.com has the LWDA Babel Notice built into the footer, so it is visible on every page.

Equal Opportunity posters are posted in English, Spanish and Korean.

Staff are familiar with the Standard Operating Procedure 4501, Reasonable Accommodations for Individuals with Limited English Proficiency.

Staff have been trained to seek management assistance when needed as related to individuals with Limited English Proficiency.

- f. The SC Works center provides free parking, that is adequate for the average customer traffic flow, and the required number of accessible parking spaces under the ADA are available.

Adequate accessible parking is conveniently located near the main entrance to the facility at the Comprehensive Center, located at McAlister Square, and all parking at this location is free. There are multiple accessible parking spaces available at the main entrance of the comprehensive center which meet all ADA requirements.

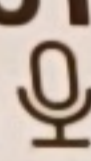
- g. The SC Works Center has flexible scheduling and work hours, to accommodate job seekers and employers, when needed

Present hours of 8:30 AM to 5:00 PM are deemed appropriate for present traffic. Within the Customer Satisfaction Survey there is a question as it relates to this topic, and the feedback is aligned with the current operating hours. If there is a need after hours or on weekends, SC Works Greater Upstate staff accommodate and provide services.

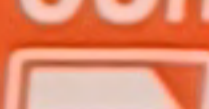


LIVE670NC

WIRELESS × TRUE ADAPTIVE NOISE CANCELLING × SPATIAL SOUND
SANS FIL × RÉELLE RÉDUCTION DE BRUIT ADAPTATIVE × SON SPATIAL

TRUE
ADAPTIVE
NOISE
CANCELLING
PERFECT
CALLS  x2

Hi-Res
AUDIO

65H 

"An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities."

From: McMellan, Valerie <VMcMellan@dew.sc.gov>
Sent: Friday, October 18, 2024 8:52 AM
To: Tony Pollen <tpollen@lowcountrycog.org>; Sharpe, Sally <scharpe@iscog.org>; Windy Graham <wgraham@worklinkweb.com>; Ross, Amy <aross@wrcog.org>; Goss, Sharon <sharong@bcdcog.com>; kamerona@bcdcog.com; Kynshari Smith <ksmith@midlandsworkforce.org>; ythompkins@catawbacog.org; Harper, Shelia <SHarper@greenvillecounty.org>; m-legette@peedeecog.org; Clark, Areatha <aclark@slcog.org>; Hudgins, Dana <dana@upstatewb.org>; Matthews, Willie <wmatthews@uppersavannah.com>
Cc: Proveaux, Amy <AProveaux@dew.sc.gov>
Subject: EO Coordinators: DOL has released updated Section 188 guide + CRC technical assistance

CAUTION: This email is from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

Good morning and happy Friday all,

The Department of Labor has recently released an updated "Promising Practices in Achieving Nondiscrimination and Equal Opportunity: A Section 188 Disability Reference Guide." Additionally, the Civil Rights Center, the DOL arm that is responsible for technical assistance and enforcement in our WIOA EO roles, responded to some state EO Officer questions that I thought might be of interest. The related questions and answers are reproduced below:

Question 2:

Once a recipient or subrecipient learns that an individual has a preferred language, must the participant's file document that the recipient or subrecipient assisted the individual in their preferred language?

Response 2:

Per 29 CFR 38.9(h), "once a recipient becomes aware of the non-English preferred language of an LEP beneficiary, participant, or applicant for aid, benefit, service, or training, the recipient must convey vital information in that language." In order to comply with this requirement, it would behoove a recipient to document a participant's preferred language in order to convey vital information in that language going forward.

Similarly, per 29 CFR 38.9(b), "a recipient must take reasonable steps to ensure meaningful access to each limited English proficient (LEP) individual served or encountered so that LEP individuals are effectively informed about and/or able to participate in the program or activity." To ensure initial or continued participation by individuals with LEP in the recipient's program or activity, documenting an individual's preferred language is a recommended "reasonable step" to ensure on-going compliance with the language access obligations of the WIOA Section 188 implementing regulations.

Regarding the specific question of whether a recipient must document that they assisted an LEP Individual in their preferred language, please note that the Appendix to 29 CFR 38.9 specifies that an LEP Plan should specify "[t]he manner in which the recipient will document the assistance of language assistance services." Although the guidance in the Appendix is not mandatory, recipients that follow the guidance are more likely to fulfill their obligation of taking reasonable steps to ensure access to programs and activities by LEP individuals.

ensure access to programs and activities by LEP individuals.

Question 4:

How do states implement the requirement to provide the EO Notice in Braille, considering the notice must include the names and contact information of the EO Officers? Additionally, what is a cost-effective approach to creating these posters given EO Officers turnover? How do states develop Equal Opportunity (EO) Notices in Braille and ensure they are available in multiple languages? Are recipients/subrecipients required to post an Equal Opportunity (EO) Notice in Braille, in addition to English and any other relevant languages for Limited English Proficient (LEP) individuals, such as Spanish and Hmong, inside locations like a Job Center?

Response 4:

Recipients are required to provide the Equal Opportunity (EO) Notice to all members of the public, "including those with impaired vision or hearing and those with limited English proficiency." 29 CFR 38.34(6). The specific language required in the EO Notice can be found at 29 CFR 38.35. The required language is the same for all recipients. Recipients are obligated to ensure that their EO Officer's identity and contact information "appear on all internal and external communications about the recipient's nondiscrimination and equal opportunity programs," 29 CFR 38.29, but recipients can include that information as an addendum to the required language set forth in 29 CFR 38.5. Please be aware that per 29 CFR 38.36, recipients are required to publish the EO Notice in physical locations as well as on their websites; keeping the website version of the EO Notice updated with the name and contact details of the current EO Officer or designee is a cost-effective way to disseminate this important information.

29 CFR 38.36(b) specifies that the EO Notice "must be provided in appropriate formats to registrants, applicants, eligible applicants/registrants, applicants for employment and employees and participants with visual impairments." Braille may be an appropriate format for such individuals. The regulations do not specifically require that recipients publish physical copies of their EO Notices in Braille, but please be aware that an individual is always free to request an accommodation, and the recipient's obligation to provide an accommodation would be triggered upon such a request. In fact, part of the required language of the EO Notice is that "[r]ecipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities." Examples of auxiliary aids or services (including but not limited to Braille) for individuals who are blind or have low vision can be found at 29 CFR 38.4(h)(2).

Related to the above, 29 CFR 38.15 provides specific guidance for recipients on communicating with individuals with disabilities, including visual disabilities. Recipients must take appropriate steps to ensure that communication with individuals with disabilities is as effective as communications with others. Effective means, in part, communications that are provided in a timely manner.

Regarding the last question, a Job Center, as a one-stop delivery system, is subject to the nondiscrimination and equal opportunity requirements of 29 CFR Part 38, including the requirement to post EO Notices in appropriate languages to ensure meaningful access to LEP individuals as well as individuals with sensory impairments. See 29 CFR 38.34 and 29 CFR 38.36.

Disability Access Checklist: Determining Accessibility in Facilities and Provision of Services

The information and surveys contained in this document will enable Local Equal Opportunity Coordinators to perform required system evaluations and develop plans, which meet the accessibility needs of customers with disabilities who come to SC Works Centers for services, based on real data. This checklist addresses requirements of Section 504 of the Rehabilitation Act of 1973, as amended, as well as those under the Americans with Disabilities Act, as amended.

Accessibility is ever changing. Technology, standards, and needs are constantly evolving and should be viewed as an on-going process. System evaluation will capture both strengths and weaknesses and allow the development of a concrete plan to increase the level of accessibility in local programs. The plan should identify priorities for barrier removal and assist in planning for continual improvement.

These tools are designed to simplify complex issues while maintaining the integrity of the goal of accessibility and the requirements of the law. Questions regarding specific situations that arise within programs should be expected. Call the DEW Office of Equal Opportunity for additional information.

Take the following steps:

- Complete the applicable sections of the checklist for the Workforce Development Board's administrative entity and for each SC Works Center/facility open to WIOA applicants, participants, and the public at-large.
- Develop internal action steps to rectify issues identified as a result.
- Develop written policies covering employment and program practices.
- Maintain copies of each checklist and any supporting/resulting documents on file.
- Submit each checklist to the DEW Office of Equal Opportunity by March 31st every year.

Throughout this form there are response questions. Please note that several of the text boxes have a 180 character limit, but do not indicate as such. Please attach any supplementary information if additional space is needed.

SECTION I

Accommodation / Customer Service Practices

The first portion of the checklist reviews recommended customer service and accommodation practices for SC Works Center programs, outlines what you are required to do, and asks you to evaluate your efforts to date.

1. Has your SC Works program affirmatively sought to serve qualified individuals with disabilities?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
a. What outreach programs have you implemented? Please see the attached document		
b. Have you been successful?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
c. How do you know? Please see the attached document		
2. Do you have a written policy concerning discrimination on the basis of physical, psychological, emotional, or cognitive disability?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
3. Do you regularly review your service practices (advertising, notices, signage, facility, and program access) to be certain that you, your operators, staff, and recipients are nondiscriminatory in the treatment of individuals with disabilities?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Program and Employment Practices

1. Medical records for customers and employees must be kept in a separate, secure location. Access to medical records must be limited. Are all records that contain medical information kept in a separate place from non-medical records? (Medical information includes insurance application forms, as well as disclosure and documentation of disability, health certificates, results of physical exams, etc.)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
a. Do you have a written policy regarding who has access to medical information?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. What is the policy? (A copy should be attached.)		
2. Do your program and employment recruitment materials, including photos and ad copy, contain positive images of persons with disabilities and indicate your commitment to inclusion of persons with disabilities?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
3. Are inquiries related to the presence of a disability limited to performance of essential functions of the job or requirements for reasonable accommodations (following a request for same)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

a. Are staff aware of what constitutes legal and illegal inquiries?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. If 'yes', how did they obtain this information? Describe. For example, did they participate in a training session? Read relevant literature? etc. Please see the attached document		
c. Have job descriptions been analyzed to determine which functions of a job are 'essential' and which are 'marginal'?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
If "yes", describe the process for doing this. Please see the attached document		
d. Are job descriptions in writing?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
If "no", why not? N/A		
e. Are any of the following questions asked during the employment application process?	Yes	No
o Health or physical condition?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o Physical or mental problems or disabilities?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o Medical history?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o Previous workers' compensation claims?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o Prior health insurance claims?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o Past drug use or substance abuse?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(NOTE: These types of employment questions are no longer used. Consider ADA training in interviewing.)		
4. Do you require that applicants for employment take any of the following tests as part of the application process?	Yes	No
a. Drug or alcohol test?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. HIV tests?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Skill or performance tests?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Psychological tests?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Intelligence tests?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

5. As an employer, do you have a substance abuse policy?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
6. As an employer, do you have a drug testing policy?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

It is required that reasonable accommodation be provided to employees and customers with disabilities. Reasonable accommodation includes a broad range of adaptations to the manner or circumstances in which a service activity is performed, an interview is conducted, etc.

Reasonable accommodations may include:

- Allowing an individual with a psychiatric disability to periodically leave early or arrive late and later make up that time
- Making structural modifications to accommodate a participant who uses a wheelchair
- Providing auxiliary aids and services including sign language interpreters, readers, or alternative format

7. Regarding reasonable accommodation:	Yes	No
a. Have employees, applicants, participants, and other individuals been informed that they are entitled to reasonable accommodations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. If 'yes', how have they been so informed?		
<i>Please see attached</i>	Yes	No
c. Are reasonable accommodations provided to SC Works Center program employees, applicants, participants, and other individuals with disabilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. How do you know?		
See Attached Document		
f. Do supervisory staff know how to proceed if an accommodation is requested?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Has a specific staff member been designated to coordinate reasonable accommodation requests, including determining when an accommodation is or is not reasonable and when a funding request will be made? (Note: This is not required, but is recommended.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Do they know how to secure a sign language interpreter if necessary?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

i. Do they know how to get material transcribed into Braille or recorded in audio format?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. As a matter of policy, are interviews, staff meetings, and other gatherings held in accessible locations? (Accessible locations include accessible entrances, meeting areas, and rest rooms.)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
9. Are off-site staff trainings, holiday parties, picnics, or other gatherings held in accessible locations?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
10. Are reasonable accommodations, including sign language interpreters, written materials in alternative format, etc. provided to individuals with disabilities at off-site meetings, trainings, and social events?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/> *

These will be provided if needed.

SECTION II

COMMUNICATIONS ACCESSIBILITY CHECKLIST FOR SC WORKS CENTERS

Communications access refers to the way information is received and transmitted. When evaluating your program in terms of access to communication, you will assess the four different ways in which communication occurs: aural, oral, cognition, and visual. It is important to keep in mind that there are four distinct, broad populations that are affected by your level of accessibility in this area: persons with impaired hearing, speech, cognition, and vision.

1. Does the SC Works Center have information that is communicated visually? (Note: information communicated visually includes brochures, enrollment forms, handbooks, flip charts, slides, posters, graphic directional signs, etc.)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Type of Information: <input checked="" type="checkbox"/> Large Print <input type="checkbox"/> Braille <input type="checkbox"/> Videos <input type="checkbox"/> Readers <input type="checkbox"/> Verbal Description <input type="checkbox"/> Pictorial <input checked="" type="checkbox"/> Signage <input type="checkbox"/> Other, Please Specify:		
2. Does the program involve information that is communicated verbally?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Type of Information: <input checked="" type="checkbox"/> Interpreter <input type="checkbox"/> TDD <input type="checkbox"/> Relay <input checked="" type="checkbox"/> Paper/Pen <input checked="" type="checkbox"/> Written Copies <input checked="" type="checkbox"/> Oral Interpreter <input type="checkbox"/> Other, Please specify:		
3. Does the SC Works Center inform persons with disabilities that auxiliary aids and services are provided upon request? (Note: It is not sufficient to inform only persons who have identified themselves as having an accommodation need. You must inform the public at-large.)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
4. How do you do so? Please see the attached document		
5. Does the SC Works Center have a procedure for deciding which auxiliary aids and services to provide?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
6. Does the procedure provide for consideration of an individual's preferred aid or service?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
7. Does the procedure include a mechanism for determining that an aid or service that was provided was equally effective?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
8. Does the program communicate with the public over the phone?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
9. Are telephone conversations lengthy, complex, technical or personal?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

10. Does the program have a TDD?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
11. If so, have staff been trained on the appropriate use of a TDD?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
12. Is there a mechanism for re-training?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
13. Are staff trained in the use of the relay system?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
14. Are staff aware of the relay number?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
15. Does the program have a web page?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
16. Is the web page captioned?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
17. Is there a mechanism for ensuring that people who are deaf or hearing impaired are aware of an activated fire or smoke alarm?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
18. Is there an established emergency evacuation procedure that addresses the needs of persons with disabilities? (This should include the evacuation of persons with mobility impairments.)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
19. Have staff been trained in this procedure?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<p>Please describe the training, technology, and auxiliary aids and services available for people with disabilities in your LWDA's SC Works Centers. If your SC Works Centers needs assistance to make sure that services, technology, etc., can be used by people with disabilities, experts at the Job Accommodation Network (JAN) can give advice on hardware, software, and technology to enable people who are blind, deaf, or have physical disabilities to use the SC Works Center services. The JAN phone number is 800-JAN-7234 or 800-ADA-WORK.</p>		

Reviewer(s)

Date Reviewed

LWDA

FACILITIES CHECKLIST

Please conduct facility accessibility reviews for your administrative entity and for each facility open to WIOA applicants, participants, and the public at-large using the ADA Checklist for Existing Facilities. This checklist, which is based on the 2010 ADA Standards for Accessible Design, can be found at www.ADAchecklist.org. Submit these facility accessibility reviews to the DEW Office of Equal Opportunity by March 31st, annually.

NOTE: Elements in facilities that were built or altered before March 15, 2012, and that comply with the 1991 ADA Standards for Accessible Design are not required to be modified to meet the specifications in the 2010 Standards.

**SC Works Greater Upstate – ResCare Workforce Services****POLICY**

Removal of Personally Identifiable Information (PII) From Participant Files

Number:

2301

Effective Date:

08/05/2013

Reviewed: 9/12/2019

Prepared by:

Cathy Smith

Reviewed by: Nancy Wilson

Approved by:Douglas J. Stephenson, Project
Director**Purpose:**

To clarify the policy for removal of PII from all participant files

- 1.0 **Policy** 'PII, which when disclosed, could result in harm to the individual whose name or identity is linked to that information. This is distinguished from "Non-sensitive PII," the disclosure of which cannot reasonably be expected to result in personal harm. Protected PII includes, but is not limited to: Social Security number, credit card number, bank account number, residential address, residential or personal telephone number, biometric identifier (image, fingerprint, iris, etc.), date of birth, place of birth, Mother's maiden name, criminal records, medical records, and financial records.' TEGL 39-11

Talent Development Specialists (TDS) who create participant files will be instructed to remove unnecessary documentation which could be considered PII. If a document is not identified in this policy but is of questionable nature in terms of PII the TDS will be instructed to consult supervisor and remove the document as appropriate. Background checks, drug screens, etc. are often required by training programs and therefore the release and request forms for such screening procedures may remain in the files, however, results of those screenings, even if they are positive, shall be in PII binder. All files that have had PII removed will contain a page indicating only that one or more items have been removed from that section of the file and placed in a secure location.

A locked file room at SC Works Spartanburg has been designated as the secure location for PII which has been removed from the files. There will be one key to the room which will be maintained by the Project Accountant (PA). The Project Director, the Operations Manager, TDS Supervisor and TDS's will have access to the PII file at any time, as needed, by obtaining the key from the PA. SC Works Cherokee will have a designated secure location which will be accessible by appropriate staff in that location. The Operations Manager and the TDS in SC Works Union will have access to



Union's secure location. SC Works Greenville access is controlled by the Operations Manager in a special locked cabinet. The Greer office will maintain files in the locked cabinet in the SC Works office until relocated to Greenville center. ***PII will be monitored by Equus management and WB staff periodically.***

SECTION 1: Accommodation/Customer Service Practices

Question 1A –We ensure that all, EO/ADA requirements are met prior to job postings going live in our system. All SC Works Greater Upstate Centers are ADA accessible. We have partner space available for staff with Vocational Rehabilitation to meet with clients in our center. We also have two staff with the DVOP program with SCDEW in our center.

Question 3: The Operations Manager, Project Director, and EO/ADA Coordinator regularly review all service practices to ensure compliance.

Section1: Program and Employment Practices

Question 3B: The Project Director shares all relevant information from the Department of Labor, EEOC, and other entities on this subject with all staff. All center staff complete ADA training with the ADA coordinator upon hire. Equus offers self-paced learning modules through LinkedIn Learning and internal LMS for staff review/knowledge.

Question 3C: All job descriptions are reviewed by Equus HR, Compliance, and Compensation Departments prior to posting for the public. Each position is examined to determine essential physical and intellectual requirements.

Question 7B: Staff have partnered with our local Vocational Rehabilitation representative to assist with individual inquiries on a case by case basis.

Question7D: Multiple employees in our center have received accommodations by working with Vocational Rehabilitation or internally through their respective agencies.

Section 2: Communications Accessibility Checklist for SC Works Centers

Question 4: All marketing materials (printed and online) contain the EO and TTY statements. SC Works Greater Upstate staff ensure these same statements are in their email signatures when communicating with everyone. Signage is posted in the center stating that auxiliary aids and services are available upon request.

Additional Information: All SC Works Greater Upstate Centers are equipped with an ADA work station. The station has an appropriate mouse as well as a touch screen monitor for the computer. The computer is equipped with Fusion software which provides a screen reader and enlargement functionality to the station. Each center has the appropriate language cards posted for customers with a potential language barrier. Instructions and phone numbers for translation providers and interpreters are available to each staff member. Each center has a copy of the telephone numbers for TTY service and are aware of the procedures on contacting a customer who is hearing impaired.

**Auxiliary
Aids
and
Services
Are Available
Upon
Request**

**Ayudas y
Servicios
Auxiliares
Disponibles
Bajo Petición.**

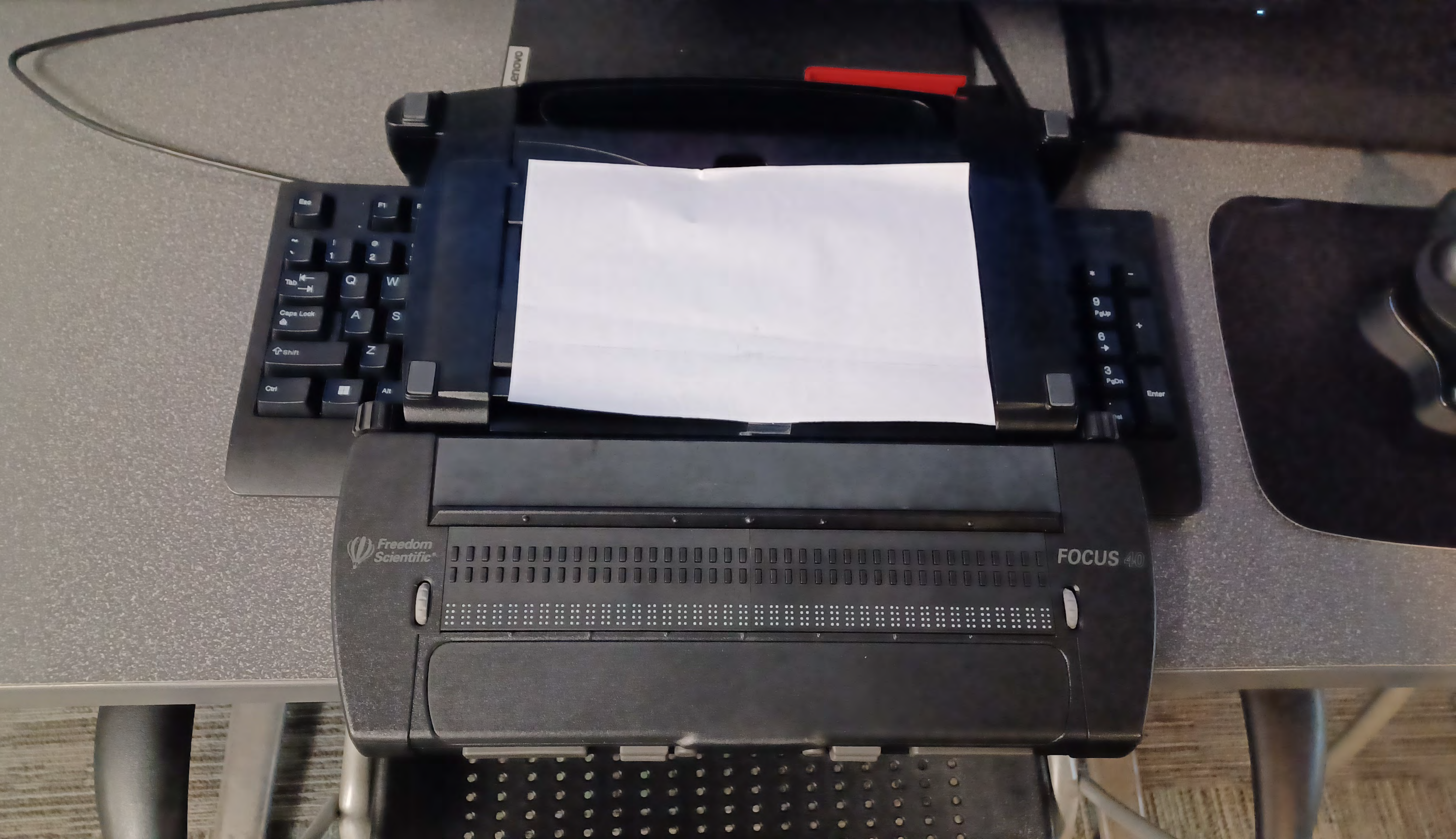
Employees struggle
because of injuries, substance
abuse, or other physical
and mental challenges?

Here's talk

VR Vocational
Rehabilitation
Let's go to work

www.vrrehab.org

[illegible]





SC Works Greater Upstate

Policy:

SC Works Greater Upstate Safety/Emergency Action Plan

Number:

4100

Effective Date:

07/01/2015

Updated 6/29/2021,
 10/11/2022; 01/06/2025

Prepared by:

Nancy Wilson; Adam Lindsley
 (rev); Kenneth Taylor (Rev)

Approved by:

Sydetra Q Payton, Project
 Director

Purpose:

This SOP outlines the necessary steps in responding to emergencies at SC Works Greenville, Spartanburg, Gaffney and Union, as well as partner agencies located in the same building. It also addresses procedures to follow for inclement weather.

Policy:

It shall be the responsibility of all staff persons to become familiar with the SC Works Greater Upstate Safety/Emergency Action Plan. By the direction of the Project Director (PD), there will be a Safety Committee Coordinator responsible for continuous evaluation and coordinating the SC Works Greater Upstate Safety Plan. The pages in the Emergency Action Plan apply to all staff and are outlined to be utilized in response to an identified or reported emergency situation which may threaten the office, personnel and/or clients. Important steps incorporated to be followed include: fire, burns, choking, fainting, fractures and sprains, heart attack, bomb threat, terrorism/hostage, power failure, and tornado.

Inclement Weather: The PD will monitor suspected inclement weather situations in four county area (Greenville/Spartanburg/Union/Cherokee) and based upon county government closings as listed on www.scemd.org, will seek permission from Regional Director to delay openings of office or close. PD will coordinate actions with the Upstate WB/Greenville County WDB. In the interest of personnel safety, any employee of Equus will have the option of taking PTO should they determine that weather conditions are hazardous for themselves, though office might remain open. Partner staff should be further advised by their organization's authorized procedures.

Responsibilities:

Project Director- Overall responsibility and accountability for the Plan. Refer to Equus PDOM.
 Maintain Safety Plan Notebook in OM Office, to include the Risk Management Manual (annual review

required with all staff). Responsible to alert managers of any office opening changes due to inclement weather (all attempts will be made to make determination by 6:00 a.m. of any workday, if not the evening prior).

Safety Committee Coordinator- Directly responsible for coordinating and carrying out all tasking related to instituting an effective and all-encompassing plan for the safety and well-being of staff, partners, and customers. Ensure a Quarterly Safety Committee Meeting is scheduled and conducted, ensuring there is representation from each center/office.

Building Emergency Coordinators (BEC's) and Alternate BEC's- Assist with completing building evacuation, alerting all in their area and checking bathrooms. Main point-of-contact and control within center assigned.

Partners/Staff- Be familiar with the attached plan and all policies related to emergency processes.



Emergency Action Plan

SC Works Cherokee
111 – C Tiffany Park Circle
Gaffney, SC 29341
864-342-7207

SC Works Greenville
225 S. Pleasantburg Drive
Suite E-1
Greenville, SC 29607
864- 467-8080

SC Works Spartanburg
145 N. Church Street
Spartanburg, SC 29306
864-764-1966

SC Works Union
300 East South Street
Union, SC 29379
864-427-4119

SC Works Greer (TDS only)
113C Berry Ave
Greer, SC 29651
864-334-3512

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This page is left intentionally blank to allow for future updates as needed

Introduction

This Emergency Action Plan primarily applies to the SC Works Comprehensive sites located in Greenville and Spartanburg, SC but easily can be applied to Gaffney and Union sites.

Purpose

This action plan provides guidance and procedures to assist all office personnel in response to emergencies.

Scope

The following pages will outline an action plan to be utilized in response to an identified or reported existence of a specific emergency situation which threatens the office, staff and/or clients.

EMERGENCY RESPONSE STAFF CONTACT NUMBERS

The following persons are to be contacted in the event of an emergency:

Tammy Underwood – Interim Project Director	864-764-1976 (office)
Kenneth Taylor – Operations Manager/Spartanburg	864- 621-4518 (cell)
Kenneth Taylor – Operations Manager/Gaffney/Union	864-764-1984 (office)
Alayna Monroe - Talent Development Specialist/Union	864-427-4119 (office)
Amy Jeffords – Talent Development Spec/Gaffney	864-902-1147 (office)
Rose Cortes – Talent Development Supervisor	864-416-1790 (cell)

Building Emergency Coordinators by site listed on Attachment E

Building Emergency Coordinators will assist with completing building evacuation, alerting all in their area and checking bathrooms.

ALL EMERGENCIES - 911

PROPERTY DESCRIPTION

Personnel in each center will exit office/classroom/meeting room at main entry point and proceed to nearest Emergency Exit. Should that exit be blocked or in danger area, proceed to next available exit point.

- In Greenville, the designated emergency exits are at the front of suite both at the main entrance and from the resource room; secondary emergency exits are located at the back of the suites and exit with staff escort only. See Attachment F for map of suites.
- In Spartanburg, the designated emergency exits are at both main front (customer/visitor) and rear entrances as well as the exit in the Voc. Rehab office and DEW supply room. When exiting through the rear, exit the building using the hallway on the right. For Suite 107, Equus, DSS, and Achieve Offices, the emergency exit is one of the three doors leading to the outside parking lot. See maps in Attachment F.
- In Union and Gaffney, emergency exits exist in front and back of center. Greer office will follow host Greer Relief procedures.

Building Emergency Features below:

Fire Alarm Signal

In the event of a fire emergency in the building, the horns will sound, giving off short blasts throughout the building.

Emergency Exits

There is an Emergency Exit on the side of the building, in addition to the front and rear exits, with illuminated exit signs.

Fire Protection and Life Safety

The office building has various levels of fire protection which includes fire extinguishers, emergency exit signs and a sprinkler system.

Safe Refuge Areas

In Spartanburg, the Safe Refuge Areas are located outside the building- one across Commerce Street in front of the Parking Garage and one outside of Suite 107. In case of emergency evacuation, staff shall proceed out of the way of all incoming emergency personnel and proceed to the Safe Refuge Areas. The Operations Manager or senior person present shall take a head count once in the Safe Refuge Area.

The Safe Refuge Area (Primary Assembly Area) in Greenville for Suites E1 and E4 is parking lot light number 4 in the parking lot to the left of the main entrance to McAlister Square as you exit the building.

Secondary Assembly Area is parking lot light number 6 in the parking lot directly outside of the former location of Greenville Technical College Admissions Office (currently unoccupied). See attachment F for photographs.

Safe Refuge in Gaffney- in front parking lot corner near road; in back it is up on the earthen bank.

Safe Refuge in Union is across the street in front and rear of parking lot in back.

OFFICE EMERGENCY ACTION PLAN

ALL STAFF RESPONSIBILITIES

- Become completely familiar with the office arrangement, emergency plan and location of floor exits.
- In case of emergency, **DO NOT PANIC**. Remain calm.
- Make certain all personnel are notified of fire and evacuates to the safe area(s). Check all lavatories and conference rooms.
- Know the location of and how to use fire-fighting equipment.
- Know the location of first aid supplies.
- Know the location of flashlights and batteries.
- Attend training sessions conducted by Project Director's designee.
- Every staff member should be cognizant of surroundings and persons in vicinity. It is important to know if someone near you has a disability and needs assistance evacuating safely. Attachment G addresses important points of an individual having a service animal. While now no employee utilizes a service animal, customers or guests could be in any center, and during a real emergency, you will not be able to plan for a specific person to assist them. Thus- every staff member in SC Works Greater Upstate has to know the correct procedures, as indicated on attachment G.

EMERGENCY ACTION PLANS

The Emergency Action Plans for fire, bomb threat, medical emergency, power failure, and tornado.

Fire

If a fire is discovered in the office, immediately dial 911 and immediately move away from danger. Confine the fire by closing doors as you leave the area. Make certain to activate the closest fire alarm, if one is available, to alert others in the building.

Spartanburg office has sensors that will activate on their own. If you have been properly trained and the fire is small, attempt to put it out with the fire extinguisher. All personnel and visitors must evacuate by nearest exit to the Safe Refuge Area.

Fire Extinguishers (Equus staff must complete annual Portable Fire Extinguisher training)

Fire extinguishers are ABC, which means they can be used on all three types of fires: ordinary combustible material, flammable liquid fires and fire involving electrical equipment. To operate a fire extinguisher, remember the word **PASS**:

P – Pull the Pin from the handle

A – Aim the nozzle at the base of the fire

S – Squeeze the handle to discharge the extinguishing agent

S – Sweep from side to side

IF YOU HEAR OR SEE A FIRE ALARM

1. Never assume the fire alarm is a *false* alarm.
2. Move to the safest exit.
3. Close doors behind you as you leave the area.
4. Safely exit the building.
5. Safely proceed to the designated Safe Refuge Area.

IF TRAPPED INSIDE:

1. Put cloth material along the bottom of the door to keep out smoke.
2. Close as many doors as possible between you and the fire.
3. Call 911 and notify of your situation.
4. If you must have air, break the window(s) as a last resort.
5. If necessary, signal through the window to let others and the Fire Department know of your location.

Medical Emergency

In the event of a medical emergency:

1. Call 911 to request assistance. Provide the following information:

- Building name (if 911 is called)
- Location of injured (floor or office number)
- Nature of injury
- Age of injured person (if known)
- Sex of injured person
- Current condition
- Medical history (if known)

2. Remain with the ill/injured person until help arrives. Make person as comfortable as possible and try to be reassuring. Render first aid, if properly trained. Do not move the person unless immediate danger or risk of further injury. Notify Operations Manager and/or Project Director with above information, including name and contact information. They will enter as appropriate in Critical Incident Reporting System for Equus.

3. Direct onlookers away from the area of the ill/injured person. Clear the area of any objects that might impede rescue/interfere with emergency personnel.

4. If emergency personnel are contacted, designate responsible person to await the arrival of emergency medical personnel, and escort them to the location.

Burns

- **Heat burns** (thermal): smother any flames by covering with a blanket or water. If clothing catches fire, do not run: **stop, drop, and roll** on the ground to smother flames.
- **Cold temperature burns:** warm the area(s). Small areas (ears, face, nose, fingers, toes) can be warmed by blowing warm air on them, tucking them inside clothing or putting them in warm water.
- **Liquid scald burns** (thermal): run cool tap water over the burn for 10 to 20 minutes. Do not use ice.
- **Electrical burns:** separate the person from the electrical source, check for breathing and a heartbeat. If the person is not breathing or does not have a heartbeat, call 911.
- **Chemical burns:** find out what chemical caused the burn. Call 911 for more information on how to treat the burn.
- **Hot plastic burns:** immediately run cold water over the hot plastic to cool the area.
- Next, **look for other injuries**. The burn may not be the only injury.

- Remove any jewelry or clothing at the site of the burn. If clothing is stuck to the burn, do not remove it. Carefully cut around the stuck fabric to remove loose fabric. Remove all jewelry, because it may be hard to remove it later if swelling occurs.

Conscious Choking

Assess the situation and confirm that person is choking.

Obtain consent to assist the person.

Lean person forward and give 5 back blows with the heel of your hand.

If foreign object is not dislodged, follow the back blows with 5 quick, upward abdominal thrusts by reaching around the person from behind and placing the thumb side of the fist above person's belly button. Grab the fist with the other hand and give quick upward thrusts (Heimlich maneuver).

Determine if calling 911 is necessary. If witnesses are there, ask someone to dial 911. However, continue with alternating 5 back blows with 5 abdominal thrusts until obstruction cleared or person becomes unconscious.

If person becomes unconscious call 911 if that has not already been done. If properly trained in CPR, staff can administer it following the correct procedure. If untrained, staff will follow the directions of the 911 Operator.

Look in the mouth for any foreign body or object and if seen, remove by performing a finger sweep. If not, continue to follow the 911 Operator's guidance until trained personnel arrives.

If you are choking, go to a place where people are. If you cannot find assistance, perform abdominal thrusts on yourself by leaning over a firm object such as the back of a chair. Press your abdomen into it to clear the obstruction.

Fainting, Unconsciousness and Shock

If you witness a patient faint, or hear someone complaining of lightheadedness, have the person lie or sit down and rest.

If necessary, dial 911.

Keep person comfortable, not hot or cold.

Ask or look for emergency medical I.D.

If trained, provide care, and treat other injuries as necessary until help arrives.

Fractures and Sprains

Keep patient still.

Keep injured area immobile.

If necessary, dial 911.

Heart Attack

If person is conscious, and complaining of chest pain or related symptoms, have the person sit down, and if necessary, dial 911.

If the person is unconscious and there are no signs of life, dial 911. Begin CPR only if properly trained until medical personnel can respond.

If possible, look for or ask about emergency medical I.D., (i.e., bracelets, necklaces.)

Keep person comfortable, not hot or cold, provide care, and treat other injuries as necessary until help arrives.

Bomb Threat

When a bomb threat is received, remain calm and courteous and obtain as much information as possible. Before the caller hangs up, ascertain as much of the following as possible, then immediately call 911 once the caller hangs up. Complete Attachment B, if safe, timely, and able.

Exact time of call _____ exact words of caller _____

QUESTIONS TO ASK THE CALLER

1. When is the bomb going to explode? _____

2. Where is the bomb? _____

3. What does it look like? _____

4. What kind of bomb is it? _____

5. What will cause it to explode? _____

6. Did you place the bomb? _____

7. Why? _____

8. Where are you calling from? _____

Terrorism/Hostage Situations

The Police Department should be notified immediately (911).

The area affected will be secured, and all personnel will be kept out of the area.

The building will be evacuated if necessary.

The primary concern will be for the safety of the hostages. There should be **NO HEROICS** from anyone. The chances of someone being hurt or killed are too great, and the situation will become far worse. Talking and negotiating with terrorists is the key to a safe release. This is best handled by the authorities. Complete Attachment C, if safe, timely, and able.

Talk and time are invaluable. Time allows the terrorists to calm down and helps defuse the situation. It also allows the negotiator time to effectively learn of all demands and to respond with alternatives. Time also allows the negotiator to develop a kind of trust with the hostage takers. Psychologically, people who are desperate enough to take hostages need to be persuaded that someone understands how they feel and sees their point of view before any successful resolution of the situation can occur.

If a situation develops where **you** are the hostage, the following steps should be remembered:

- **Stay Calm.** Remember that you are in a highly charged, volatile situation. As emotions go up, reason goes down. If you keep calm, you may help others stay that way.
- **Pay Close Attention.** Learn what you can about your captors by observation. Be careful not to violate their “space.” (This “space” is that psychic area of about a foot or so around each person that they consider as theirs.) With friends, you get closer, but with strangers (especially in hostile situations) this “space” widens abruptly. By violating a captor’s “space” you run a high risk of evoking a potentially violent negative reaction.
- **Cooperate.** Refusal to obey can only intensify the emotional tension of the situation. This is especially true in the first few minutes of the situation, which is especially volatile and emotion-charged.
- **Stay Alert.** After the first hour or so, the worst that is going to happen probably already has. If it looks like the situation is going to continue for some time, attempt to rest as much as possible. Highly emotional situations drain energy at a high rate. You can afford to rest – your captors cannot. This is one advantage that you have over them. Be sure to use it.

Power Failure

- First, see if the power failure affects only your suite or if the entire floor/area has lost power.
- Notify:

Kenneth Taylor – Operations Manager/Greenville	864-621-4518 (cell)
Kenneth Taylor – Operations Manager/Spartanburg	864-764-1984 (office)
Kenneth Taylor – Operations Manager/Gaffney/Union	864-764-1984 (office)
Alayna Monroe - Talent Development Specialist Union	864-427-4119 (office)
Amy Jeffords – Talent Development Specialist/Gaffney	864-902-1147 (office)
Rose Cortes – Talent Development Supervisor	864-416-1790 (cell)
- Remain calm and wait for instructions.

Tornado

A tornado is a violent storm in which the winds in a whirling funnel-shaped cloud cause great destruction in their narrow path.

During a Tornado

When a tornado has actually been spotted, a building-wide announcement will be made, and all building personnel will take shelter until the tornado has passed.

The following actions are recommended:

- Move away from the perimeter of the building and the exterior glass.
- Leave an exterior office and close the door.
- Go to an enclosed area in the building core, such as an elevator lobby, corridor, restroom or stairwell. Or take cover in a designated shelter or basement.
- Sit down and protect your head.

Break Away Alarms – Gaffney Office Only Guidance for Use and Response:

- The personal alarms are affixed at each workspace in the office, including the resource room.
- **In the event of an imminent threat of violence**, staff should **pull the alarm away from the cord** to activate it and leave the area immediately if it is safe to do so.
- **For staff in other areas:** Upon hearing an activated alarm, **call the police immediately** and do not enter the area where the alarm is sounding.
- The alarm is designed to ensure that others in the office are alerted and can seek help promptly. Additionally, the loud sound serves as a deterrent, signaling to a potential perpetrator that law enforcement is on the way, which may prompt them to leave.

Law Enforcement – Assisting Plain Clothes Officers

While we understand the importance of assisting law enforcement, it's essential to also recognize our role in protecting the safety and well-being of our customers and staff. Therefore, please be advised of the following guidelines, effective immediately:

1. **Do not lead an individual to a customer or staff member.** If someone is seeking assistance in locating an individual, kindly ask them to stand by while you contact a member of leadership to assist further.
2. **Do not leave your workspace to approach an isolated location.** Practice situational awareness to ensure your own safety and that of your teammates and customers. This precaution helps mitigate any potential risk of harm, including the possibility of abduction or assault.
3. **Always err on the side of caution.** We prioritize both the safety of our staff and customers, as well as providing the best possible service both internally and externally.

Working with Individuals that have been Justice Involved

1. **Stay Professional and Courteous:** Regardless of the situation, maintain a calm, respectful, and professional demeanor. Avoid any confrontation or direct accusation.
2. **Refer to Event Protocols:** If you believe someone is misrepresenting their business or identity, quietly notify leadership or event coordinator.
3. **Avoid Discussing Personal Legal Matters:** A person's arrest record or personal history is private and protected by law. We must refrain from making assumptions, sharing information, or engaging in conversations that could be deemed defamatory or discriminatory.

4. **Ensure a Safe Environment:** If at any time you feel unsafe or believe that an individual poses a threat, follow our established safety protocols, including notifying security or law enforcement if necessary.
5. **Document and Communicate:** After any concerning encounter, please document the situation and share it with leadership as soon as possible. We will work together to address any issues while maintaining compliance with all legal and ethical guidelines.

EVACUATION PROCEDURES

A full office evacuation rarely becomes necessary, but when the decision to evacuate has been made, it is important to clear the office in a calm and orderly manner.

Designated Personnel

At the Safe Refuge Area, take a head count. Ask if anyone knows of anyone who may be missing. If someone is missing, give information to Fire Department personnel and Project Director.

Remain with all staff and clients; keep them grouped, quiet and calm and await further instructions.

Individuals with Disabilities

A list of people who need assistance during an emergency shall be updated and kept by a BEC (Attachment E). A “buddy” or “buddies” will be assigned as needed to assist each individual with a disability (staff) during an evacuation. *Staff member closest to a customer individual with disability will assist.*

Visually Impaired

The buddy should ask each person how best to assist him/her to the stairwell and/or lead him/her to safety. It is important that the buddy remain with the person until the emergency is over.

Physically Disabled/Non-ambulatory

In most incidents, it will only be necessary to move the person into a stairwell for safety. If it becomes necessary to move him/her downstairs, various lifting and carrying techniques can be utilized. The buddy should ask the person the best way to help and stay with the person until the emergency is over. Elevators may not be used.

Service Animals

Be aware of and assist anyone having a service animal. Attachment G addresses proper procedures in more detail.

Deaf or Hard of Hearing Individuals

Deaf or Hard of Hearing Individuals may not be aware of the emergency alarms and may need to be informed. In this instance, the buddy will need to inform deaf or hard of hearing individuals of the emergency situation and assist in evacuation. It is important that the buddy remain with the person until the emergency is over.

ATTACHMENT A

Fire Prevention Tips

- Never throw matches or cigarette butts into waste containers.
- Do not empty ashtrays into wastebaskets or trash chutes without being sure contents are extinguished.
- Observe NO SMOKING signs wherever posted.
- Check for frayed or damaged electrical cords.
- Do not run electrical cords under carpets or chair pads.
- Do not overload electric outlets.
- Turn off or unplug appliances when not in use, especially coffee makers.
- Do not let trash overflow in wastebaskets or collection areas.
- Do not block corridors and stairwells.
- Do not prop open stairwell, corridor or other fire doors. If these doors are propped open and there is a fire, smoke can easily spread throughout the building.
- Never store anything in the stairwells. There should be nothing in the stairwells that can burn or that can restrict traffic flow. Remember that the stairwells are your means of exiting in an emergency.
- Check lighting in corridors, stairwells and exit signs. Report any malfunctioning lights.
- Store any permitted flammable liquids, oily rags or combustible materials in Fire Department approved containers.
- When you leave your office, keep doors closed. In the event of a fire, closed doors will limit the spread of fire and smoke.

Elements of Fire

There are three elements of fire:

Fuel: furniture, plastics, grease, etc.
Heat: matches, cigarettes, sparks, electric, etc.
Oxygen: in the air we breathe

Fire needs all three elements. If you remove any one of the three elements, you can eliminate or reduce the fire. For example:

Removing Flammable Material: removing nearby draperies, papers, furniture, etc.
removes the source(s) of fuel.
Using Water: reduces heat.
Closing Doors: reduces the amount of oxygen.
Using Type B, C Extinguishers: smothers the fire, reducing oxygen.

Fire Facts

In an emergency, use stairwells. Do not use elevators. They can be extremely dangerous and will be taken out of service.

If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler nearer the floor. Crawl to the nearest stairwell exit.

Few people are burned to death in fires. Most people die from smoke, poisonous gases and panic. Panic, a sudden overpowering terror, is usually the result of not knowing what to do.

Smoke detectors serve as an early warning system. SMOKE DETECTORS DO SAVE LIVES. Check your home smoke detector monthly.

Sprinklers, when installed correctly and well maintained, have an approximate 96% success rate.

If you are burned, immediately flood the injured area with cool water. Cool continuously for 15-20 minutes. If pain, swelling or drainage develops, call or go to the nearest burn center.

REMEMBER: COOL A BURN!

BOMB THREAT INFORMATION FORM

QUESTIONS TO ASK:

When is bomb going to explode?
 Where is it right now?
 What does it look like?
 What kind of bomb is it?
 What will cause it to explode?

Did you place the bomb?
 Why?
 What is your name?
 What is your address?

EXACT WORDS USED BY CALLER:

DESCRIPTION OF CALLER:

Sex:

Race:

Age:

DESCRIPTION OF CALL:

Number at which call was received:

CALLER'S VOICE:

- | | | |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Crying | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Normal | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Slurred | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Nasal | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Stutter | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Lisp | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Raspy | <input type="checkbox"/> Familiar |

If voice was familiar, whom did it sound like?

BACKGROUND SOUNDS

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Street Noise | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Phone Booth |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Music | <input type="checkbox"/> Office Machinery |
| <input type="checkbox"/> PA system | <input type="checkbox"/> House Noises | <input type="checkbox"/> Railroad |
| <input type="checkbox"/> Factory | <input type="checkbox"/> Motor | <input type="checkbox"/> Airplane |
| <input type="checkbox"/> Machinery | <input type="checkbox"/> Static | <input type="checkbox"/> Other: |

Threat Language:

- | | | |
|---|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Well-Spoken (educated) | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Message Read |

Name: _____ Position: _____
 Phone Number: _____ Date: _____

THREAT/HOSTAGE INFORMATION FORM

QUESTIONS TO ASK

Who is/are your hostages?
Where are they?
Are they safe?
Who are you?

What do you want?
How do we contact you?
Will you let them go?

EXACT WORDING OF THE THREAT:

DESCRIPTION OF CALLER:

Sex:

Race:

Age:

DESCRIPTION OF CALL:

Number at which call was received:

Time:

Date:

CALLER'S VOICE:

- | | | |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Crying | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Normal | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Slurred | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Nasal | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Stutter | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Lisp | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Raspy | <input type="checkbox"/> Familiar |

If voice was familiar, whom did it sound like?

BACKGROUND SOUNDS

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Street Noise | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Phone Booth |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Music | <input type="checkbox"/> Office Machinery |
| <input type="checkbox"/> PA system | <input type="checkbox"/> House Noises | <input type="checkbox"/> Railroad |
| <input type="checkbox"/> Factory | <input type="checkbox"/> Motor | <input type="checkbox"/> Airplane |
| <input type="checkbox"/> Machinery | <input type="checkbox"/> Static | <input type="checkbox"/> Other: |

Threat Language:

- | | | |
|---|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Well-Spoken (educated) | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Message Read |

Name: _____ **Position:** _____
Phone Number: _____ **Date:** _____

EVACUATION CHECKLIST

- _____ 1. Fire Department Called (911).
- _____ 2. Project Director Notified: 864-764-1976 or 864-251-3072 (cell).
- _____ 3. All Personnel Accounted for Before Evacuation.
- _____ 4. Rendezvous Point Established and Announced.
- _____ 5. Women Asked to Remove High-heeled Shoes.
- _____ 6. All Critical Company Documents Properly Secured or Safeguarded.
- _____ 7. All Critical Office Equipment Unplugged.
- _____ 8. Close Doors and Leave Unlocked.
- _____ 9. All Personnel Accounted for After Evacuation.
- _____ 10. Management Office Notified of Safe Refuge Area.
- _____ 11. Details of Evacuation Documented and Given to the Property Management Office.

BUILDING EMERGENCY COORDINATORS BY SITE

Gaffney

Building Emergency Coordinator	Amy Jeffords
Alternate BEC	Amy Wyatt

Greenville

Building Emergency Coordinator – Operations Manager	Kenneth Taylor or Rose Cortes in his absence
Alternate BEC	Deric Shuman
Office area coordinator	Frank Floyd

Spartanburg

Building Emergency Coordinator – Operations Manager	Kenneth Taylor
Alternate BEC	Pam Morris
Office area coordinator	Pam Morris

Union

Building Emergency Coordinator	Alayna Monroe
Alternate - Library	Taylor Atkinson

COVID-19 QUARANTINE PROCEDURE (No longer in effect – 11/20/2024)

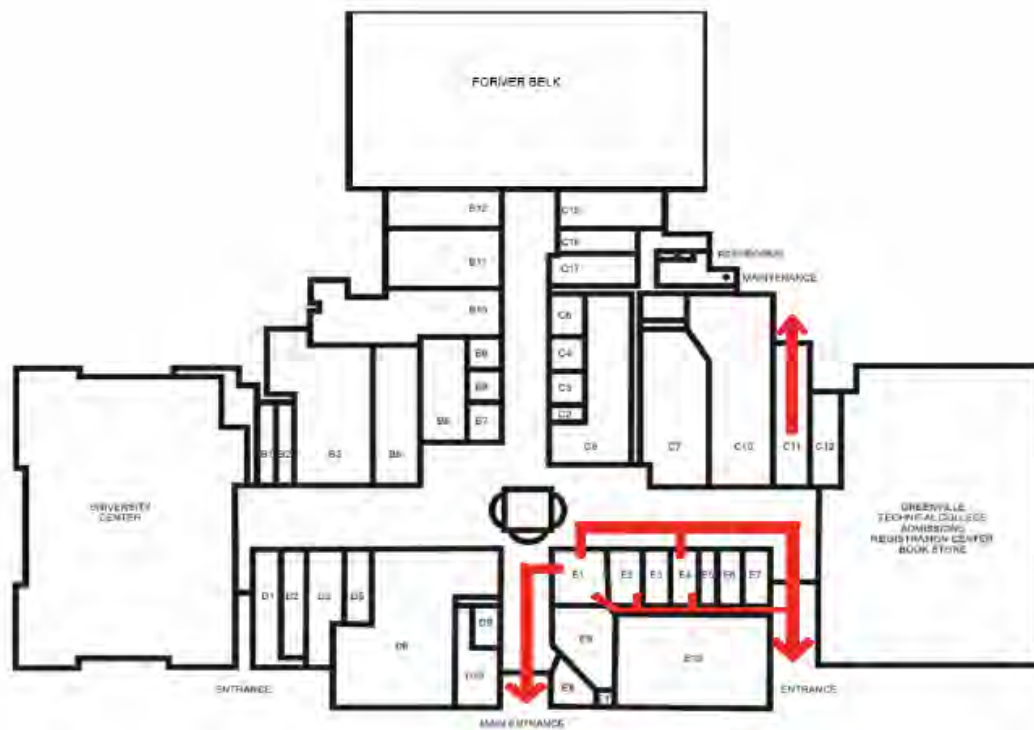
For employees who test positive for COVID-19: Everyone, regardless of vaccination status:

- Stay home for 5 days
- If you have no symptoms or your symptoms are resolving after 5 days, you can return to work and wear a surgical mask at all times for 5 additional days
- If you have a fever, continue to stay home until you are fever free for 24 hours without the use of medications to reduce it

Quarantine Procedure

1. Notify Leadership immediately
2. Disinfect the area(s) the staff member visited
3. Research close contacts and issue guidance according to vaccination status, and any interaction with or without a mask

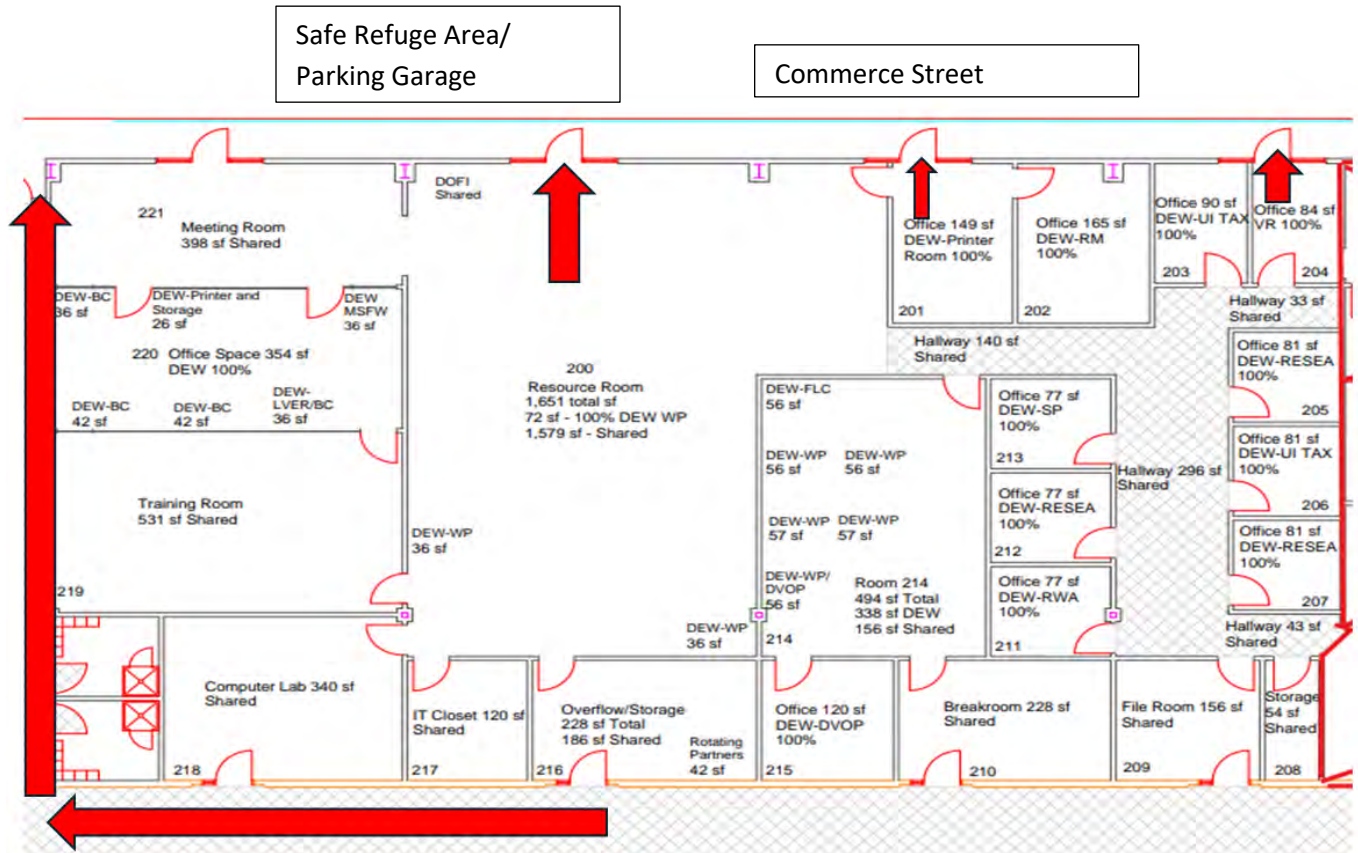
ATTACHMENT F



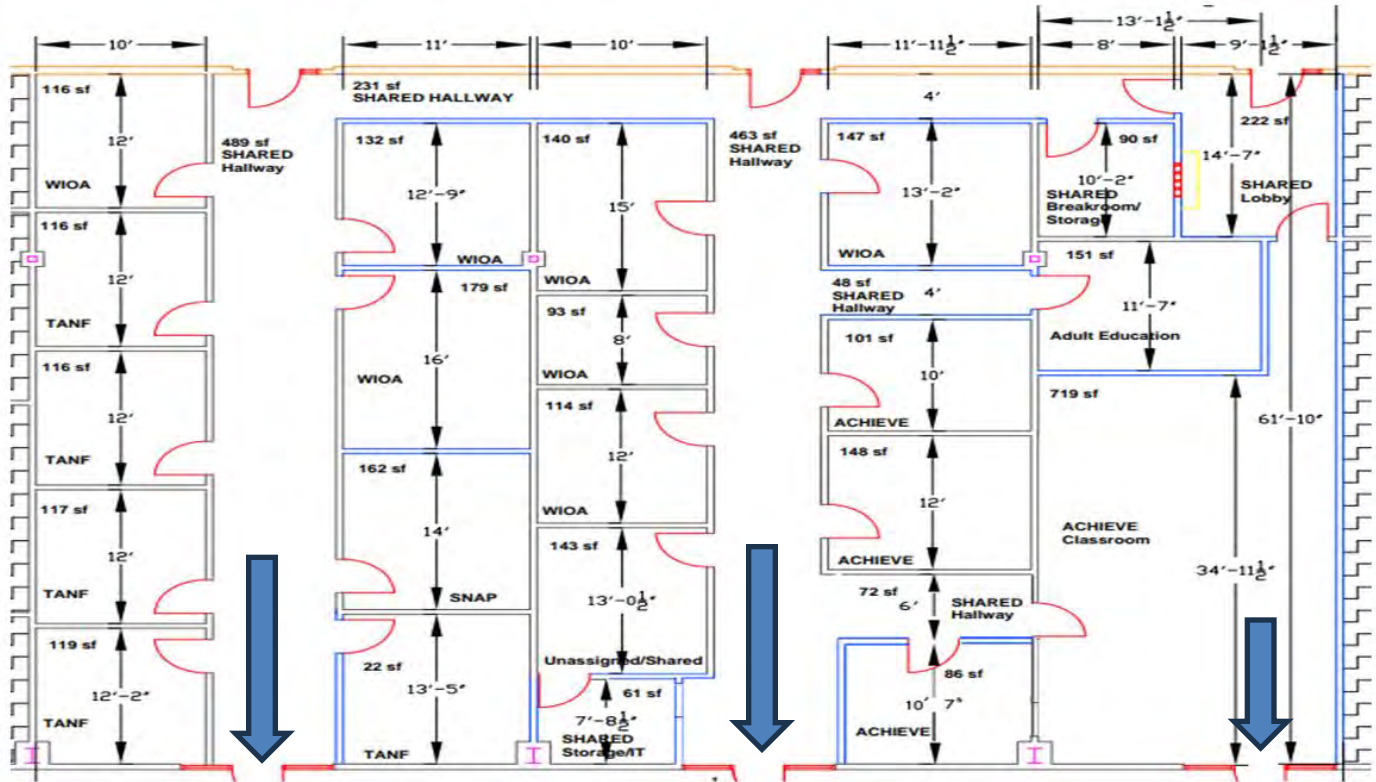


Greenville and Spartanburg meeting spots

Attachment F
Spartanburg



Attachment F
Spartanburg/Suite 107
(Achieve/DSS/Equus)

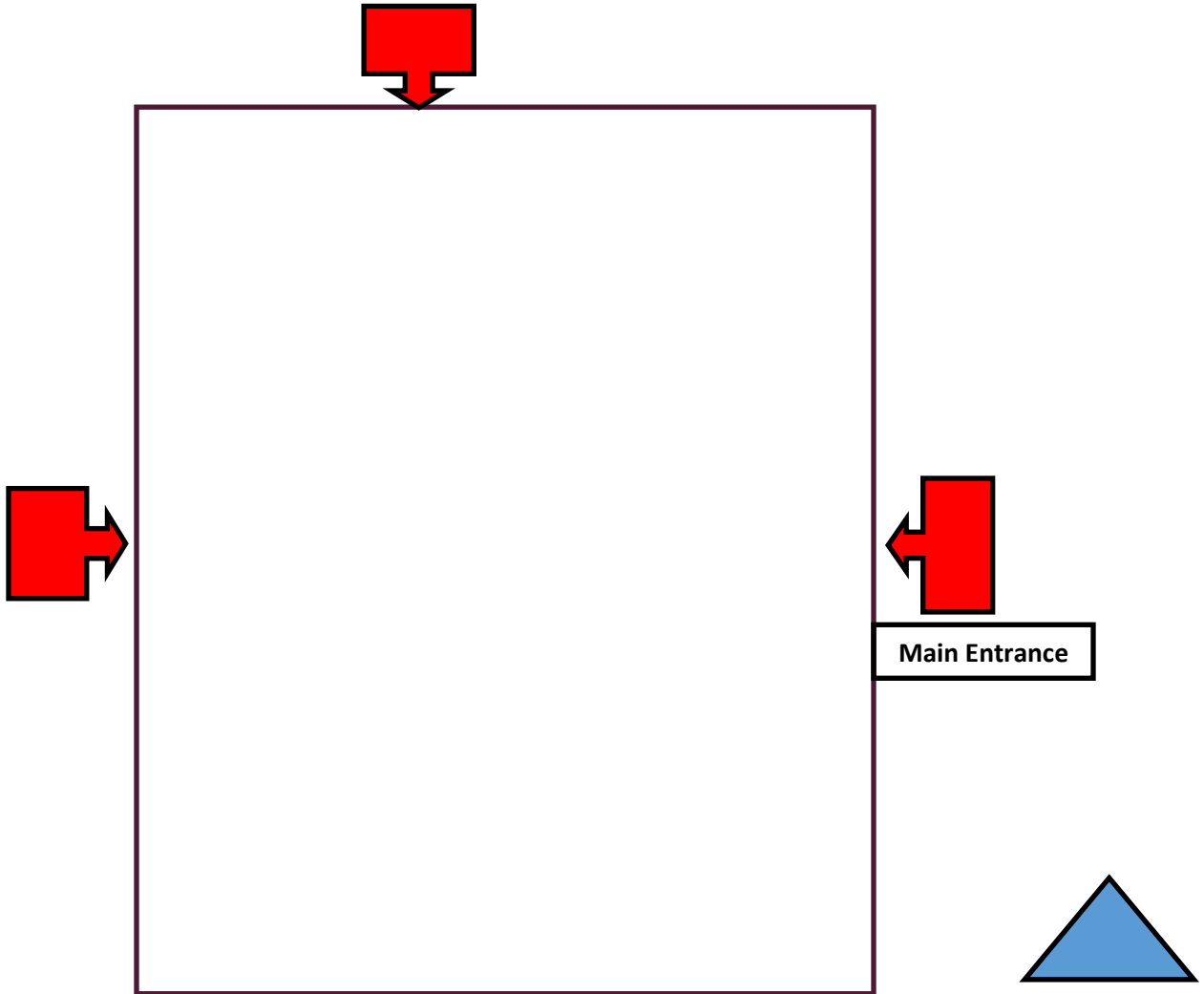


Safe Refuge Area

Safe Refuge Area

Attachment F
Union

Refuge Area– Back of Parking Lot



**Union SC Works – Union
County Carnegie Library**

**Attachment F
Union**

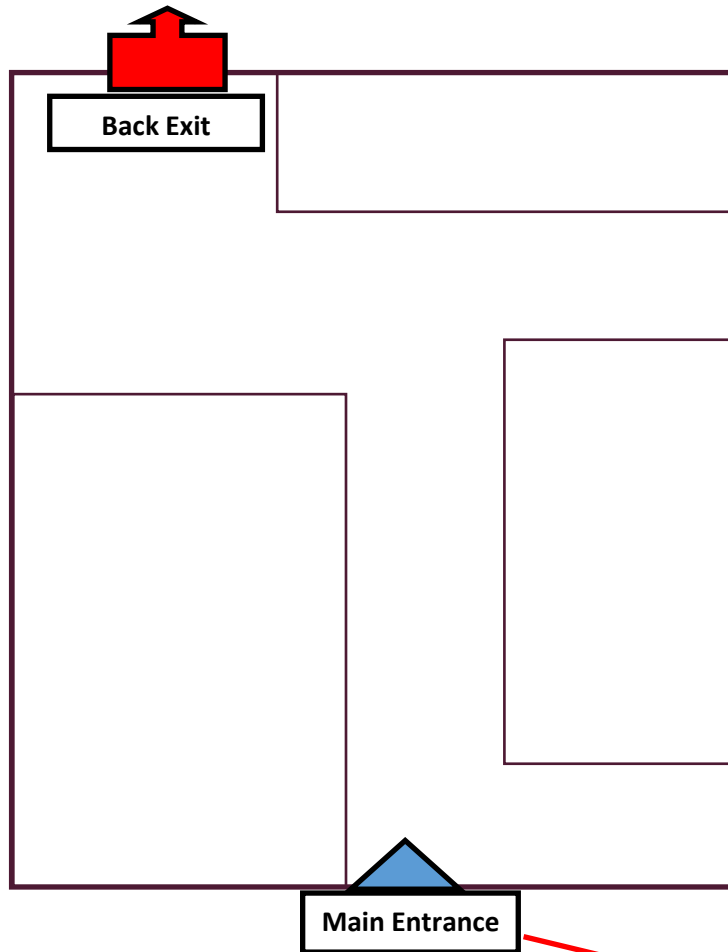


**Emergency Safe Gathering
Spot in Grass Area Behind
Parking Lot**

Refuge Area– Over wall and on earthen bank

Attachment F

Gaffney



Refuge Area– Front Corner of Lot

Aiding Individuals with Service Animals

Attachment G

Aiding Individuals with Service Animals During an Emergency

Workplace emergency preparedness plans (or Occupancy Emergency Plans) need to address provisions for employees with disabilities (e.g., persons with hearing, sight or mobility impairments etc.) that utilize service animals. These plans should ensure that the individual with a disability, the animal and the emergency personnel can work in concert with each other to get the employee to safety during an emergency without jeopardizing the safety of the animal.

- Staff may only ask 2 questions:
 1. Is this a service animal? and
 2. without disclosing your disability, what is the animal trained to do?
- Allowable animals by law:
 1. Dog or Miniature Horse

Comfort animals are not allowed.

What is a Service Animal?

Service animals assist persons with different kinds of disabilities in their day-to-day activities. Examples of work or tasks include, but are not limited to:

- Guiding — assisting individuals who are blind or have low vision with navigating safe paths of travel.
- Hearing — alerting individuals who are deaf or hard of hearing to the presence of people or sounds.
- Mobility — pulling a wheelchair, or providing physical support and assistance with balance and stability to individuals with mobility disabilities.
- Alert — assisting an individual during a seizure, alerting the individual to changes in body chemistry (e.g. blood sugar), calling for aid or retrieving items such as medicine or the telephone.
- Psychiatric — helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

Considerations

- Any comprehensive evacuation plan should be developed in conjunction with individuals with disabilities who use service animals. The plans should consider all emergency contingencies (i.e. lockdowns, shelter in place, evacuation) with the assumption that the animal and the user will not be separated.

- The care or supervision of a service animal is solely the responsibility of his or her handler. Just as employees are encouraged to keep emergency supply materials in a "Grab and Go Kit", in case they should be confined to their work facility for several days, it is advisable that an employee with a service animal keep extra food and supplies on hand for their service animal. Consider keeping supplies or food on hand for the service animals of visitors as well.
- Alert first responders if there is an employee with a disability who has a service animal. Engage individuals with disabilities to participate in evacuation drills with his/her service animal and provide feedback related to physical obstacles as well as obstacles

created by the emergency plan. Emergency preparedness policies and practices must ensure service animals can remain with their owners at Shelter in Place locations. Although not required, agencies should consider ways to transport, feed, and shelter the animals of employees who request such assistance.

- During an emergency, service animals are allowed to be transported with their owners/handlers during evacuations. Service animals are permitted to be in ALL places that serve the public as long as the animal is not out of control or otherwise posing a direct threat to the health or safety of individuals.
- A service animal may become hesitant or confused during an emergency. Discuss how to best assist the person with a disability if this should occur.

Critical Questions

- Have appropriate agency emergency personnel been given clear training on how to interact with individuals with disabilities who use service animals, and what preparations must be made (e.g. etiquette, creating emergency kits, etc.)?
- Have individuals who use service animals been given the opportunity to relay to appropriate agency emergency personnel his or her specific preferences regarding the evacuation and handling of the animal, particularly in case they are accidentally separated during an emergency? Have the individual's preferences then been put in the person's evacuation plan and shared with the appropriate building and emergency management personnel?
- Have internal responders, such as Floor Wardens or an individual's Buddy received information or training to support an individual who uses a service animal? Have they had the opportunity to become familiar with the individual with a disability and with the service animal? Are they familiar or comfortable enough to provide any necessary assistance?

- Have safe areas and shelters been protected and treated so that they are safe for service animals (e.g., chemicals and toxins may harm service animals or damage equipment, including medical devices)?
- Has the individual with a disability and their service animal been given the opportunity to participate fully in evacuation and sheltering drills, including providing feedback to exercise planners following the drill?
- Has the individual with a disability and their service animal been given the opportunity to make practice runs of the primary evacuation route as well as the alternate evacuation route(s) to strengthen their ability to navigate the paths of egress prior to an emergency?

SC WORKS QUARTERLY TRAINING

Location: Greenville Tech
Date: 2/28/25
Time: 9:00 am – 4:00 pm
Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:20 am	Welcome/Housekeeping/Project Updates	Kenneth Taylor
9:30 am – 10:00 am	EO Presentation and Training	Dana Hudgins/Shelia Harper
10:00 am – 10:30 am	PACT Presentation	Kia Keyton
10:45 am – 11:00 am	Q2 Customer Survey Results	Kenneth Taylor
11:00 am – 11:45 am	Employer Spotlight: Fitesa	Adam Lynes
12:00 pm – 1:30 pm	Lunch on your Own – Enjoy Greenville!	All Staff
1:30 pm – 2:00 pm	Ticket to Work Presentation	Lawrence Parks
2:00 pm – 2:45 pm	Standard Operating Procedure Refresh	Kenneth Taylor
3:00 pm – 3:30 pm	SC Works Emergency Action Plan	Kenneth T
3:30 pm – 4:00 pm	Individual Program Meetings	All Staff

*** Staff will break into individual Programs at the conclusion of the agenda*

Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Date: 2/28/25

Time: 9:00 am

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Kathy Phillips	Workforce Spec-DEW	Kathryn Phillips	
2	MARK SMITH	RESEA DEW	Mark Smith	
3	Tami Eimon	" "	Tami Eimon	
4	Carolyn Washington	DEW	Carolyn Washington	
5	Edwren Hall	DEW	Edwren Hall	
6	MICHAEL DETAY	DSS	Michael Detay	
7	Mary Beth Walters	Equus	Mary Beth Walters	
8	Nyrola Leamon	Eckerd / Greenville	Nyrola Leamon	
9	Antrey Frazier	Eckerd	Antrey Frazier	
10	Dana Hudgins	Upstate WB	Dana Hudgins	
11	Shelia Harper	ECUWB	Shelia Harper	
12	Kenneth Taylor	Equus - SC Works	Kenneth Taylor	
13	Susan Griffith	Achieve	Susan Griffith	
14	Daniel Mow	Equus SC Works	Daniel Mow	
15	Roy Steff	Eckerd	Roy Steff	
16	Sophie Little	Workforce Spec	Sophie Little	
17	Kayla Kirby	EQUUS	Kayla Kirby	
18	Cheryl Calk	DEW	Kenneth	
19	Sarah Wright	DSS	Sarah Wright	
20	Lowen Chapin	EQUUS	Lowen Chapin	
21	Keisha Sarter	RESEA	Keisha Sarter	
22	Sydetra Taylor	Equus SC Works	Sydetra Taylor	

Date: 2/28/25

Time: 9:00 am

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Amy Jeffords	TDS Equus	Amy Jeffords	
2	JANELLE MAYES-PROCTOR	SC DEW	Janelle Mayes-Proctor	
3	Amy Wyatt	SC DSS	Amy Wyatt	
4	LaQuante Williams	SCCB	LaQuante Williams	
5	JACIA L. LOMAX	SC DEW Equus	Jacia L. Lomax	
6	MELINDA UPDEGRAFF	SC DEW	Melinda Updegraff	
7	Helena Wiles	SC DEW	H. Wiles	
8	Jonathan Cole	SC DEW	Jonathan Cole	
9	Jay Borrero	SC DEW	Jay Borrero	
10	Emily Pte	SC DEW	Emily Pte	
11	Jawis Hendricks	ACHIEVE	Jawis Hendricks	
12	Amy Hill	SC DEW	Amy Hill	
13	LAURENCE PARKS	SC DEW	Laurence Parks	
14	John Wade		John Wade	
15	Frederica Hukler	Facilitator Community Outreach Coord.	Frederica Hukler	
16	Rebecca Simmon	Equus	Rebecca Simmon	
17	Latoya Council	Community Outreach Facilitator	Latoya Council	
18	Tina Dent	SNAP ENT	Tina Dent	
19	Melanie Hughes	Achieve	Melanie Hughes	
20	Amber Caldwell	Achieve	Amber Caldwell	
21	Angela Ratliff	Equus	Angela Ratliff	
22	Rose Cones	Equus	Rose Cones	

Date: 2/28/25

Time: 9:00 am

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Deanna Benick	Equus	Deanna Benick	
2				
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4				
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DVOP Eligibility Screening Tool

Section D: Qualifying Situations

Only complete this section if directed by either **Section B: Eligible Veterans** or **Section C: Eligible Persons**. Select any of the statements that apply to you.

- ☐ **D.1** I have a disability, which may include any of the following:
- **D.1.A** I am entitled to compensation for a service-connected disability from the U.S. Department of Veterans Affairs (VA), or I currently have a disability claim pending with the VA.
 - **D.1.B** I was released from active duty due to a service-connected disability.
 - **D.1.C** I have another disability, meaning a physical or mental impairment that substantially limits one or more major life activities.
- ☐ **D.2** I am an Eligible Veteran, **AND** part of my active military, naval, or air service was during the Vietnam era, which means either:
- **D.2.A** I served in the Republic of Vietnam at any time between November 1, 1955, and May 7, 1975, or
 - **D.2.B** Any part of my active-duty service was between August 5, 1964, and May 7, 1975.
- ☐ **D.3** I am an Eligible Veteran, **AND** I was discharged or released from active duty within the last three years.
- ☐ **D.4** I have been referred for employment services by a representative of the U.S. Department of Veterans Affairs.
- ☐ **D.5** I am experiencing homelessness, including any of the following:
- **D.5.A** I do not have (and cannot obtain) a fixed, regular, adequate, permanent place to live.
 - **D.5.B** I will soon lose my housing, **AND** do not have anywhere else to go.
 - **D.5.C** I am attempting to flee domestic violence, **AND** have no safe residence or resources to obtain safe permanent housing
- ☐ **D.6** I have been subjected to any stage of the criminal justice process, and/or I need assistance overcoming employment barriers resulting from a record of arrest or conviction.
- ☐ **D.7** I am between 18–24 years of age.
- ☐ **D.8** I do not have a high school diploma or equivalent certificate.
- ☐ **D.9** I receive (or have in the last 6 months received) public assistance through SNAP, TANF, SSI, or state or local income-based programs.
- ☐ **D.10** My total family income does not exceed the higher of the poverty line, or 70% of the lower living standard income level. (Please ask for assistance if you think it might apply to you.)
- ☐ **D.11** I am unemployed, **AND** am available to work.
- ☐ **D.12** I am the head of a single-parent household.

If you checked any of these, you are eligible for DVOP specialist services; please continue to **Section E**. Otherwise, you may be eligible for priority of service by other staff.

Section E: Customer Signature

If directed here from a previous section, you are eligible for DVOP specialist services based on your responses. By completing these fields, you certify that your answers are true to the best of your knowledge.

Name:

Date:

Signature:

AJC Use Only

Intake by:

Date:

Referred to:

☐ DVOP specialist

☐ Other AJC staff

DVOP Eligibility Screening Tool

Are you interested in receiving one-on-one career planning or help finding employment? ☐ Yes ☐ No

If Yes, please complete this tool to determine whether you are eligible for DVOP specialist services.

If No, please stop here; you may be eligible for priority of service from another staff member.

Section A: Current Service Members

If you are currently serving on active duty, select any statements that apply to you.

- ☐ A.1 I am wounded, ill, or injured, AND I am receiving treatment at a military treatment facility or soldier recovery unit.
- ☐ A.2 I am within one (1) year of separation, or two (2) years of retirement, AND I have participated in a part of the Transition Assistance Program (TAP).

If you checked any of these, a DVOP specialist can serve you, pending availability; please skip to **Section E: Customer Signature**. Otherwise, please continue to **Section B**.

Section B: Eligible Veterans

If you have ever served in the military, select any statements that apply to your service:

- ☐ B.1 I served on active duty for more than 180 consecutive days and was discharged with other than a dishonorable discharge. (For National Guard/Reserve, active-duty training does not count toward the 180 days.)
- ☐ B.2 I was released from active duty because of a service-connected disability.
- ☐ B.3 I was released from active duty by reason of a sole survivorship discharge.
- ☐ B.4 I was a member of a Guard/Reserve component, AND served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized, AND was discharged or released from such duty with other than a dishonorable discharge.

If you checked any of these, you are considered an Eligible Veteran; please skip to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please continue to **Section C**.

Section C: Eligible Persons

If you are the spouse, family caregiver, or widow(er) of someone who served or is serving in the Armed Forces, select any of the following statements that apply to you:

- ☐ C.1 I am the spouse or family caregiver of a wounded, ill, or injured current service member who is receiving care at a military treatment facility.

If you checked the box above, a DVOP specialist can serve you; skip to **Section E**. Otherwise, please continue:

- ☐ C.2 My spouse was a veteran who died because of a service-connected disability.
- ☐ C.3 My spouse has (or my deceased spouse had) a total and permanent service-connected disability rating from the Department of Veterans Affairs.
- ☐ C.4 My active-duty spouse is listed as one of the following, AND has been for more than 90 days: C.4.A 1) missing in action, C.4.B 2) captured in the line of duty by a hostile force, or C.4.C 3) forcibly detained or interned in line of duty by a foreign government power.

If you checked any of the boxes in this part of Section C, you are an Eligible Person; please continue to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please stop here; you may be eligible for priority of service from another staff member.

Notice To Our Customers: We are requesting this information to best meet your employment and training needs. We will keep all information you provide to us confidential to the greatest extent allowed by law. If you do not provide this information, you will not be subjected to any adverse treatment.

SC WORKS

GREATER UPSTATE

MARKETPLACE PROFESSIONAL STAFFING

When: Every Monday

Time: 9am-12pm

*Location: McAlister Square
225 S. Pleasantburg Drive E1 Greenville SC
29607*

Available Positions

- Material Handlers
- Customer Service Associate
- Processing Associates
- Certified Forklift Operator
- Maintenance Techs
- Production Associate
- Welders

**Background and drug screen are
part of the hiring process.**

For more
information visit
your local SC



Welcome!

Sign up sheet



EVENT: JULY PARTNER MEETING

DATE: JULY 23, 2024

NO.	NAME	EMAIL	PHONE
1	Karen Wippel	k.wippel@charlestondiocese.org	864-542-5671
2	Sr. Theresa Adeboye	tadeboye@charlestondiocese.org	832-591-4000
3	Niahple Henderson	niahplehenderson@yahoo.com	864-371-0012
4	Chykyia Henderson	hendersonchykyia@gmail.com	864-603-7777
5	Chykyia Henderson	chykyiakommaraz@gmail.com	(864)-371-0012
6	Tina Dadd	Drive Alert	
7	Stephanie P.	Drive Alert	
8	Tia	Drive Alert	
9	Bradley	Financial Empowerment	
10	Fredesca Hutchinson		
11			
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(27)

Welcome!

Sign up sheet



EVENT: JULY PARTNER MEETING

DATE: JULY 23, 2024

NO.	NAME	EMAIL	PHONE
1	Frank Floyd	floyd@dew.sc.gov	864-631-0711
2	Cassandra Sullivan	cassandra.sullivan@dss.sc.gov	803-767-0628
3	Amy Hill	amyburrell23@gmail.com	
4	Teresa Smith	tesmith@eckerd.org	864-399-5939
5	Kathy Phillips	kephillips@daw.sc.gov	864-467-8780
6	Michelle Stowers	mstowers@goodwillsc.org	(864) 354-1811
7	Tina Dent	tina.dent@dss.sc.gov	803-638-18
8	Brenda Rathz	brenda.rathz@dss.sc.gov	864-828-282-45
9	Julia Schaff	juliaschaff@tel.az	710-7987
10	Jay Yarbrough	Jay@ripleofore.org	864-787-0062
11	Jeanne McGill	JMcGill@newkennel.org	864-483-0551
12	JENNEH JONES	jennehj@tgha.net	864-990-0236
13	Paulette Dunn	Paulette.dunn@sedonasc.gov	
14	Josiah Bamberg		
15	Hope Martin	hopelymartin@yahoo.com	
16	Christy Bailey	christy.bailey@yahoo.com	
17	Kylie Stackis	kylie@treesupstate.org	
18			
19			
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23			
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25			

Sign-In List

Date: 28 August 2024

No:

[illegible]

Partner Meeting
Greer Relief and Resource Agency

(23)

Sign-In List

Date: 28 August 2024

No:

No.	Name	Phone	Email
	Dee DiCarlo	864-540-1656	doreen.dicarlo@thriveupstate.com
	Teresa Smith	864-399-5939	tesmith@eeked.org
	Krystal Henry	864-269-8700	Khenry@share.sc.org
	Tina Dodd	864-297-7878	tdodd@drivealead-training.com
	Stephania Bejster	864-297-7878	Info@drivealead-training.com
	Charles Hamilton	(864) 630-4139	astorishingangels@yahoo.com
	Brenda Kelly	864-282-4708	brenda.roth@dcss.sc.gov
	Izzy Lampley	864-775-9135	lampley779@gmail.com
	Chris Evette	864-567-3210	SOLUTIONS@csjv@gmail.com
	Amy Hill		amhill@dew.sc.gov
	Kathy Phillips		
	Cassandra Sullivan	803-767-0628	
	Tina Dent	803-638-1863	
	M.J. Christ	803-348-4275	mstewart@clermont.edu
	Sheratta Irby	864-979-7794	astorishingangels@yahoo.com
	Jay Yarbrough	864-797-0062	jay@appleofcare.org
	CAROLINE ROBERTSON	864-608-7570	caroline@greerrelief.org

Partner Meeting
Greenville Chamber of Commerce

Sign-In List

Date: 25, September 2024

No:

No.	Name	Phone	Email
1	Jeremy Winkle	864-350-5334	Jeremy.Winkle@ppsc.sc.gov
2	Rachel Colburn	864-627-9829	rcolburn@appleone.com
3	Sara Morda	864 349 6863	smorda@greenvillecountycorp.org
4	Teresa Smith	864-399-4258	tesmith@eckerd.org
5	Danica Johnson	864-269-0700	djohnson@shore4c.org
6	Lekia Dennis	864-960-3219	lekiad@tjha.net
7	Jenneh Jones	864 990 0236	jenneh.j@tjha.net
8	Carlos Rodriguez	864-990-0770	carlos@tjha.net
9	Brenda Rathz	864-282-4708	brenda.rathz@dss.sc.gov
10	Tina Dodd	864-297-7878	tdodd@deventer+teaminc.com
11	Dore D. Carl	864 540 6565	ddoreen.dicarlo@thriveupstate.org
12	Cassandra Sullivan	803-767-0628	cassandra.sullivan@cks.org
13	Lindsey Winegard		julias@ripplestone.org
14	Julia Skaefer		lindsey@ripplestone.org
15	Rebecca Fabanwa	864-305-9876	HeartofCompassion19@gmail.com

Sign-In List

Monthly Partner Meeting:

Palmetto Carolina Treatment Center

Date: November 20 2024

Leyla K. Musa BA, ADC

No.	Name	Phone	Email
	Melanie Cannon	864-412-4774	mcannon@epworthsc.org
	Jonathan Willo	843 906 8346	jonathan@eatfarmfreshpart.com
	Stephane Priest	386-1349	
	Selena Gann	864 467 5373	Sgann@greenvillesc.gov
	Destinee Hensley	864-467-5508	dhensley@greenvillesc.gov
	Dee D. G. / o	864 540 6505	doreen.dicarlo@thrivepstk.org
	Chameka Duncan	864 355-6680	ckduncan@greenville.k12.sc.us
	Michele Bull	864-488-4023	mbull@limestone.edu
	Chris Egan	864 567 3210	SOLUTIONS@GVL@gmail.com
	Stephanie Richardson	864-676-4411	richardson.stephanie@klocorps.org
	Claire Beachy	478-250-2644	cbeachy@clermontcharleston.edu
	Karen Whippel	864-542-5671	kwhippel@charlestoncharleston.org
	Theresa Adeboye	832-591-4021	tadeboye@charlestoncharleston.org
	Lindsey Winegard	864-915-1168	lindsey@ripptofine.org
	M.S. Christ	803 348 4225	mstort@clermont.edu
	Paris Salley	803 917-7137	ppercell@gateway-sc.org

Sign-In List

Palmetto Carolina Treatment Center

Date: November 20 2024

Leyla K. Musa BA, ADC

[illegible]

SC Works Greater Upstate

Procedure:

Reasonable Accommodations for Individuals with Limited English Proficiency

Number:

4501

Effective Date:

03/20/2018

Revised: 01/14/2022;
11/19/2024

Prepared by:

Deivis Henao
Comprehensive Center Manager
(Upstate)
Shanna Burgess; Rev: Kenneth
Taylor

Approved by:

Sydetra Payton, Project Director

Purpose:

To clarify policy on providing reasonable accommodations for individuals with Limited English Proficiency.

1.0 Policy

SC Works Greater Upstate will not discriminate against any individual based upon Limited English Proficiency.

Individuals with Limited English Proficiency (LEP) seeking WIOA Adult/Dislocated Worker (and all partners in center) services through SC Works Greater Upstate will be given the same consideration, if qualified, for services as individuals who do not have an LEP barrier. Accommodations for the application and interview process will be applied as needed, depending upon the type of deficiency and degree of accommodation required.

2.0 Procedures

Customers with an LEP may identify their language through the Language Identification Flashcards, which are available in each SC Works Greater Upstate location. All WIOA and DSS staff will be provided the Language Identification Flashcards and retain in their desk drawer. All SCDEW staff utilize their agencies translation assessment services.

Coordination of reasonable accommodations for LEP as well as decisions regarding the appropriateness of service accommodations will be the responsibility of the Operations Manager. Staff are required to complete training focused on the assessment and steps in acquiring appropriate accommodations, legal issues and Equal Opportunity regulations.

Files belonging to LEP customers will be identified; as a result, others are made aware that essential communication is to be translated appropriately.

Information will include, but not be limited to: primary language of customer, indication of language assistance needed, and type of language assistance provided.

Service Providers for interpretation and translation Services:

AccuLingua Communications & Consulting Services, LLC

Elizabeth J. Garret

Tel: (864) 915-9284

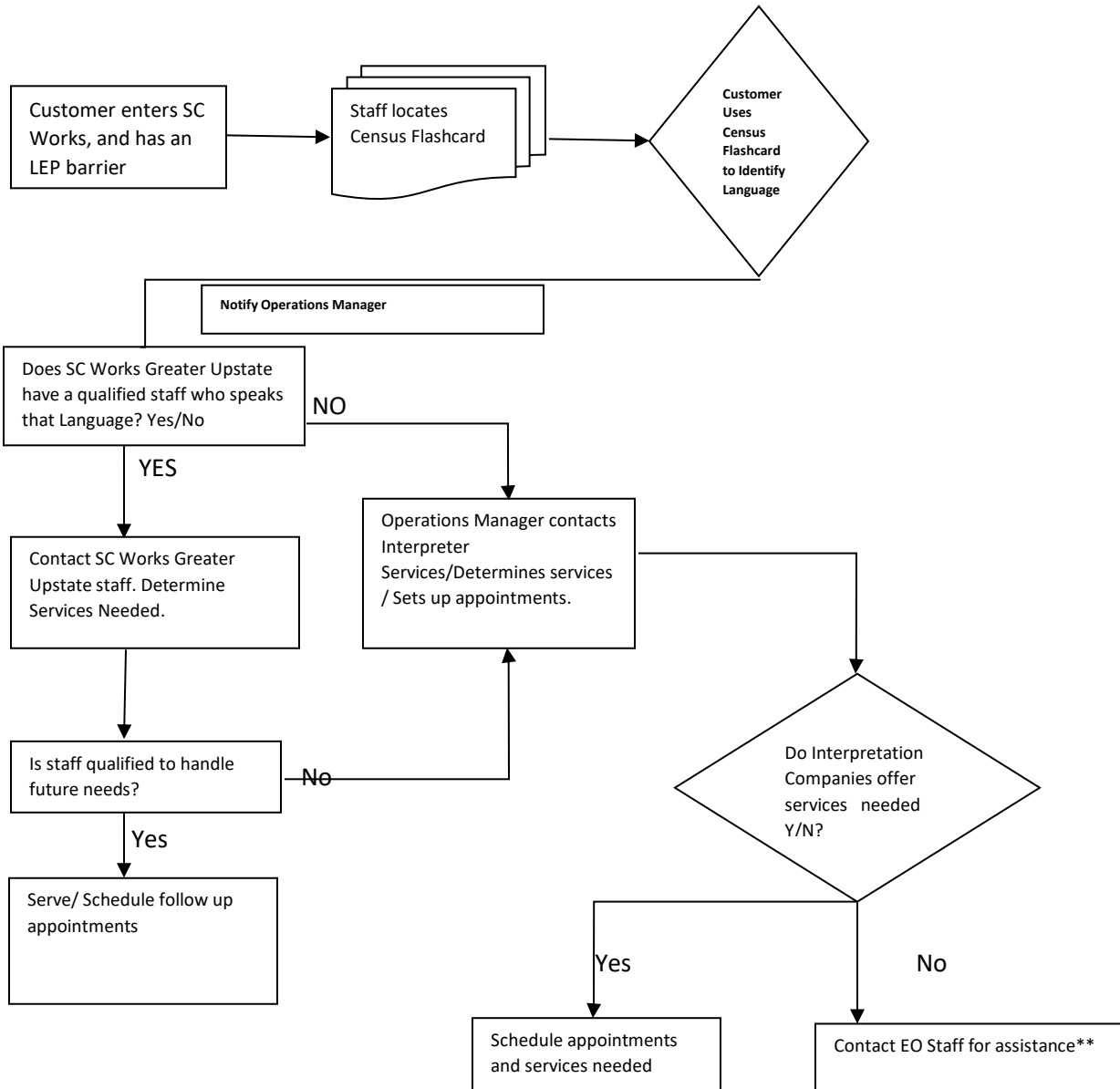
Email: requests@acculingua.com

Fees associated with interpretation/translation services will be billed to the appropriate program. The cost may be shared across multiple programs.

For customers who are only seeking Wagner-Peyser services, South Carolina Department of Employment and Workforce (SCDEW) Policies will be followed. SCDEW contracts for interpretation and translation services must be utilized.

Reference to be reviewed in addition: (Upstate staff) *Upstate Workforce Board Letter of Instruction 13-03 Amendment 1*

Limited English Proficiency Flowchart



**Dana Hudgins, EO Coordinator,
Upstate Dana@upstatewb.org
Tel: (864) 596-2028

**Shelia Harper, EO Coordinator,
Greenville
sharper@greenvillecounty.org
Tel: (864) 467-8147



Spartanburg and Union Counties a central location to receive a wide array of employment services.

[VIEW LOCATIONS](#)





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Babel Notice

In accordance with 29 CFR 38.9 (g)(3), Limited English Proficient (LEP) individuals will receive language assistance in all communications of vital information. Vital information is defined as information, whether written, oral, or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual to obtain any aid, benefit, service, and/or training; or required by law.

An interpreter, as well as the availability of free language assistance such as rulebooks; written tests that do not assess English language competency but rather assess competency for a particular license, job, or skill for which English proficiency is not required; and letters or notices that require a response from the beneficiary or applicant, participant, or employee will be provided to all LEP individuals at no cost to the individual. (29 CFR § 38.4(ttt))

English

IMPORTANT! There are documents that contain important information about WIOA training services, how to apply for training services, and your rights, responsibilities, and/or benefits. It is critical that you understand the information in these documents. You can request translation of any documents by emailing dana@upstatewb.org

Español

¡IMPORTANTE! Hay documentos que contienen información importante sobre los servicios de formación de WIOA, cómo solicitar servicios de formación y sus derechos, responsabilidades, y/o beneficios. Es fundamental que usted entienda la información contenida en estos documentos. Puede solicitar la traducción de cualquier documento enviando un correo electrónico a dana@upstatewb.org.

Deutsche

WICHTIG! Es gibt Dokumente, die wichtige Informationen über WIOA-Ausbildungsdienste, die Beantragung von Ausbildungsdiensten und Ihre Rechte, Pflichten und/oder Vorteile enthalten. Es ist wichtig, dass Sie die Informationen in diesen Dokumenten verstehen. Sie können die Übersetzung aller Dokumente per E-Mail an dana@upstatewb.org anfordern.

中文

重要! 有些文件包含有关 WIOA 培训服务、如何申请培训服务以及您的权利、责任和/或 dana@upstatewb.org , 要求翻译任何文件。

한국인

중요! WIOA 교육 서비스, 교육 서비스 신청 방법, 귀하의 권리, 책임 및/또는 혜택에 대한 중요한 정보가 포함된 문서가 있습니다. 이러한 문서에 포함된 정보를 이해하는 것이 중요합니다. 이메일 dana@upstatewb.org 로 문서 번역을 요청할 수 있습니다.

Tagalog

MAHALAGA! May mga dokumentong naglalaman ng mahalagang impormasyon tungkol sa mga serbisyo ng pagsasanay ng WIOA, kung paano mag-apply para sa mga serbisyo ng pagsasanay, at ang iyong mga karapatan, responsibilidad, at/o mga benepisyo. Mahalagang maunawaan mo ang impormasyon sa mga dokumentong ito. Maaari kang humiling ng pagsasalin ng anumang mga dokumento sa pamamagitan ng pag-email sa dana@upstatewb.org

العربية

هام! هناك مستندات تحتوي على معلومات مهمة حول خدمات التدريب في إطار قانون التدريب في مجال العمل في مجال العمالة الوافدة (WIOA)، وكيفية التقدم بطلب للحصول على خدمات التدريب، وحقوقك ومسؤولياتك و/أو مزاياك. من المهم أن تفهم المعلومات الواردة في هذه الوثائق. يمكنك طلب ترجمة أي مستندات عن طريق إرسال بريد إل dana@upstatewb.org.

Français

IMPORTANT ! Certains documents contiennent des informations importantes sur les services de formation WIOA, sur la manière de demander des services de formation et sur vos droits, responsabilités et/ou avantages. Il est essentiel que vous compreniez les informations contenues dans ces documents. Vous pouvez demander la traduction de tout document en envoyant un courriel à dana@upstatewb.org

日本語

重要 WIOA訓練サービス、訓練サービスの申請方法、あなたの権利、責任、および/または特典に関する重要な情報が記載された文書があります。これらの書類の情報を理解することは非常に重要です。文書の翻訳をご希望の場合は、dana@upstatewb.org

EQUAL OPPORTUNITY IS THE LAW

It is against the law for the recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose):

Stephani Freese, EO Officer, SCDEW, Post Office Box 908, Columbia SC 29202

or

**Director, Civil Rights Center (CRC), U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210**
or electronically as directed on the CRC website at www.dol.gov/crc.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

CƠ HỘI CÔNG BẰNG LÀ LUẬT PHÁP

Phân biệt đối xử với người nhận hỗ trợ tài chính lên bang dựa trên các căn cứ sau là trái pháp luật: phân biệt bất kỳ cá nhân nào tại Hoa Kỳ; dựa trên cơ sở chủng tộc, màu da, tôn giáo, giới tính (bao gồm cả mang thai, sinh con và tình trạng y tế có liên quan, sự sắp khuôn trong giới tính, tình trạng chuyển đổi giới tính và bản sắc giới), nguồn gốc quốc gia (bao gồm cả trình độ tiếng Anh hạn chế), tuổi tác, khuyết tật hoặc dạng phái hay niềm tin chính trị, hoặc phân biệt bất kỳ người thụ hưởng, người nộp đơn hoặc người tham gia vào các chương trình hỗ trợ tài chính theo Title I của Đạo luật Cải tiến và Cơ hội cho Lực lượng lao động, trên cơ sở của tình trạng công dân của cá nhân hoặc sự tham gia vào bất kỳ chương trình hoặc hoạt động hỗ trợ tài chính nào theo Title I của WIOA.

Người nhận không bị phân biệt đối xử trong bất kỳ lĩnh vực nào sau đây: quyết định ai sẽ được nhận, hoặc có quyền tiếp cận với bất kỳ chương trình hoặc hoạt động hỗ trợ tài chính nào theo Title I của WIOA; trao các cơ hội hoặc đối xử với bất kỳ người nào liên quan tới một chương trình hoặc hoạt động như thế; hoặc đưa ra các quyết định việc làm thuộc phạm vi quản lý của hoặc có liên quan tới một chương trình hoặc hoạt động như vậy.

Người nhận hỗ trợ tài chính lên bang phải thực hiện những bước hợp lý để đảm bảo rằng thông tin liên lạc với các cá nhân bị khuyết tật có hiệu quả như thông tin liên lạc với những người khác. Điều này có nghĩa rằng, theo yêu cầu và miễn phí cho các cá nhân, người nhận được yêu cầu cung cấp hỗ trợ và các dịch vụ phụ trợ phù hợp cho các cá nhân đó điều kiện bị khuyết tật.

Quý vị CẦN LÀM GÌ NẾU Quý vị CHO RẰNG MINH BỊ PHÂN BIỆT ĐỐI XỬ

Nếu quý vị cho rằng quý vị đã bị phân biệt đối xử trong một chương trình hoặc hoạt động hỗ trợ tài chính theo Title I của WIOA, quý vị có thể nộp đơn khiếu nại trong vòng 180 ngày kể từ ngày vi phạm bị cáo buộc tới một trong hai người: Cục vụ xử tranh cãi về Cơ hội Công bằng của người nhận (hoặc người mà người nhận chỉ định cho mục đích này).

Stephani Freese, EO Officer, SCDEW, Post Office Box 908, Columbia SC 29202

hoặc

Giám đốc, Trung tâm Dân Quyền (Civil Rights Center, CRC) của Bộ lao động Hoa Kỳ
208 Constitution Avenue NW, Room N-4123, Washington, DC 20218
hoặc gửi khiếu nại điện tử theo hướng dẫn trên trang web CRC tại địa chỉ www.dol.gov/crc.

Nếu quý vị nộp đơn khiếu nại đối với người nhận, quý vị phải chờ hoặc đến khi người nhận cung cấp một văn bản Thông báo về Hành động Cuối cùng hoặc cho đến khi hết 90 ngày (tùy theo ngày nào sớm hơn), trước khi nộp đơn tới Trung tâm Dân quyền (xem địa chỉ ở trên). Nếu người nhận không cung cấp cho quý vị một văn bản Thông báo về Hành động Cuối cùng trong vòng 90 ngày kể từ ngày quý vị nộp đơn khiếu nại, quý vị có thể nộp đơn khiếu nại với CRC trước khi nhận được Thông báo đó. Tuy nhiên, quý vị phải nộp đơn khiếu nại với CRC trong vòng 30 ngày kể từ ngày kết thúc thời hạn 90 ngày (mỗi cách khác, trong vòng 120 ngày kể từ ngày quý vị nộp đơn khiếu nại với người nhận). Nếu người nhận đã cung cấp cho quý vị một văn bản Thông báo về Hành động Cuối cùng và đơn khiếu nại của quý vị nhưng quý vị không hài lòng với quyết định hoặc cần phải giải quyết thì quý vị có thể nộp đơn khiếu nại với CRC. Quý vị phải nộp đơn khiếu nại với CRC trong vòng 30 ngày kể từ ngày quý vị nhận được Thông báo về Hành động cuối cùng.

LA IGUALDAD DE OPORTUNIDAD ES LA LEY

La ley prohíbe que este beneficiario de asistencia financiera federal discrimine por los siguientes motivos contra cualquier individuo en los Estados Unidos por su raza, color, religión, sexo (incluyendo el embarazo, el parto y las condiciones médicas relacionadas, y los estereotipos asociados al estatus transgénero y la identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad, afiliación o creencia política, o contra cualquier beneficiario, solicitante de trabajo o participante en programas de capacitación que reciben apoyo financiero bajo el Título I de la ley de Inversión y Oportunidad en la Fuerza Laboral (WIOA, por sus siglas en inglés) debido a su ciudadanía, o por su participación en un programa o actividad que recibe asistencia financiera bajo el Título I de WIOA.

El beneficiario no deberá discriminar en los siguientes áreas: decidiendo quién será permitido de participar, o tendrá acceso a cualquier programa o actividad que recibe apoyo financiero bajo el Título I de WIOA; proporcionando oportunidades en, o tratar a cualquier persona con respecto a un programa o actividad semejante, o tomar decisiones de empleo en la administración de, o en conexión a un programa o actividad semejante.

Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para garantizar que las comunicaciones con las personas con discapacidades sean tan efectivas como las comunicaciones con los demás. Esto significa que, a petición y sin costo alguno para el individuo, los recipientes están obligados a proporcionar ayuda auxiliar y servicios para individuos con discapacidades calificados.

QUE DEBE HACER SI CREE QUE HA SIDO DISCRIMINADO

Si usted piensa que ha sido discriminado en un programa o actividad que recibe apoyo financiero bajo el Título I de WIOA, usted puede presentar una queja no más de 180 días después de la fecha en que ocurrió la presunta violación, ya sea con: El oficial de igualdad de oportunidad del recipiente (o la persona que el recipiente haya designado para este propósito);

Stephani Freese, EO Officer, SCDEW, Post Office Box 908, Columbia SC 29202

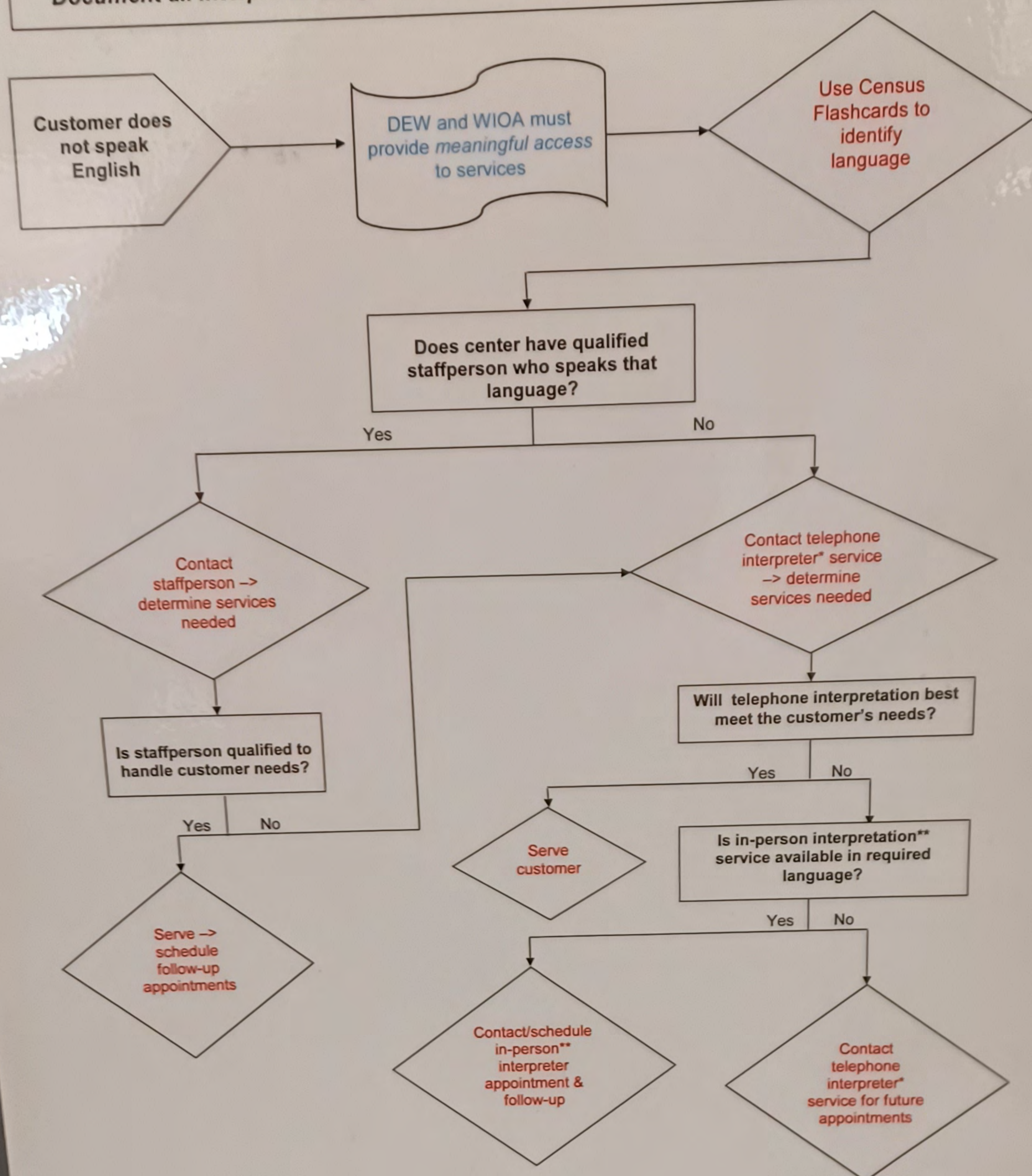
O

Director, Civil Rights Center (CRC), U.S. Department of Labor
250 Constitution Avenue NW, Room N-4123, Washington, DC 20210
o electrónicamente como indica el sitio web del CRC: www.dol.gov/crc.

Si usted presenta una queja con el recipiente, usted debe esperar hasta que el recipiente emita una decisión final escrita o que pasen por lo menos 90 días (lo que ocurra primero); antes de presentar una queja con el Centro de Derechos Civiles (CRC, por sus siglas en inglés) a la dirección mencionada brevemente. Si el beneficiario no le entrega una decisión final escrita dentro de 90 días después de la fecha en que presentó su queja, usted puede presentar su queja con el CRC antes que reciba la decisión final. Sin embargo, es necesario presentar su queja con el CRC dentro de 30 días después de la fecha límite de 90 días (en otras palabras, dentro de 120 días después de la fecha en que presentó la queja con el recipiente). Si el recipiente emite una decisión final escrita, pero usted no está satisfecho con el resultado o resolución, usted puede presentar una queja con el CRC. Usted debe presentar su queja con el CRC dentro de 30 días después que reciba la decisión final escrita.

Assisting the Limited English Proficient (LEP) Customer

Document all interpreter usage by using the Request for Interpreter Services Form!



Questions?

Contact Office of Equal Opportunity -
 Stephani Frese – (803) 737-2381 or sfrese@dew.sc.gov
 Tudy Newsom – (803) 737-3830 or tnewsom@dew.sc.gov
 TTY-711

*Telephone Interpreters (state contract) –

Avaza Language Services – 1(866) 645-26482 (WED staff use code 6200, Trade staff use code 4050, others use codes provided in Interpreter memo)
 Global Interpreting Services – 1(855) 215-9724 (DEW staff use code DEW R600)

**In-person Interpretation –

AccuLingua Communications – (864) 915-9284, elizabethgarrett@outlook.com, or AccuLingua@gmail.com

An Equal Opportunity Employer/Program.
 Auxiliary aids and services available upon request to individuals with disabilities.





Management Standards – Standard 7

Every SC Works Center maintains a professional appearance.

- a. The SC Works Center has professional, clear, and sufficient signage that is prominent and unambiguous, including required ADA and EO signage

There is a large sign on the outside of McAlister Square with SC Works branding. Inside McAlister Square, we have a banner hanging above our office as well as a sign with arrows pointing to the Center and the Computer Lab. The door is also branded with SC Works logo.

- b. All staff maintain a professional appearance in accordance with LWDB approved policies.

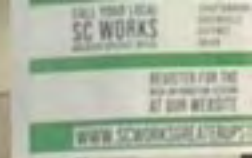
There is a Dress Code that applies to all staff, SC Works and specific partners.

- c. The SC Works center, including exterior, lobby, resource room, conference/training rooms, staff workstations/offices, restrooms, etc., are clean, well maintained, and visually appealing.

The SC Works Greenville Center is a modern facility with well-kept interior and exterior that often receives praise from management and partner hierarchy. The Comprehensive Center is located in McAlister Square who maintains the HVAC and all mechanical services in a very good working order. In addition, janitorial services are conducted on a daily basis.

SC WORKS

MCALISTER SQUARE



SC WORKS

MCALISTER SQUARE

AmericanJobCenter



E-1
Job Search Center



E-4
Computer
Assessment Lab



SCACCELERATE
EDUCATION >>> CAREER SUCCESS

Adult Post-Secondary

SC WORKS

McALISTER SQUARE

AmericanJobCenter

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER



McALISTER SQUARE

SC WORKS

McALISTER SQUARE



SC Works Greater Upstate - EWS

Procedure:

Employee Standards of Dress

Number:

4000

Effective Date:

8/14/2017
 Reviewed: 3/17/2021;
 6/3/2021;
 5/16/2023
 01/28/2025

Prepared by:

Debra Giordano, VP

Approved by (locally):

Sydetra Q Payton, Project Director

Purpose:

Staff are expected to maintain a professional appearance that is appropriate for the work being performed and consistent with the professional image and safety requirements of SC Works Greater Upstate. We celebrate the individuality of our team members. We recognize that individuality is often expressed through a personal sense of fashion and other choices related to our appearance. We shall not only model conservative appropriate dress for an office and virtual environment for our customers, but also be comfortable and confident discussing dress and appearance as a factor in seeking, obtaining, and retaining employment.

Professional Business Attire Guidelines:

Professional business attire is required Monday through Friday unless specifically given permission by the Project Director (such as working on a closed office day, a special event or casual Jean Day Fridays).

Appropriate business attire for employees includes the following:

Clothing commonly worn by men or those identifying as a man:

- Dress slacks.
- Shirts with a collar, tucked in.
- Professional looking/cut sweater with a collared shirt underneath.
- Belt (large belt buckles are not allowed).
- Dress shoes with dress socks.

Clothing commonly worn by women or those who identify as a woman:

- Dresses and skirts (length shall fall no shorter than just above knee).
- Dress slacks that are at the ankle or below and are hemmed and not dragging on the floor.
- Leggings must be covered by a longer shirt/blouse.
- Blouses with a conservative neckline; if fabric is sheer, then a camisole is required in addition to regular undergarments.
- Sweaters, blazers, or suit jackets.

- Dress shoes or dress sandals guidelines:
 - The heel should be no higher than 3 inches (health & safety issue).
 - Platform shoes are discouraged; should the employee choose to wear platform shoes the platform build up in the front may not be greater than .5 inches.
 - For safety reasons, all shoes must have either a solid heel or a heel area supported by a strap.
 - Fashion boots shall not come up higher than just below the knee (no thigh-high boots permitted).

General:

- Jewelry may be worn but should be conservative in nature.
- Tattoos are allowable provided they are not vulgar, sexual, or provocative, reflect language or symbols that may be offensive to others (reasonable person test). Full sleeve/leg/neck tattoos should be covered to the extent possible.
- Body scents should be avoided or applied minimally including perfumes, colognes, scented hair products, lotion and body wash due to common allergies to these products.
- Facial hair such as mustaches and beards must be neatly trimmed and clean.
- Limited and minimal visible body or facial piercings may be allowed.
- All staff should always appear to be clean and groomed including clothing, body, hair, and nails.

Unacceptable Attire at Any Time

- T-shirts of any kind
- Athletic/Athleisure wear
- Flip flops or casual sandals
- Unhemmed or frayed hemlines
- Shorts
- Spandex or Lycra tops or bottoms
- Tank tops, tube tops, halter tops or spaghetti straps
- Evening wear (such as cocktail dresses)

Non-Compliance:

Failure to comply with this policy and your manager's advice may result in the following:

Requirement to get in immediate compliance with the policy with the least potential for lost work time resulting from the violation. This may mean purchasing replacement clothing nearby at your own expense, returning home to change, removing the item (such as jewelry), or covering up an item. Lost work time will be at the employee's expense (PTO must be used if employee has time accrued, unpaid time if does not have PTO available); if employee disagrees with the manager's interpretation, final interpretation of the *local policy* rests with the Project Director. Medical exemptions are dependent upon parent organization's policy. Project Director shall be advised by lead supervisors in those instances.

Serious or repeated violations may result in corrective action consistent with Equus's (or Parent Organization's) progressive corrective action policy.

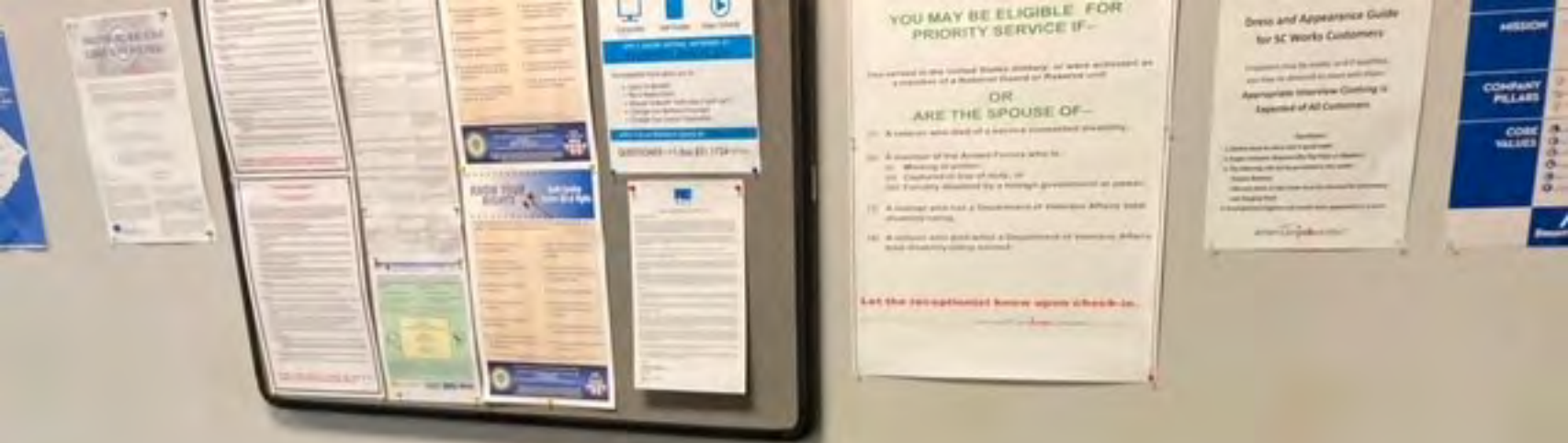












Management Standards – Standard 8

Every SC Works Center has access to sufficient space and capacity for key functions.

- a. The SC Works Center has, or has access to, convenient and equipped space for group meetings and services.

The Comprehensive Center presently occupies 8,190 square feet. In addition to the Resource Room, there are two conference rooms and a computer lab which are all used for meetings and other events. We have also been granted access to use the mall area in McAlister Square for special events, such as multi-employer job fairs and hiring events.

- b. Comprehensive Centers provide onsite private discussion areas.

As mentioned above, there are a variety of private discussion areas, to also include staff offices.

- c. Affiliate Centers provide access to private discussion areas as outlined in center policies and procedures.

Greenville County LWDA does not have any affiliate centers

- d. The Resource Room/Area has access to telephones, high-speed internet, printers, faxes and copiers.

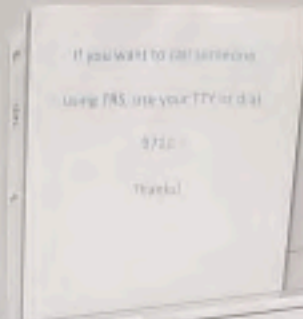
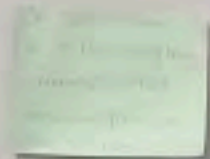
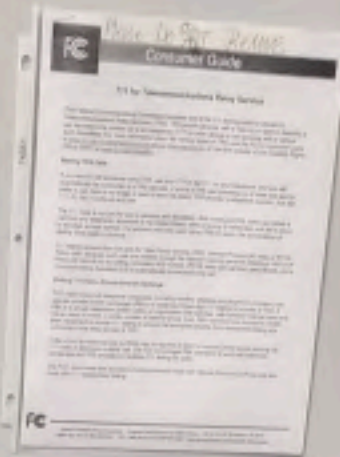
Adequate required equipment is present and available for use in the Resource Room in the Comprehensive Center.





Please have a
pat until we
call you to the
counter.

Thank you!



**NO
PERSONAL
PHONE
CALLS**



RESERVED



HIPAA FAX FACTS:

HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. HIPAA is a federal regulation that protects a patient's right to privacy and requires that all information concerning the patient's health and well-being be kept confidential.

The protected health information (PHI) may be a full or partial name, date of birth, sex, race, ethnicity, address, telephone number, or any other information that can be used to identify the patient.

- Always use the patient's name when talking on the phone.
- Always use the patient's name when talking on the fax machine.
- Call to make sure the fax is being sent to the correct number.

HIPAA is not a law, it is a set of rules that must be followed. It is a part of the federal law that protects the patient's right to privacy and well-being.

If you have any questions, please contact your supervisor.

*Do the right thing...
know the right thing to do.*

ResCare



Management Standards – Standard 9

Every SC Works Center is safe and secure.

- a. Confidential and sensitive information is stored securely:

As reported, internal and external monitoring sessions are conducted annually by SCDEW and Greenville County Workforce Development Board staff. SC Works WIOA case files related to PII and HIPAA information are secured properly in a locked file storage location. On site partners are responsible for protecting their PII and HIPAA.

- b. Building security is appropriate for the SC Works center

McAlister Square employs security guards and there is always one available for assistance as needed. There are internal security cameras that record activity for further security for staff, partners and customers within the center.

- c. Staff are trained in accordance with written policies that address:

- Personal Identifiable Information (PII)
- Storage of confidential information
- IT Security
- Fire safety
- Bomb threats
- Medical emergencies
- Evacuation
- Violence in the workplace
- Personal safety
- General emergency response
- CDC guidelines regarding PPE (COVID-19)

The Greenville Center has a Safety/Emergency Action Plan that addresses issues relevant to safety and emergency responses. The Operations Manager and DEW Regional Manager discuss any safety concerns immediately should they arise. Additionally, staff are briefed on center safety during our Quarterly Training Sessions.

- d. All staff who work in the SC Works Center receive safety training upon hire or assignment and at least annually.

While each partner has its own training requirements in this area, Equus, as the Operator, has mandatory annual training on several compliance type subjects. Fire Extinguisher, Workplace Violence, Workplace Safety, and Safe Driving are included in this annual training. All staff attended a Situational Awareness training with Sgt. Patton of the Spartanburg City Police Department on March 7th, 2025. Staff receive continued safety training at our Quarterly Training days.

SC Works Greater Upstate

Procedure:

Client File Setup, Security, Maintenance and Disposition

Number:

2300

Effective Date:

5/14/2012
Revised 9/12/2019; 3/15/2021;
2/7/2025

Prepared by:

Roy Lowe

Reviewed by: Nancy Wilson;
Shanna Burgess; Rose Cortes

Approved by:

Sydetra Q. Payton, Project Director

Purpose:

To provide guidance on the initial set up, security, maintenance and disposition of SC Works Workforce Innovation and Opportunity Act (WIOA) participant files.

Detailed Procedure:

Summary

SC Works Greater Upstate Talent Development Specialists (TDS) shall set up all WIOA client files in accordance with the guidelines stated herein to maintain continuity across the project regarding file set up, maintenance, security and disposition.

1.0 File Set -Up

- 1.1 All files will be constructed using six-part tab folders. Blue folders will be used for Adult client files and brown folders for Dislocated Worker files.
- 1.2 The main file tab will be labeled with client's name and state ID number or last 4 of SSN. The order will be last name, first name, state ID/last 4 SSN.
- 1.3 In creating a new case file, TDS's will utilize Case File Dividers (3100Case FileDividers01/20/2023JB). The dividers are numbered Tabs 1 – 6 and should be placed on each tab accordingly.
- 1.4 The Case File Dividers will act as a guide for TDS's in how to set up the file. Each divider has the documents required for that specific tab listed on them. All of the documentation listed may not be required for each file. Documents are to be placed under the divider in descending order as listed. The box on the divider should be checked when the documents are placed in the file.
- 1.5 All controlled documents are numbered to identify the tab in which they go. I.E., the Participant Rights handout. The first digit indicates it is an expanded services form. The second digit indicates it is to be filed in tab #2. The third and fourth digit is the actual form number. The revision date follows the form description.
- 1.6 TDS's are to ensure compliance with the WB / state policy that any documentation in the file be void of the client's (*including family members*) full social security number. Should any SSN be identified, it will immediately be removed or blackened out and made unreadable, allowing ONLY the last four (4) of SSN, as deemed necessary.

2.0 File Maintenance and Security

- 2.1 TDS's while conducting their peer file reviews in accordance with Equus policy should ensure documents are filed appropriately. TDS Lead/Designee should also review the files prior to approving any fund expenditures.
- 2.2 This set up order is to be followed from the initial creation of the file through the file's destruction.
- 2.3 Files are to be maintained in a secure location within the office of origin. Upstate- Files are not to leave the office, unless being transported to the Spartanburg office for storage awaiting destruction. Greenville- Files in storage will remain in a secured file location accessible by TDS, TDS Lead/supervisor, and Operations Manager.

2.4 Files are to be safeguarded at all times.

2.5 Once an item is placed in the file it becomes a permanent part of the file. If a document contains erroneous info, the corrected form is annotated at the top and bottom “Corrected Copy”. The original document is then attached to the corrected copy and filed accordingly.

2.6 Information from the file or copies of documents may be shared **ONLY** with partners upon receipt of a signed release from the client.

3.0 File Disposition

3.1 All files are to be maintained at the servicing office until first quarter follow up has been completed.

3.2 Files in follow up should be filed separately from the TDS’s active files and so identified.

3.3 Once file enters follow up, TDS’s will write on the outside of the folder the shred / destruction date of the file. This date is the exit date plus five years.

3.4 Once follow up has been completed, files are to be transported to the Spartanburg Office following the procedure outlined in 3.3 above.

3.5 Periodically, files will be pulled from the storage room to complete a purge of the files awaiting destruction. All files to be destroyed will be listed on the File Destruction Record. This form will be completed and signed by the individual conducting the destruction. The original signed copy will be provided to the TDS Lead for filing.

SC Works Greater Upstate – Equus Workforce Solutions

POLICY		Number:
Removal of Personally Identifiable Information (PII) From Participant Files		2301
Effective Date:	Prepared by:	Approved by:
08/05/2013	Cathy Smith	Sydetra Q Payton, Project Director
Reviewed: 9/12/2019; 3/15/2021; 11/26/2024	Reviewed by: Nancy Wilson; Shanna Burgess; Pam Morris	
Purpose:		
To clarify the policy for removal of PII from all participant files		
<p>1.0 Policy <i>'PII, which when disclosed, could result in harm to the individual whose name or identity is linked to that information. This is distinguished from "Non-sensitive PII," the disclosure of which cannot reasonably be expected to result in personal harm. Protected PII includes, but is not limited to: Social Security number, credit card number, bank account number, residential address, residential or personal telephone number, biometric identifier (image, fingerprint, iris, etc.), date of birth, place of birth, Mother's maiden name, criminal records, driving records, medical records, and financial records.'</i> TEGL 39-11</p> <p>Talent Development Specialists (TDS) who create participant files will be instructed to remove unnecessary documentation which could be considered PII. If a document is not identified in this policy but is of a questionable nature in terms of PII the TDS will be instructed to consult supervisor and remove the document as appropriate. Background checks, driving records, drug screens, etc. are often required by training programs and therefore the release and request forms for such screening procedures may remain in the files, however, results of those screenings, even if they are positive, shall be in PII binder. All files that have had PII removed will contain a page indicating only that one or more items have been removed from that section of the file and placed in a secure location.</p> <p>A locked file room at SC Works Spartanburg has been designated as the secure location for PII which has been removed from the files. There will be one key to the room which will be maintained by the Project Accountant (PA). The Project Director, the Operations Manager, TDS Supervisor and TDS's will have access to the PII file at any time, as needed, by obtaining the key from the PA. SC Works Cherokee will have a designated secure location which will be accessible by appropriate staff in that location. The TDS in SC Works Union will have access to Union's secure location. SC Works Greenville access is controlled by the Operations Manager in a special locked cabinet. The Greer office will maintain files in the locked cabinet in the SC Works office until relocated to Greenville center. PII will be monitored by Equus management and WB staff periodically.</p>		

SC Works Greater Upstate

Policy:

SC Works Greater Upstate Safety/Emergency Action Plan

Number:

4100

Effective Date:

07/01/2015

Updated 6/29/2021,
 10/11/2022; 01/06/2025

Prepared by:

Nancy Wilson; Adam Lindsley
 (rev); Kenneth Taylor (Rev)

Approved by:

Sydetra Q Payton, Project
 Director

Purpose:

This SOP outlines the necessary steps in responding to emergencies at SC Works Greenville, Spartanburg, Gaffney and Union, as well as partner agencies located in the same building. It also addresses procedures to follow for inclement weather.

Policy:

It shall be the responsibility of all staff persons to become familiar with the SC Works Greater Upstate Safety/Emergency Action Plan. By the direction of the Project Director (PD), there will be a Safety Committee Coordinator responsible for continuous evaluation and coordinating the SC Works Greater Upstate Safety Plan. The pages in the Emergency Action Plan apply to all staff and are outlined to be utilized in response to an identified or reported emergency situation which may threaten the office, personnel and/or clients. Important steps incorporated to be followed include: fire, burns, choking, fainting, fractures and sprains, heart attack, bomb threat, terrorism/hostage, power failure, and tornado.

Inclement Weather: The PD will monitor suspected inclement weather situations in four county area (Greenville/Spartanburg/Union/Cherokee) and based upon county government closings as listed on www.scemd.org, will seek permission from Regional Director to delay openings of office or close. PD will coordinate actions with the Upstate WB/Greenville County WDB. In the interest of personnel safety, any employee of Equus will have the option of taking PTO should they determine that weather conditions are hazardous for themselves, though office might remain open. Partner staff should be further advised by their organization's authorized procedures.

Responsibilities:

Project Director- Overall responsibility and accountability for the Plan. Refer to Equus PDOM.
 Maintain Safety Plan Notebook in OM Office, to include the Risk Management Manual (annual review

required with all staff). Responsible to alert managers of any office opening changes due to inclement weather (all attempts will be made to make determination by 6:00 a.m. of any workday, if not the evening prior).

Safety Committee Coordinator- Directly responsible for coordinating and carrying out all tasking related to instituting an effective and all-encompassing plan for the safety and well-being of staff, partners, and customers. Ensure a Quarterly Safety Committee Meeting is scheduled and conducted, ensuring there is representation from each center/office.

Building Emergency Coordinators (BEC's) and Alternate BEC's- Assist with completing building evacuation, alerting all in their area and checking bathrooms. Main point-of-contact and control within center assigned.

Partners/Staff- Be familiar with the attached plan and all policies related to emergency processes.



Emergency Action Plan

SC Works Cherokee
111 – C Tiffany Park Circle
Gaffney, SC 29341
864-342-7207

SC Works Greenville
225 S. Pleasantburg Drive
Suite E-1
Greenville, SC 29607
864- 467-8080

SC Works Spartanburg
145 N. Church Street
Spartanburg, SC 29306
864-764-1966

SC Works Union
300 East South Street
Union, SC 29379
864-427-4119

SC Works Greer (TDS only)
113C Berry Ave
Greer, SC 29651
864-334-3512

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This page is left intentionally blank to allow for future updates as needed

Introduction

This Emergency Action Plan primarily applies to the SC Works Comprehensive sites located in Greenville and Spartanburg, SC but easily can be applied to Gaffney and Union sites.

Purpose

This action plan provides guidance and procedures to assist all office personnel in response to emergencies.

Scope

The following pages will outline an action plan to be utilized in response to an identified or reported existence of a specific emergency situation which threatens the office, staff and/or clients.

EMERGENCY RESPONSE STAFF CONTACT NUMBERS

The following persons are to be contacted in the event of an emergency:

Tammy Underwood – Interim Project Director	864-764-1976 (office)
Kenneth Taylor – Operations Manager/Spartanburg	864- 621-4518 (cell)
Kenneth Taylor – Operations Manager/Gaffney/Union	864-764-1984 (office)
Alayna Monroe - Talent Development Specialist/Union	864-427-4119 (office)
Amy Jeffords – Talent Development Spec/Gaffney	864-902-1147 (office)
Rose Cortes – Talent Development Supervisor	864-416-1790 (cell)

Building Emergency Coordinators by site listed on Attachment E

Building Emergency Coordinators will assist with completing building evacuation, alerting all in their area and checking bathrooms.

ALL EMERGENCIES - 911

PROPERTY DESCRIPTION

Personnel in each center will exit office/classroom/meeting room at main entry point and proceed to nearest Emergency Exit. Should that exit be blocked or in danger area, proceed to next available exit point.

- In Greenville, the designated emergency exits are at the front of suite both at the main entrance and from the resource room; secondary emergency exits are located at the back of the suites and exit with staff escort only. See Attachment F for map of suites.
- In Spartanburg, the designated emergency exits are at both main front (customer/visitor) and rear entrances as well as the exit in the Voc. Rehab office and DEW supply room. When exiting through the rear, exit the building using the hallway on the right. For Suite 107, Equus, DSS, and Achieve Offices, the emergency exit is one of the three doors leading to the outside parking lot. See maps in Attachment F.
- In Union and Gaffney, emergency exits exist in front and back of center. Greer office will follow host Greer Relief procedures.

Building Emergency Features below:

Fire Alarm Signal

In the event of a fire emergency in the building, the horns will sound, giving off short blasts throughout the building.

Emergency Exits

There is an Emergency Exit on the side of the building, in addition to the front and rear exits, with illuminated exit signs.

Fire Protection and Life Safety

The office building has various levels of fire protection which includes fire extinguishers, emergency exit signs and a sprinkler system.

Safe Refuge Areas

In Spartanburg, the Safe Refuge Areas are located outside the building- one across Commerce Street in front of the Parking Garage and one outside of Suite 107. In case of emergency evacuation, staff shall proceed out of the way of all incoming emergency personnel and proceed to the Safe Refuge Areas. The Operations Manager or senior person present shall take a head count once in the Safe Refuge Area.

The Safe Refuge Area (Primary Assembly Area) in Greenville for Suites E1 and E4 is parking lot light number 4 in the parking lot to the left of the main entrance to McAlister Square as you exit the building.

Secondary Assembly Area is parking lot light number 6 in the parking lot directly outside of the former location of Greenville Technical College Admissions Office (currently unoccupied). See attachment F for photographs.

Safe Refuge in Gaffney- in front parking lot corner near road; in back it is up on the earthen bank.

Safe Refuge in Union is across the street in front and rear of parking lot in back.

OFFICE EMERGENCY ACTION PLAN

ALL STAFF RESPONSIBILITIES

- Become completely familiar with the office arrangement, emergency plan and location of floor exits.
- In case of emergency, **DO NOT PANIC**. Remain calm.
- Make certain all personnel are notified of fire and evacuates to the safe area(s). Check all lavatories and conference rooms.
- Know the location of and how to use fire-fighting equipment.
- Know the location of first aid supplies.
- Know the location of flashlights and batteries.
- Attend training sessions conducted by Project Director's designee.
- Every staff member should be cognizant of surroundings and persons in vicinity. It is important to know if someone near you has a disability and needs assistance evacuating safely. Attachment G addresses important points of an individual having a service animal. While now no employee utilizes a service animal, customers or guests could be in any center, and during a real emergency, you will not be able to plan for a specific person to assist them. Thus- every staff member in SC Works Greater Upstate has to know the correct procedures, as indicated on attachment G.

EMERGENCY ACTION PLANS

The Emergency Action Plans for fire, bomb threat, medical emergency, power failure, and tornado.

Fire

If a fire is discovered in the office, immediately dial 911 and immediately move away from danger. Confine the fire by closing doors as you leave the area. Make certain to activate the closest fire alarm, if one is available, to alert others in the building.

Spartanburg office has sensors that will activate on their own. If you have been properly trained and the fire is small, attempt to put it out with the fire extinguisher. All personnel and visitors must evacuate by nearest exit to the Safe Refuge Area.

Fire Extinguishers (Equus staff must complete annual Portable Fire Extinguisher training)

Fire extinguishers are ABC, which means they can be used on all three types of fires: ordinary combustible material, flammable liquid fires and fire involving electrical equipment. To operate a fire extinguisher, remember the word **PASS**:

P – Pull the Pin from the handle

A – Aim the nozzle at the base of the fire

S – Squeeze the handle to discharge the extinguishing agent

S – Sweep from side to side

IF YOU HEAR OR SEE A FIRE ALARM

1. Never assume the fire alarm is a *false* alarm.
2. Move to the safest exit.
3. Close doors behind you as you leave the area.
4. Safely exit the building.
5. Safely proceed to the designated Safe Refuge Area.

IF TRAPPED INSIDE:

1. Put cloth material along the bottom of the door to keep out smoke.
2. Close as many doors as possible between you and the fire.
3. Call 911 and notify of your situation.
4. If you must have air, break the window(s) as a last resort.
5. If necessary, signal through the window to let others and the Fire Department know of your location.

Medical Emergency

In the event of a medical emergency:

1. Call 911 to request assistance. Provide the following information:

- Building name (if 911 is called)
- Location of injured (floor or office number)
- Nature of injury
- Age of injured person (if known)
- Sex of injured person
- Current condition
- Medical history (if known)

2. Remain with the ill/injured person until help arrives. Make person as comfortable as possible and try to be reassuring. Render first aid, if properly trained. Do not move the person unless immediate danger or risk of further injury. Notify Operations Manager and/or Project Director with above information, including name and contact information. They will enter as appropriate in Critical Incident Reporting System for Equus.

3. Direct onlookers away from the area of the ill/injured person. Clear the area of any objects that might impede rescue/interfere with emergency personnel.

4. If emergency personnel are contacted, designate responsible person to await the arrival of emergency medical personnel, and escort them to the location.

Burns

- **Heat burns** (thermal): smother any flames by covering with a blanket or water. If clothing catches fire, do not run: **stop, drop, and roll** on the ground to smother flames.
- **Cold temperature burns:** warm the area(s). Small areas (ears, face, nose, fingers, toes) can be warmed by blowing warm air on them, tucking them inside clothing or putting them in warm water.
- **Liquid scald burns** (thermal): run cool tap water over the burn for 10 to 20 minutes. Do not use ice.
- **Electrical burns:** separate the person from the electrical source, check for breathing and a heartbeat. If the person is not breathing or does not have a heartbeat, call 911.
- **Chemical burns:** find out what chemical caused the burn. Call 911 for more information on how to treat the burn.
- **Hot plastic burns:** immediately run cold water over the hot plastic to cool the area.
- Next, **look for other injuries.** The burn may not be the only injury.

- Remove any jewelry or clothing at the site of the burn. If clothing is stuck to the burn, do not remove it. Carefully cut around the stuck fabric to remove loose fabric. Remove all jewelry, because it may be hard to remove it later if swelling occurs.

Conscious Choking

Assess the situation and confirm that person is choking.

Obtain consent to assist the person.

Lean person forward and give 5 back blows with the heel of your hand.

If foreign object is not dislodged, follow the back blows with 5 quick, upward abdominal thrusts by reaching around the person from behind and placing the thumb side of the fist above person's belly button. Grab the fist with the other hand and give quick upward thrusts (Heimlich maneuver).

Determine if calling 911 is necessary. If witnesses are there, ask someone to dial 911. However, continue with alternating 5 back blows with 5 abdominal thrusts until obstruction cleared or person becomes unconscious.

If person becomes unconscious call 911 if that has not already been done. If properly trained in CPR, staff can administer it following the correct procedure. If untrained, staff will follow the directions of the 911 Operator.

Look in the mouth for any foreign body or object and if seen, remove by performing a finger sweep. If not, continue to follow the 911 Operator's guidance until trained personnel arrives.

If you are choking, go to a place where people are. If you cannot find assistance, perform abdominal thrusts on yourself by leaning over a firm object such as the back of a chair. Press your abdomen into it to clear the obstruction.

Fainting, Unconsciousness and Shock

If you witness a patient faint, or hear someone complaining of lightheadedness, have the person lie or sit down and rest.

If necessary, dial 911.

Keep person comfortable, not hot or cold.

Ask or look for emergency medical I.D.

If trained, provide care, and treat other injuries as necessary until help arrives.

Fractures and Sprains

Keep patient still.

Keep injured area immobile.

If necessary, dial 911.

Heart Attack

If person is conscious, and complaining of chest pain or related symptoms, have the person sit down, and if necessary, dial 911.

If the person is unconscious and there are no signs of life, dial 911. Begin CPR only if properly trained until medical personnel can respond.

If possible, look for or ask about emergency medical I.D., (i.e., bracelets, necklaces.)

Keep person comfortable, not hot or cold, provide care, and treat other injuries as necessary until help arrives.

Bomb Threat

When a bomb threat is received, remain calm and courteous and obtain as much information as possible. Before the caller hangs up, ascertain as much of the following as possible, then immediately call 911 once the caller hangs up. Complete Attachment B, if safe, timely, and able.

Exact time of call _____ exact words of caller _____

QUESTIONS TO ASK THE CALLER

1. When is the bomb going to explode? _____

2. Where is the bomb? _____

3. What does it look like? _____

4. What kind of bomb is it? _____

5. What will cause it to explode? _____

6. Did you place the bomb? _____

7. Why? _____

8. Where are you calling from? _____

Terrorism/Hostage Situations

The Police Department should be notified immediately (911).

The area affected will be secured, and all personnel will be kept out of the area.

The building will be evacuated if necessary.

The primary concern will be for the safety of the hostages. There should be **NO HEROICS** from anyone. The chances of someone being hurt or killed are too great, and the situation will become far worse. Talking and negotiating with terrorists is the key to a safe release. This is best handled by the authorities. Complete Attachment C, if safe, timely, and able.

Talk and time are invaluable. Time allows the terrorists to calm down and helps defuse the situation. It also allows the negotiator time to effectively learn of all demands and to respond with alternatives. Time also allows the negotiator to develop a kind of trust with the hostage takers. Psychologically, people who are desperate enough to take hostages need to be persuaded that someone understands how they feel and sees their point of view before any successful resolution of the situation can occur.

If a situation develops where **you** are the hostage, the following steps should be remembered:

- **Stay Calm.** Remember that you are in a highly charged, volatile situation. As emotions go up, reason goes down. If you keep calm, you may help others stay that way.
- **Pay Close Attention.** Learn what you can about your captors by observation. Be careful not to violate their “space.” (This “space” is that psychic area of about a foot or so around each person that they consider as theirs.) With friends, you get closer, but with strangers (especially in hostile situations) this “space” widens abruptly. By violating a captor’s “space” you run a high risk of evoking a potentially violent negative reaction.
- **Cooperate.** Refusal to obey can only intensify the emotional tension of the situation. This is especially true in the first few minutes of the situation, which is especially volatile and emotion-charged.
- **Stay Alert.** After the first hour or so, the worst that is going to happen probably already has. If it looks like the situation is going to continue for some time, attempt to rest as much as possible. Highly emotional situations drain energy at a high rate. You can afford to rest – your captors cannot. This is one advantage that you have over them. Be sure to use it.

Power Failure

- First, see if the power failure affects only your suite or if the entire floor/area has lost power.
- Notify:

Kenneth Taylor – Operations Manager/Greenville	864-621-4518 (cell)
Kenneth Taylor – Operations Manager/Spartanburg	864-764-1984 (office)
Kenneth Taylor – Operations Manager/Gaffney/Union	864-764-1984 (office)
Alayna Monroe - Talent Development Specialist Union	864-427-4119 (office)
Amy Jeffords – Talent Development Specialist/Gaffney	864-902-1147 (office)
Rose Cortes – Talent Development Supervisor	864-416-1790 (cell)
- Remain calm and wait for instructions.

Tornado

A tornado is a violent storm in which the winds in a whirling funnel-shaped cloud cause great destruction in their narrow path.

During a Tornado

When a tornado has actually been spotted, a building-wide announcement will be made, and all building personnel will take shelter until the tornado has passed.

The following actions are recommended:

- Move away from the perimeter of the building and the exterior glass.
- Leave an exterior office and close the door.
- Go to an enclosed area in the building core, such as an elevator lobby, corridor, restroom or stairwell. Or take cover in a designated shelter or basement.
- Sit down and protect your head.

Break Away Alarms – Gaffney Office Only Guidance for Use and Response:

- The personal alarms are affixed at each workspace in the office, including the resource room.
- **In the event of an imminent threat of violence**, staff should **pull the alarm away from the cord** to activate it and leave the area immediately if it is safe to do so.
- **For staff in other areas:** Upon hearing an activated alarm, **call the police immediately** and do not enter the area where the alarm is sounding.
- The alarm is designed to ensure that others in the office are alerted and can seek help promptly. Additionally, the loud sound serves as a deterrent, signaling to a potential perpetrator that law enforcement is on the way, which may prompt them to leave.

Law Enforcement – Assisting Plain Clothes Officers

While we understand the importance of assisting law enforcement, it's essential to also recognize our role in protecting the safety and well-being of our customers and staff. Therefore, please be advised of the following guidelines, effective immediately:

1. **Do not lead an individual to a customer or staff member.** If someone is seeking assistance in locating an individual, kindly ask them to stand by while you contact a member of leadership to assist further.
2. **Do not leave your workspace to approach an isolated location.** Practice situational awareness to ensure your own safety and that of your teammates and customers. This precaution helps mitigate any potential risk of harm, including the possibility of abduction or assault.
3. **Always err on the side of caution.** We prioritize both the safety of our staff and customers, as well as providing the best possible service both internally and externally.

Working with Individuals that have been Justice Involved

1. **Stay Professional and Courteous:** Regardless of the situation, maintain a calm, respectful, and professional demeanor. Avoid any confrontation or direct accusation.
2. **Refer to Event Protocols:** If you believe someone is misrepresenting their business or identity, quietly notify leadership or event coordinator.
3. **Avoid Discussing Personal Legal Matters:** A person's arrest record or personal history is private and protected by law. We must refrain from making assumptions, sharing information, or engaging in conversations that could be deemed defamatory or discriminatory.

4. **Ensure a Safe Environment:** If at any time you feel unsafe or believe that an individual poses a threat, follow our established safety protocols, including notifying security or law enforcement if necessary.
5. **Document and Communicate:** After any concerning encounter, please document the situation and share it with leadership as soon as possible. We will work together to address any issues while maintaining compliance with all legal and ethical guidelines.

EVACUATION PROCEDURES

A full office evacuation rarely becomes necessary, but when the decision to evacuate has been made, it is important to clear the office in a calm and orderly manner.

Designated Personnel

At the Safe Refuge Area, take a head count. Ask if anyone knows of anyone who may be missing. If someone is missing, give information to Fire Department personnel and Project Director.

Remain with all staff and clients; keep them grouped, quiet and calm and await further instructions.

Individuals with Disabilities

A list of people who need assistance during an emergency shall be updated and kept by a BEC (Attachment E). A “buddy” or “buddies” will be assigned as needed to assist each individual with a disability (staff) during an evacuation. *Staff member closest to a customer individual with disability will assist.*

Visually Impaired

The buddy should ask each person how best to assist him/her to the stairwell and/or lead him/her to safety. It is important that the buddy remain with the person until the emergency is over.

Physically Disabled/Non-ambulatory

In most incidents, it will only be necessary to move the person into a stairwell for safety. If it becomes necessary to move him/her downstairs, various lifting and carrying techniques can be utilized. The buddy should ask the person the best way to help and stay with the person until the emergency is over. Elevators may not be used.

Service Animals

Be aware of and assist anyone having a service animal. Attachment G addresses proper procedures in more detail.

Deaf or Hard of Hearing Individuals

Deaf or Hard of Hearing Individuals may not be aware of the emergency alarms and may need to be informed. In this instance, the buddy will need to inform deaf or hard of hearing individuals of the emergency situation and assist in evacuation. It is important that the buddy remain with the person until the emergency is over.

ATTACHMENT A

Fire Prevention Tips

- Never throw matches or cigarette butts into waste containers.
- Do not empty ashtrays into wastebaskets or trash chutes without being sure contents are extinguished.
- Observe NO SMOKING signs wherever posted.
- Check for frayed or damaged electrical cords.
- Do not run electrical cords under carpets or chair pads.
- Do not overload electric outlets.
- Turn off or unplug appliances when not in use, especially coffee makers.
- Do not let trash overflow in wastebaskets or collection areas.
- Do not block corridors and stairwells.
- Do not prop open stairwell, corridor or other fire doors. If these doors are propped open and there is a fire, smoke can easily spread throughout the building.
- Never store anything in the stairwells. There should be nothing in the stairwells that can burn or that can restrict traffic flow. Remember that the stairwells are your means of exiting in an emergency.
- Check lighting in corridors, stairwells and exit signs. Report any malfunctioning lights.
- Store any permitted flammable liquids, oily rags or combustible materials in Fire Department approved containers.
- When you leave your office, keep doors closed. In the event of a fire, closed doors will limit the spread of fire and smoke.

Elements of Fire

There are three elements of fire:

Fuel: furniture, plastics, grease, etc.
Heat: matches, cigarettes, sparks, electric, etc.
Oxygen: in the air we breathe

Fire needs all three elements. If you remove any one of the three elements, you can eliminate or reduce the fire. For example:

Removing Flammable Material: removing nearby draperies, papers, furniture, etc. removes the source(s) of fuel.
Using Water: reduces heat.
Closing Doors: reduces the amount of oxygen.
Using Type B, C Extinguishers: smothers the fire, reducing oxygen.

Fire Facts

In an emergency, use stairwells. Do not use elevators. They can be extremely dangerous and will be taken out of service.

If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler nearer the floor. Crawl to the nearest stairwell exit.

Few people are burned to death in fires. Most people die from smoke, poisonous gases and panic. Panic, a sudden overpowering terror, is usually the result of not knowing what to do.

Smoke detectors serve as an early warning system. SMOKE DETECTORS DO SAVE LIVES. Check your home smoke detector monthly.

Sprinklers, when installed correctly and well maintained, have an approximate 96% success rate.

If you are burned, immediately flood the injured area with cool water. Cool continuously for 15-20 minutes. If pain, swelling or drainage develops, call or go to the nearest burn center.

REMEMBER: COOL A BURN!

BOMB THREAT INFORMATION FORM

QUESTIONS TO ASK:

When is bomb going to explode?
 Where is it right now?
 What does it look like?
 What kind of bomb is it?
 What will cause it to explode?

Did you place the bomb?
 Why?
 What is your name?
 What is your address?

EXACT WORDS USED BY CALLER:

DESCRIPTION OF CALLER:

Sex:

Race:

Age:

DESCRIPTION OF CALL:

Number at which call was received:

CALLER'S VOICE:

- | | | |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Crying | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Normal | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Slurred | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Nasal | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Stutter | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Lisp | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Raspy | <input type="checkbox"/> Familiar |

If voice was familiar, whom did it sound like?

BACKGROUND SOUNDS

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Street Noise | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Phone Booth |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Music | <input type="checkbox"/> Office Machinery |
| <input type="checkbox"/> PA system | <input type="checkbox"/> House Noises | <input type="checkbox"/> Railroad |
| <input type="checkbox"/> Factory | <input type="checkbox"/> Motor | <input type="checkbox"/> Airplane |
| <input type="checkbox"/> Machinery | <input type="checkbox"/> Static | <input type="checkbox"/> Other: |

Threat Language:

- | | | |
|---|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Well-Spoken (educated) | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Message Read |

Name: _____ Position: _____
 Phone Number: _____ Date: _____

THREAT/HOSTAGE INFORMATION FORM

QUESTIONS TO ASK

Who is/are your hostages?
Where are they?
Are they safe?
Who are you?

What do you want?
How do we contact you?
Will you let them go?

EXACT WORDING OF THE THREAT:

DESCRIPTION OF CALLER:

Sex:

Race:

Age:

DESCRIPTION OF CALL:

Number at which call was received:

Time:

Date:

CALLER'S VOICE:

- | | | |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Crying | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Normal | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Slurred | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Nasal | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Stutter | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Lisp | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Raspy | <input type="checkbox"/> Familiar |

If voice was familiar, whom did it sound like?

BACKGROUND SOUNDS

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Street Noise | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Phone Booth |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Music | <input type="checkbox"/> Office Machinery |
| <input type="checkbox"/> PA system | <input type="checkbox"/> House Noises | <input type="checkbox"/> Railroad |
| <input type="checkbox"/> Factory | <input type="checkbox"/> Motor | <input type="checkbox"/> Airplane |
| <input type="checkbox"/> Machinery | <input type="checkbox"/> Static | <input type="checkbox"/> Other: |

Threat Language:

- | | | |
|---|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Well-Spoken (educated) | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Message Read |

Name: _____ **Position:** _____
Phone Number: _____ **Date:** _____

EVACUATION CHECKLIST

- _____ 1. Fire Department Called (911).
- _____ 2. Project Director Notified: 864-764-1976 or 864-251-3072 (cell).
- _____ 3. All Personnel Accounted for Before Evacuation.
- _____ 4. Rendezvous Point Established and Announced.
- _____ 5. Women Asked to Remove High-heeled Shoes.
- _____ 6. All Critical Company Documents Properly Secured or Safeguarded.
- _____ 7. All Critical Office Equipment Unplugged.
- _____ 8. Close Doors and Leave Unlocked.
- _____ 9. All Personnel Accounted for After Evacuation.
- _____ 10. Management Office Notified of Safe Refuge Area.
- _____ 11. Details of Evacuation Documented and Given to the Property Management Office.

BUILDING EMERGENCY COORDINATORS BY SITE

Gaffney

Building Emergency Coordinator	Amy Jeffords
Alternate BEC	Amy Wyatt

Greenville

Building Emergency Coordinator – Operations Manager	Kenneth Taylor or Rose Cortes in his absence
Alternate BEC	Deric Shuman
Office area coordinator	Frank Floyd

Spartanburg

Building Emergency Coordinator – Operations Manager	Kenneth Taylor
Alternate BEC	Pam Morris
Office area coordinator	Pam Morris

Union

Building Emergency Coordinator	Alayna Monroe
Alternate - Library	Taylor Atkinson

COVID-19 QUARANTINE PROCEDURE (No longer in effect – 11/20/2024)

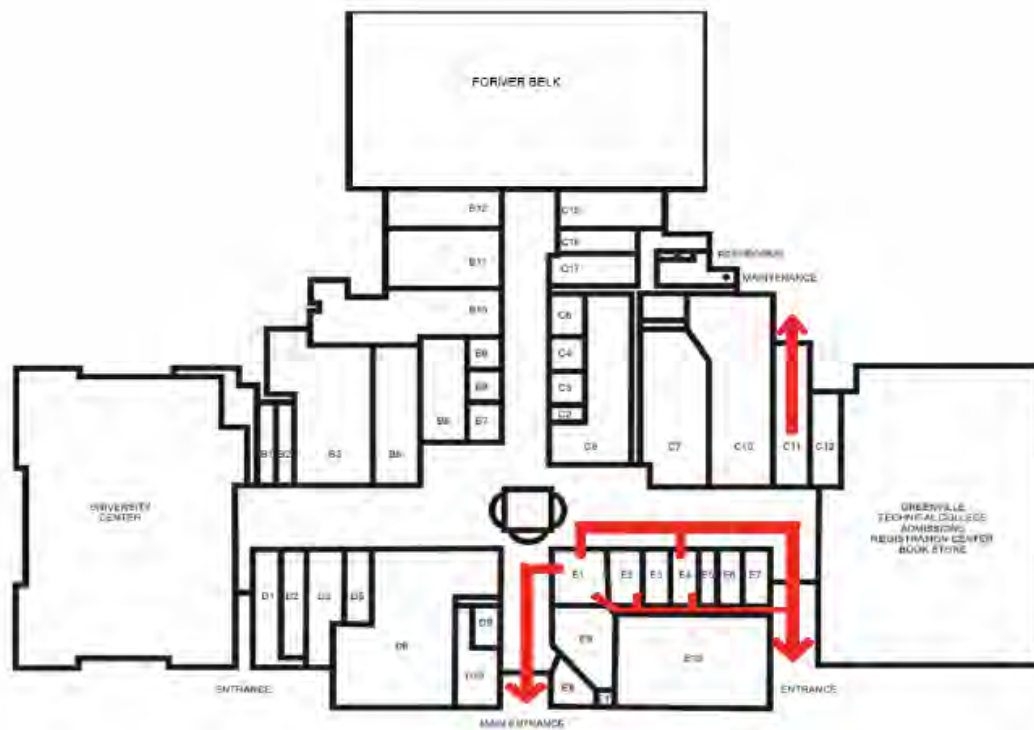
For employees who test positive for COVID-19: Everyone, regardless of vaccination status:

- Stay home for 5 days
- If you have no symptoms or your symptoms are resolving after 5 days, you can return to work and wear a surgical mask at all times for 5 additional days
- If you have a fever, continue to stay home until you are fever free for 24 hours without the use of medications to reduce it

Quarantine Procedure

1. Notify Leadership immediately
2. Disinfect the area(s) the staff member visited
3. Research close contacts and issue guidance according to vaccination status, and any interaction with or without a mask

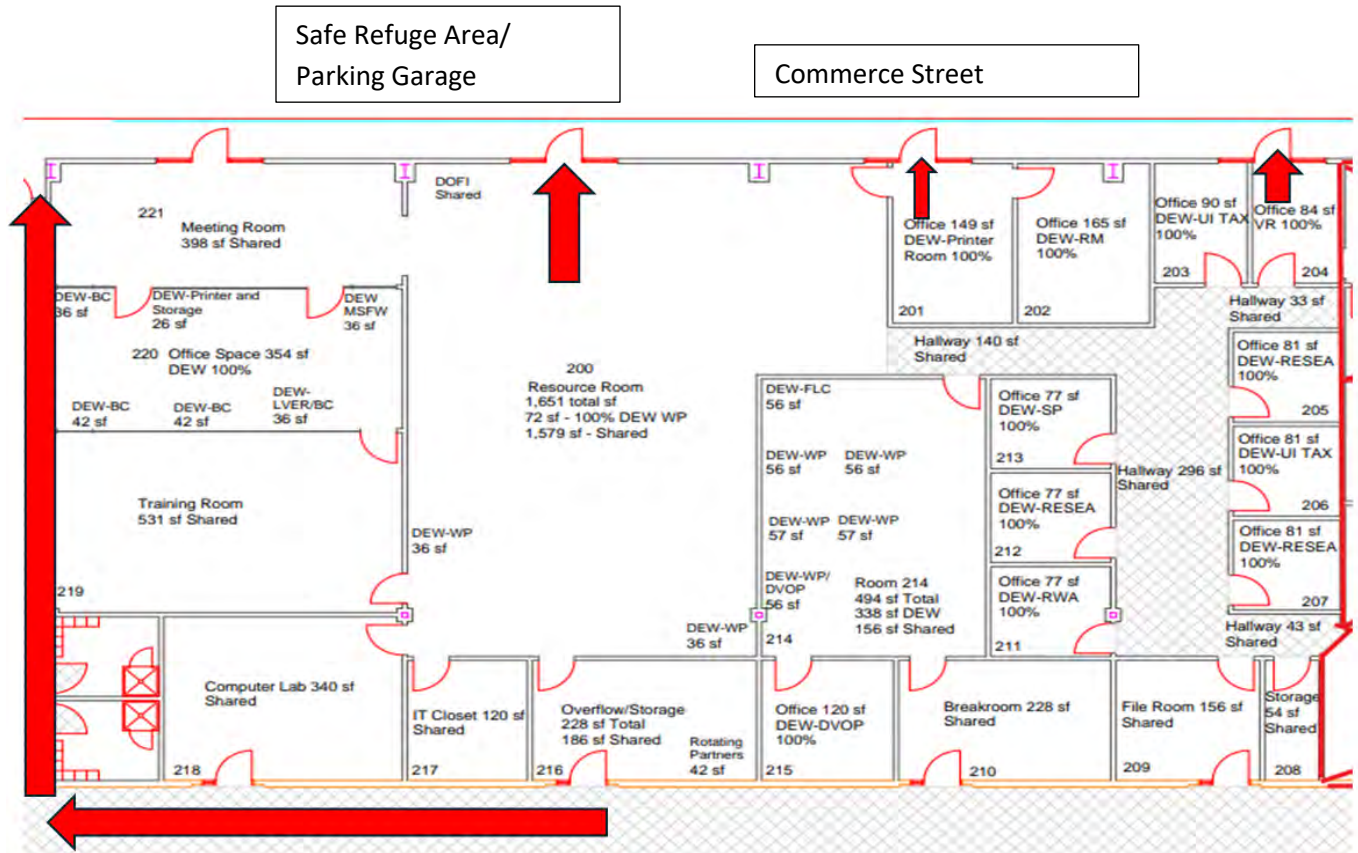
ATTACHMENT F



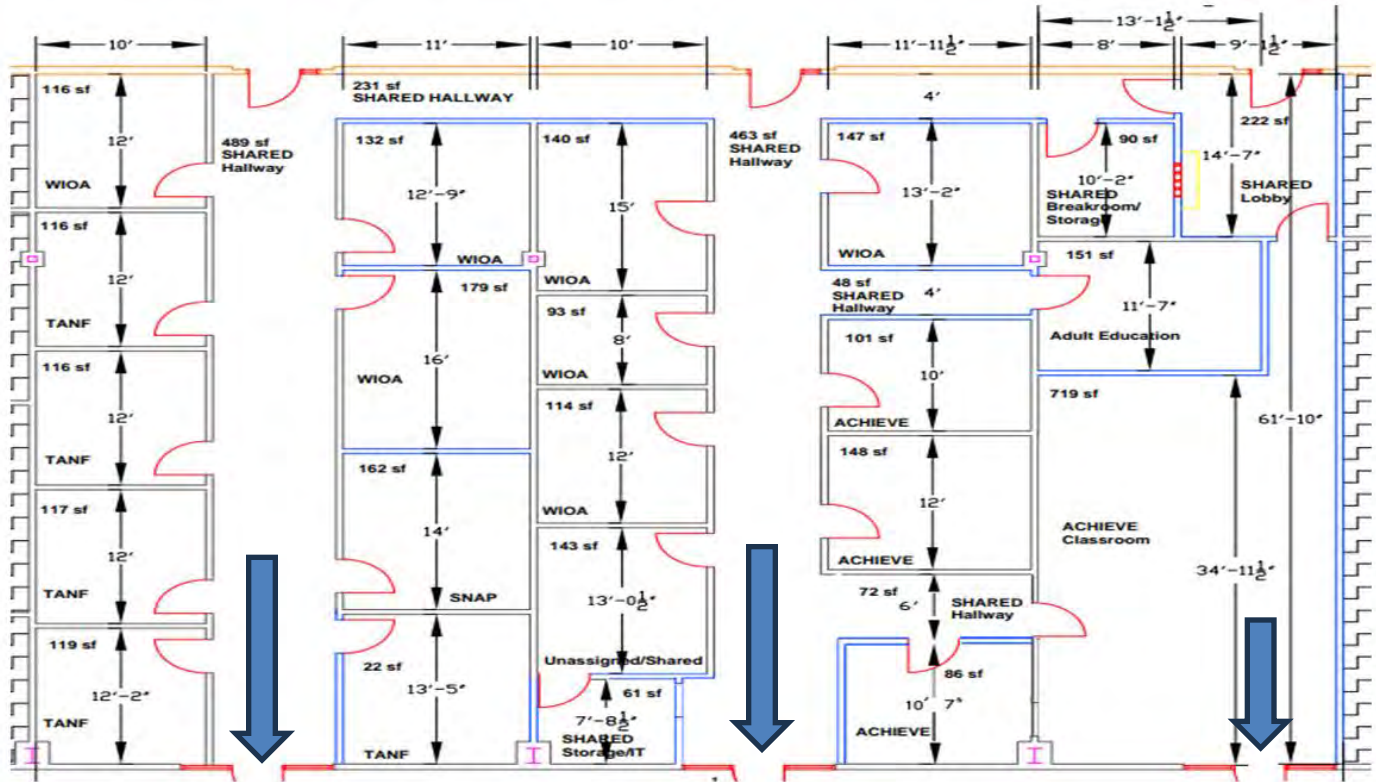


Greenville and Spartanburg meeting spots

Attachment F
Spartanburg



Attachment F
Spartanburg/Suite 107
(Achieve/DSS/Equus)

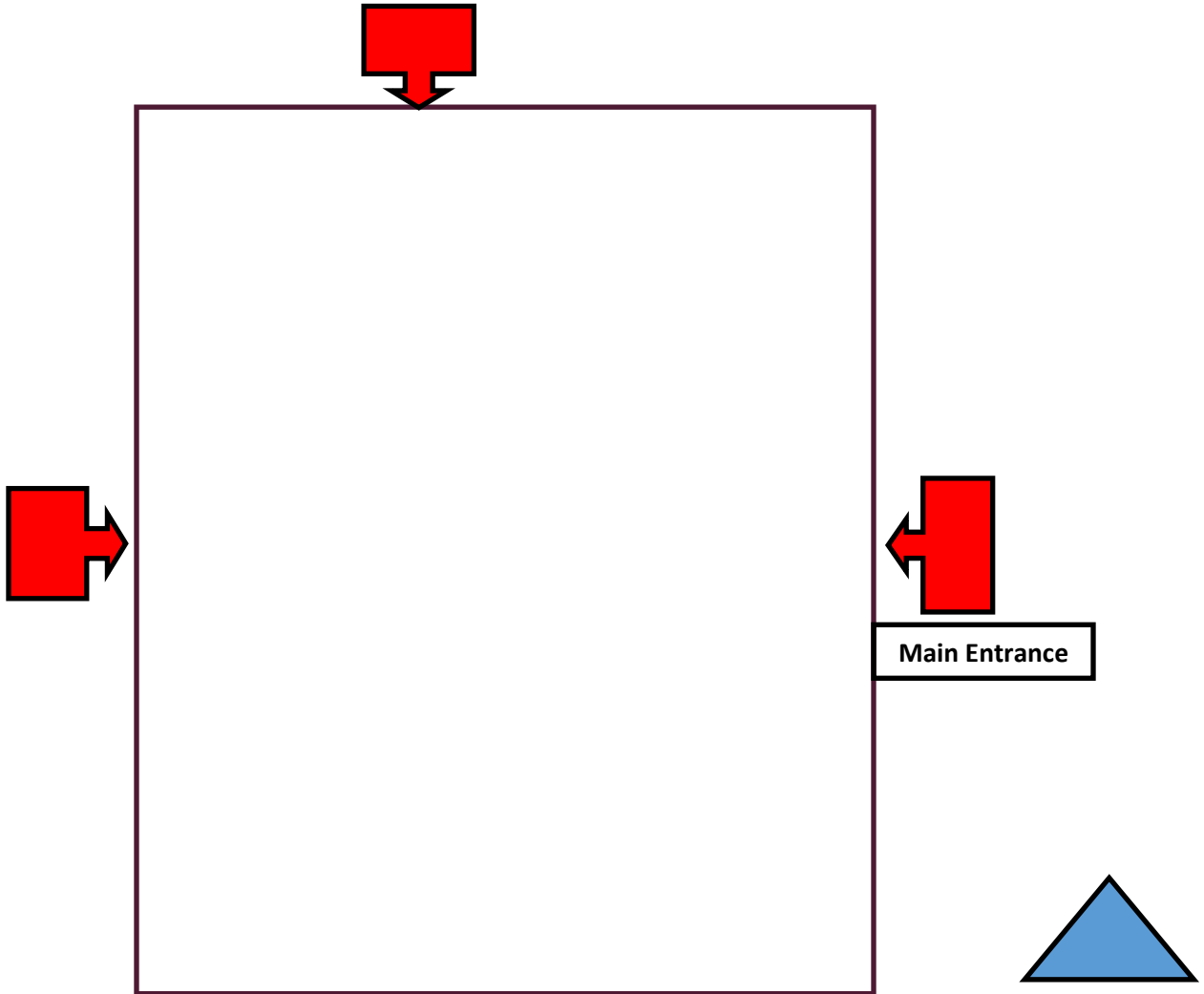


Safe Refuge Area

Safe Refuge Area

Attachment F
Union

Refuge Area– Back of Parking Lot



**Union SC Works – Union
County Carnegie Library**

**Attachment F
Union**

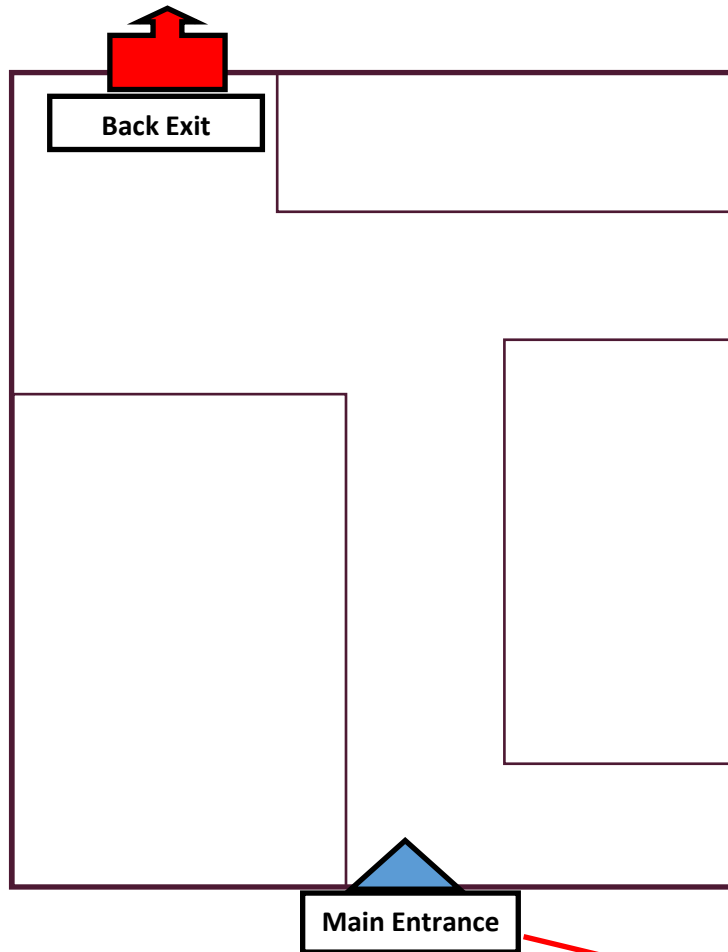


**Emergency Safe Gathering
Spot in Grass Area Behind
Parking Lot**

Refuge Area– Over wall and on earthen bank

Attachment F

Gaffney



Refuge Area– Front Corner of Lot

Aiding Individuals with Service Animals

Attachment G

Aiding Individuals with Service Animals During an Emergency

Workplace emergency preparedness plans (or Occupancy Emergency Plans) need to address provisions for employees with disabilities (e.g., persons with hearing, sight or mobility impairments etc.) that utilize service animals. These plans should ensure that the individual with a disability, the animal and the emergency personnel can work in concert with each other to get the employee to safety during an emergency without jeopardizing the safety of the animal.

- Staff may only ask 2 questions:
 1. Is this a service animal? and
 2. without disclosing your disability, what is the animal trained to do?
- Allowable animals by law:
 1. Dog or Miniature Horse

Comfort animals are not allowed.

What is a Service Animal?

Service animals assist persons with different kinds of disabilities in their day-to-day activities. Examples of work or tasks include, but are not limited to:

- Guiding — assisting individuals who are blind or have low vision with navigating safe paths of travel.
- Hearing — alerting individuals who are deaf or hard of hearing to the presence of people or sounds.
- Mobility — pulling a wheelchair, or providing physical support and assistance with balance and stability to individuals with mobility disabilities.
- Alert — assisting an individual during a seizure, alerting the individual to changes in body chemistry (e.g. blood sugar), calling for aid or retrieving items such as medicine or the telephone.
- Psychiatric — helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

Considerations

- Any comprehensive evacuation plan should be developed in conjunction with individuals with disabilities who use service animals. The plans should consider all emergency contingencies (i.e. lockdowns, shelter in place, evacuation) with the assumption that the animal and the user will not be separated.

- The care or supervision of a service animal is solely the responsibility of his or her handler. Just as employees are encouraged to keep emergency supply materials in a "Grab and Go Kit", in case they should be confined to their work facility for several days, it is advisable that an employee with a service animal keep extra food and supplies on hand for their service animal. Consider keeping supplies or food on hand for the service animals of visitors as well.
- Alert first responders if there is an employee with a disability who has a service animal. Engage individuals with disabilities to participate in evacuation drills with his/her service animal and provide feedback related to physical obstacles as well as obstacles

created by the emergency plan. Emergency preparedness policies and practices must ensure service animals can remain with their owners at Shelter in Place locations. Although not required, agencies should consider ways to transport, feed, and shelter the animals of employees who request such assistance.

- During an emergency, service animals are allowed to be transported with their owners/handlers during evacuations. Service animals are permitted to be in ALL places that serve the public as long as the animal is not out of control or otherwise posing a direct threat to the health or safety of individuals.
- A service animal may become hesitant or confused during an emergency. Discuss how to best assist the person with a disability if this should occur.

Critical Questions

- Have appropriate agency emergency personnel been given clear training on how to interact with individuals with disabilities who use service animals, and what preparations must be made (e.g. etiquette, creating emergency kits, etc.)?
- Have individuals who use service animals been given the opportunity to relay to appropriate agency emergency personnel his or her specific preferences regarding the evacuation and handling of the animal, particularly in case they are accidentally separated during an emergency? Have the individual's preferences then been put in the person's evacuation plan and shared with the appropriate building and emergency management personnel?
- Have internal responders, such as Floor Wardens or an individual's Buddy received information or training to support an individual who uses a service animal? Have they had the opportunity to become familiar with the individual with a disability and with the service animal? Are they familiar or comfortable enough to provide any necessary assistance?

- Have safe areas and shelters been protected and treated so that they are safe for service animals (e.g., chemicals and toxins may harm service animals or damage equipment, including medical devices)?
- Has the individual with a disability and their service animal been given the opportunity to participate fully in evacuation and sheltering drills, including providing feedback to exercise planners following the drill?
- Has the individual with a disability and their service animal been given the opportunity to make practice runs of the primary evacuation route as well as the alternate evacuation route(s) to strengthen their ability to navigate the paths of egress prior to an emergency?

Title	Code	Course Link
Active Shooter Preparedness	WDP 4.09	https://equus.docebosaas.com/learn/courses/150/active-shooter-preparedness/
Basics of Defensive Driving		https://equus.docebosaas.com/learn/courses/171/basics-of-defensive-driving/
De-escalation Strategies and Techniques		https://equus.docebosaas.com/learn/courses/177/de-escalation-strategies-and-techniques/
Fire Prevention and Safety		https://equus.docebosaas.com/learn/courses/169/fire-prevention-and-safety/
Human Trafficking		https://equus.docebosaas.com/learn/courses/31/human-trafficking/
Mental Health First Aid for Adults		https://equus.docebosaas.com/learn/courses/199/mental-health-first-aid-for-adults/
Safety in the Field		https://equus.docebosaas.com/learn/courses/147/safety-in-the-field/
Safety in the Workplace		https://equus.docebosaas.com/learn/courses/168/safety-in-the-workplace/
Security Awareness		https://equus.docebosaas.com/learn/courses/173/security-awareness/

SC WORKS QUARTERLY TRAINING

Location: USC Career Readiness Center

Date: 5/17/2024

Time: 9:00 am – 4:00 pm

Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:20 am	Welcome/Housekeeping/Project Updates	Kenneth Taylor
9:30 am – 10:30 am	Overview of the Nursing Assistant Bridge Program with Essential Healthcare Services	Angela Huntley and Team
10:30 am – 11:15 am	Overview of the organization One Spartanburg Inc	Ron Garner and Team
11:30 am – 11:45 pm	Safety/Customer Survey Update	Kenneth Taylor
11:45 am – 1:15 pm	Lunch Break – See what Spartanburg has to offer	On Your Own
1:30 pm – 2:30 pm	Overview of services offered by Greer Relief and highlighting the new location	Caroline Robertson
2:30 pm – 3:30 pm	Overview of Employment Services Program at the Charles Lea Center	Lajuana Denesha

**Staff will break into Programs for meetings from 3:30 pm to 4:00 pm*

Job Seeker Standards – Standard 1

1. The SC Works Center measures satisfaction with both processes and outcomes for existing job seeker customers.
 - a. The SC Works Center has implemented a job seeker feedback system that measures job seeker outcomes and satisfaction. Survey tools, methods and protocols are outlined in writing.

There is an established policy/procedure for measuring our customer/job seekers satisfaction with the services provided in the centers, from Resource Room to Workshops. Monthly Customer and Workshop Survey Reports (SOP 1701) detail the procedures required to effectively gather, monitor and if needed, assign correction actions for resolution.

In PY 2024, SCDEW provided new guidance on customer feedback surveys which resulted in the construction of a uniform survey to be used in the center. The Operations Manager (OM) utilized Microsoft Forms to build the survey and can monitor results in real time. QR Codes were created and are posted in the Resource Room in addition to the paper copies of the survey available in the center.

MS Forms was also used to create the Workshop Survey which is emailed out to clients attending virtual workshops and handed out to those that attend in person. The Facilitators and OM can monitor these results in real time as well.

The OM shares the results of these surveys monthly with the GCWDB and Partner Program Mangers. Any areas of opportunity identified through the survey are discussed by the OM and applicable Program Manager.

The OM also provides a summary of these surveys to the full SC Works Team during every Quarterly Training Day to celebrate success and keep everyone informed.

- b. The LWDA disaggregates the survey data for analysis and action

The raw data is shared with LWDA staff monthly, and the LWDA staff disaggregates the data and shares that on a quarterly basis. We are still looking at the most important ways to disaggregate data, but currently we are looking at visit reason and how services were accessed.

SC Works Greater Upstate

Policy/Procedure: Monthly Customer and Workshop Survey Reports		Number: 1701
Effective Date: 7/30/2017 Revised: 8/19/21, 1/19/22, 12/31/2024	Prepared by: Douglas J. Stephenson Reviewed by: Adam Lindsley, Sydetra Payton	Approved by: Sydetra Q Payton, Project Director

Purpose: Establish an effective method and practice for gathering customers/jobseekers' feedback.

1.0 Summary:

Pursuant to Job Seeker Standards, One-Stop SC Works Certification Standards, SC State Instruction Number 18-11, dated February 22, 2019, SC Works Greater Upstate will assess customers' satisfaction with their experience(s) while engaged with the center/partners and the SCWOS system.

2.0 General Requirements:

- 2.1 Each comprehensive and affiliate center will assess this satisfaction by encouraging customers in the Resource Rooms and in Workshops to complete an online and available survey. These surveys will be made available for website users also.

3.0 Detailed Procedures:

- 3.1 Operations Manager (OM) will monitor survey forms and provide monthly results (no later than 8th of following month) to all onsite managers, Project Director, Regional Director, SCDEW Area Director, and GCWDB and UWB One-Stop Coordinators/Associate Directors.
 - a. The customer surveys are center specific. The workshop surveys are center combined with capability of virtual access.
 - b. Results will be posted in each center for staff to view.
- 3.2 Survey links will be available on all desktop monitors in Resource Room and Lab computers. Staff will encourage job seekers to complete a survey prior to leaving center. Paper surveys will also be available.
- 3.3 All *Below Expectations* results will be followed up by Operations Manager (OM) immediately upon notice, if contact information provided.
- 3.4 The OM will review the results with onsite partners at the Monthly Partner Managers Meeting. He/she may also review at the Monthly Community Partner Meeting, if appropriate.
 - a. Discussion will be had as to root causes of *Below Expectations* and *Met Expectations*; possible influences; and what can be done by staff and management to address and correct any deficiencies.
 - b. Any issue that cannot be immediately and satisfactorily fixed will have a Corrective Action Plan created. This plan will be shared with GCWDB and UWB One-Stop Coordinators/Associate

Directors; updates on status will be weekly/monthly depending on action required.

The background features abstract, overlapping green geometric shapes in various shades, creating a modern and dynamic feel. The shapes are primarily triangles and polygons, some with thin white outlines, set against a light gray background.

February 2025 Combined Workshop Survey Results

42 Surveys completed

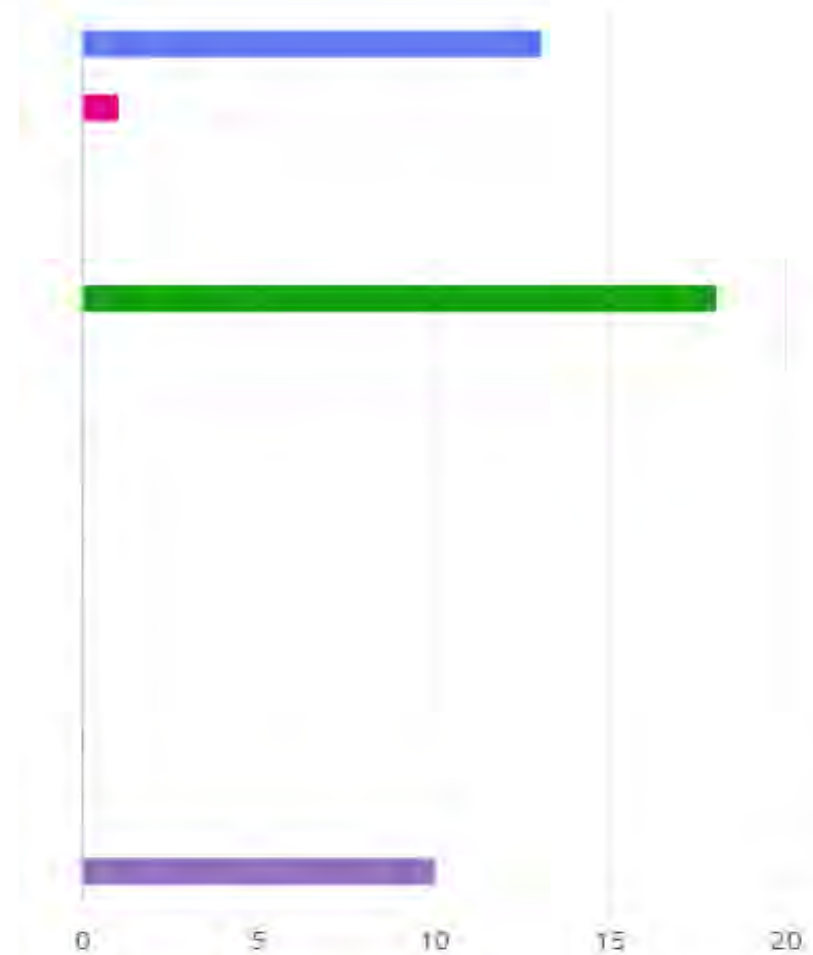
1. What was your instructors name?

Latoya C	9
Frederica H	33
Kenneth T	0



2. Which SC Works Greater Upstate Workshop did you attend today?

WIOA Information session	13
Career Exploration through Virtual reality	1
Time Management and Self care	0
Job Readiness for Parents	0
Resume Roadmap	18
Interview with Success	0
Job Search a Good Catch	0
What Employers See	0
How to make a Good First Impression	0
Interview for Success and Mock Interviews	0
Customer Service with a Smile	0
Get LinkedIn	0
Soft Skills	0
Partner Meeting	10



4. I feel the overall value of the workshop content was

Above expectations	32
Met Expectations	10
Below Expectation	0



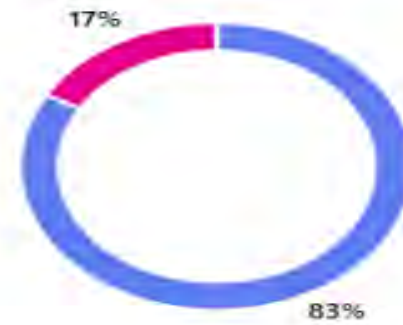
5. This workshop content was useful to me

Strongly Agree	33
Agree	9
Disagree	0
Strongly Disagree	0



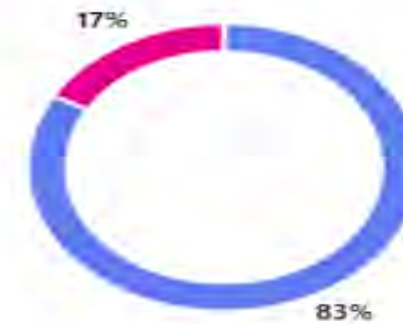
6. The workshop material were clear and easy to understand

Strongly Agree	35
Agree	7
Disagree	0
Strongly disagree	0



7. The Quality of the Workshop Instructor was

Above Expectations	35
Met Expectation	7
Below Expectation	0



Customer Comments - February 2025

- ▶ Latoya was very knowledgeable and informative. I got the answers I needed.
- ▶ The Instructor Latoya did a wonderful job working with me using the virtual reality equipment.
- ▶ Frederica's class was amazing! Thank you for your honesty and openness.
- ▶ Instructor was very intelligent and heartfelt when teaching a lot of the information plus the criteria was relatable. She made me feel comfortable/ confident while learning the process.
- ▶ Our teacher exceeded my expectations by a mile. Our resumes turned out beautifully and she was a great help while creating them. Very patient and thorough with everything I would recommend anyone to try out this resume building class.
- ▶ Hats off to Latoya. The career I've chosen, which is trucking, has been a lifelong dream and I have a comfort level starting from today that I still will help me achieve that goal. Thanks, Latoya.
- ▶ Frederica was bright, supportive and extremely knowledgeable. This class was lovely and I am thankful for this opportunity.

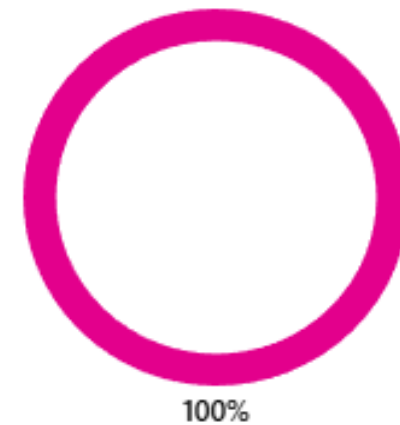


February 2025 Customer Survey Results

50 Surveys completed

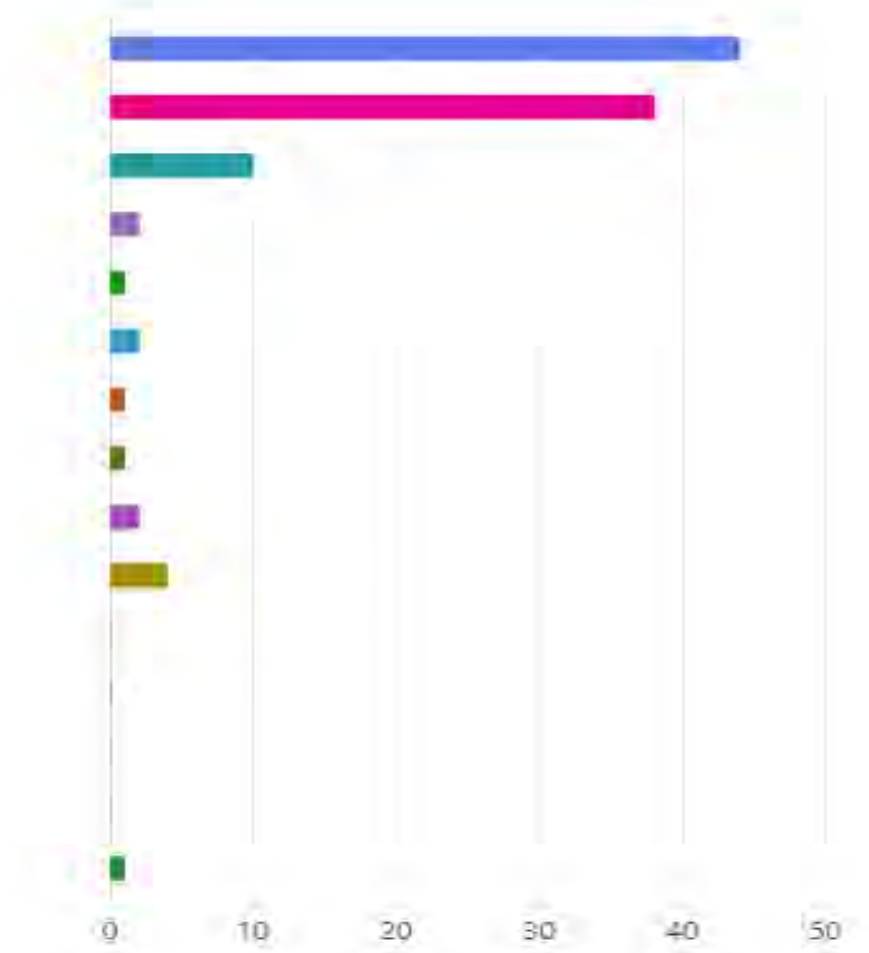
1. Thinking about your most recent experience, how did you access SC Works services?

- | | |
|---|----|
| ● I called my SC Works center. | 0 |
| ● I visited an SC Works center or received in-person services outside of an SC Works Center | 50 |
| ● I used the SC Works Online Services (SCWOS) website (jobs.scworks.org). | 0 |
| ● I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement... | 0 |



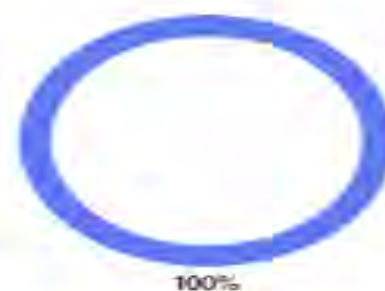
2. What was your reason(s) for accessing SC Works services?

Unemployment Assistance	44
Job Search Assistance	38
Apply for a job	10
Hiring Event/Job Fair	2
Attend a workshop	1
Attend an appointment	2
Find Center location	1
Career Self-assessment	1
Resume Assistance	2
Education/Testing/Training Opportunities	4
WIN Testing	0
Veteran Services	0
Youth Services	0
Report a problem	0
Other	1



3. Were you able to complete the purpose of your visit/use of SC Works services?

Yes	50
No	0
N/A	0

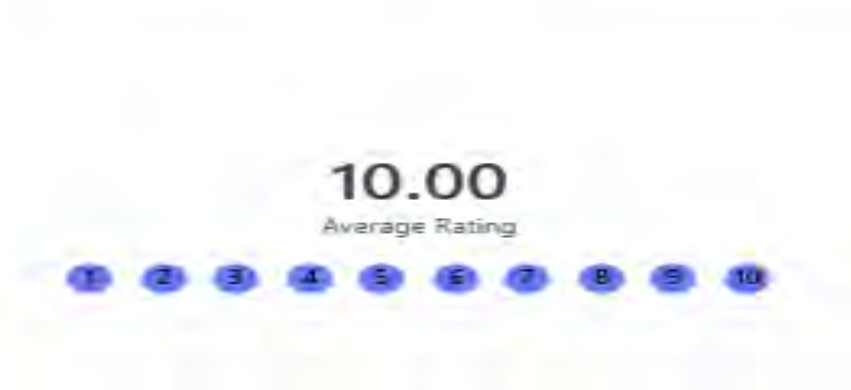


4. How useful was the information you received while accessing SC Works services?
1= Not Useful, 10 = Very Useful

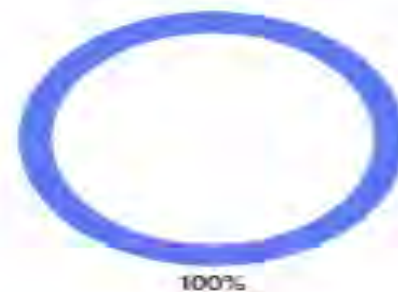
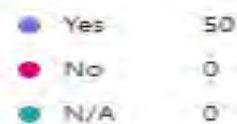


5. Overall, how would you rate your experience using SC Works services?

1= Poor, 10 = Excellent



6. Do the Comprehensive Center hours of 8:30 am – 5:00 pm meet your needs?



Customer Comments - February 2025

- ▶ Christy, Amy, Yarnell were awesome! \$ 5.00 / hour raises across the board!
- ▶ Very Pleasant experience. Receptionist Deanna was wonderful & always very consistent. I enjoyed my time with Mark, who I felt very comfortable with. He focused on jobs that would be helpful in my work search. I appreciate the new resources in locating new ideas that ideally will provide a brand perspective with a career I may not have known prior to coming to SC Works in Greenville. Thank you! :)
- ▶ Kathy Phillips was extremely helpful, kind & professional. I really appreciated her patience in answering the questions I had. Please give her a generous raise ASAP! P.S. Everyone else was helpful too- Great office atmosphere!
- ▶ #3 No-When Amy helps? #4- All but Amy, very knowledgeable & nice. Amy isn't very knowledgeable & avoids you if she doesn't know or will give you wrong info. #7 - Make sure those helping you know the correct way to do things

SC WORKS



GREATER UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

americanjobcenter®

*Funded by the Greenville County Workforce
Development Board & Upstate Workforce Board
For details use the QR Code*

1. Thinking about your most recent experience, how did you access SC Works services?

- a. I called my SC Works center.
- b. I visited an SC Works center or received in-person services outside of an SC Works center.
- c. I used the SC Works Online Services (SCWOS) website (jobs.scworks.org).
- d. I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).

2. What was your reason(s) for accessing SC Works services?

- | | |
|----------------------------|---|
| a. Unemployment assistance | j. Education/testing/training opportunities |
| b. Job search assistance | k. WIN testing |
| c. Apply for a job | l. Veteran services |
| d. Hiring event/job fair | m. Youth services |
| e. Attend a workshop | n. Report a problem |
| f. Attend an appointment | o. Other: |
| g. Find center location | _____ |
| h. Career self-assessment | |
| i. Resume assistance | |

3. Were you able to complete the purpose of your visit/use of SC Works services?

Yes

No

N/A

4. How useful was the information you received while accessing SC Works services?

Not Useful

Very Useful

1

2

3

4

5

6

7

8

9

10

5. Overall, how would you rate your experience using SC Works services?

Poor

Excellent

1

2

3

4

5

6

7

8

9

10

6. Do the Comprehensive Center hours of 8:30 am – 5:00 pm meet your needs?

Yes

No

N/A

7. Please share your comments and suggestions on how we can improve SC Works services

Job Seekers Standards – Standard 2

2. Feedback from job seekers is used to improve services.

- a. The SC Works Center and workforce area have a system in place to improve services based on the feedback received from job seekers.

As reflected in previous standards, SC Works Greater Upstate takes a serious interest in providing quality service and one sincere method of showing this to customers is listening to them – in surveys or in person. Please note a few examples:

Job seekers often help determine the workshops we offer monthly in the centers through direct feedback.

Our hours of operation remain from 8:30 AM to 5:00 PM as customers indicate that works best for them.

Partner leadership meets monthly to discuss survey results and any necessary changes resulting from them.

SC Works Greater Upstate

Policy/Procedure: Monthly Customer and Workshop Survey Reports		Number: 1701
Effective Date: 7/30/2017 Revised: 8/19/21, 1/19/22, 12/31/2024	Prepared by: Douglas J. Stephenson Reviewed by: Adam Lindsley, Sydetra Payton	Approved by: Sydetra Q Payton, Project Director

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- Discussion will be had as to root causes of *Below Expectations* and *Met Expectations*; possible influences; and what can be done by staff and management to address and correct any deficiencies.
 - Any issue that cannot be immediately and satisfactorily fixed will have a Corrective Action Plan created. This plan will be shared with GCWDB and UWB One-Stop Coordinators/Associate

Directors; updates on status will be weekly/monthly depending on action required.

General Topics	Frequency of Review	Review and Analysis (sub-topics)	Improvement Plan
		operations and service delivery.	may be incorporated in Program Operations and Delivery of Services action items).
Job Seeker Surveys	Monthly	Survey results and feedback related to the services received by the job seeker and the job seeker's interaction with center staff.	Share results with staff, develop action items as needed to address areas identified. (Action items may be incorporated in Program Operations and Delivery of Services action items).
Employer Surveys	Quarterly	Survey results and feedback related to the services received by employers and the employer's interaction with center staff.	Share results with staff, develop action items as needed to address areas identified. (Action items may be incorporated in Program Operations and Delivery of Services action items).

Describe the feedback system(s) that your area uses to receive and evaluate customer satisfaction for job seekers. Your response should explain how the system or process assesses customer satisfaction of both the service(s) provided and outcome(s) of the services, including

- mechanism(s) used to collect feedback (e.g., surveys)
- how the response rate is determined
- efforts to improve the response rate

We currently utilize two different Customer Feedback Surveys for the SC Works Greater Upstate Centers. The first survey is available to all clients visiting a center and can be taken in one of two ways. Each computer in our resource rooms has the link to the survey and we have paper copies available as well.

The second survey is conducted quarterly via phone by our Director of First Impressions in Spartanburg. The Operations Manager will pull random traffic reports for each of the 3 centers and provide the list to the Director of First Impressions. Calls are made accordingly until we obtain 50 or more survey completions. This allows us to obtain data from clients visiting the centers for a variety of reasons.

The response rate is determined by the number of people that were offered a survey versus the number of people that completed a survey during PY 2023.

In an effort to improve the response rate for PY 2023, all staff received training on how to access the survey in the centers during our quarterly training session. Staff regularly encourage clients to complete the survey while visiting the centers as well.

How many job seekers received a feedback survey or other tool in PY'23? 984

How many job seekers responded to the survey or other tool in PY'23? 683

What is the job seeker survey response rate for PY'23? 69%

What is the job seeker satisfaction rate for PY'23? 97%

Describe any continuous improvement strategies developed, or process improvements deployed utilizing the job seeker feedback.

The Operations Manager reviews survey results with the applicable Program Manager monthly. All staff receive an overview of the results quarterly during our training days. For PY 2023, our centers saw a major spike in clients coming in to receive an Unemployment printout for various agencies in our area. Based on client feedback, this process evolved throughout the Program Year to minimize wait times and provide a clearer understanding of what the process is to our partners.

Job Seekers Standards – Standard 3

3. Job Seekers have multiple access points to SC Works services.

- a. Services are provided through Comprehensive and Affiliate centers, up to date and useful websites, and remote or virtual service strategies.

SC Works Greenville provides in-person and virtual services to the general public. The Comprehensive Center is located in Greenville at McAlister Square; with an additional WIOA office located with Greer Relief. Beginning in 2020, Virtual services for WIOA programs were provided and they continue to be offered and well received from customers.

In addition, social media sites including Facebook and LinkedIn provide a platform for customers to access information and even send private chat messages. The local SC Works Greater Upstate website (www.scworksgreaterupstate.com) has continued to provide a modern and effective tool for customers to review information pertaining to the services provided and register to attend any workshops. We have also used EZ Text to send mass communications to our WIOA customers regarding special projects and initiatives.

- b. The SC Works center encourages job seekers to utilize virtual services, as appropriate, which may include the Virtual Engagement Center (VEC), web-based assessments and career planning tools, job search and job readiness assistance, applying for unemployment benefits, and access to a wide range of job offerings found in SCWOS.

SC Works Online System (SCWOS) is the primary tool used for many of the above-mentioned virtual services pertaining to career planning, job search, and job readiness assistance. This website is utilized by both the customers/ job seekers and staff members to conduct job searches, resume building/posting, and job applications.

The new Virtual Engagement Center (VEC) is accessible from SCWOS and has been used by clients in Greenville to connect with WIOA services. Relevant contacts through the VEC are shared with the Project Director/Operations Manager to follow up with regarding WIOA enrollment.

Staff working with customers always encourage them to take advantage of Virtual Workshops offered in the Greater Upstate each month by the Facilitators.

Links and/or access are loaded on the computers within the Resource Room which takes customers to partner websites and provides immediate assistance regarding program and contact information. Examples are DSS, VR and ABLE SC. The SC Works Greater Upstate website also provides linkage to partner websites.

Equus Workforce Solutions utilizes a more unique and modern assessment tool, Career Pathways Explorer, which uses a me/not me response process to evaluate a job seeker's true fit for career paths. Metrix Learning is a FREE virtual tool available to our customers anytime and can be accessed via smartphone or computer. Metrix is a workforce company that currently provides virtual learning solutions for 130 Workforce Boards or government-funded partners, 20 states, and 700,000 learners. Metrix's catalog provides our team members and job seekers/participants with access to more than 7,000 courses. These courses are built with the workforce industry in mind.

YOUR ONE-STOP SHOP



CAREER GUIDANCE

EDUCATIONAL SCHOLARSHIPS

ON-THE-JOB TRAINING

EMPLOYMENT

CAREER READINESS

LOCATIONS:

GAFFNEY	864-902-1147
GREENVILLE	864-467-8080
SPARTANBURG	864-764-1966
UNION	864-427-7140

Edit cover photo



SC Works Greater Upstate

6.5K likes • 8.1K followers



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ABOUT SC WORKS LOCATIONS CONTACT US

JOB SEEKERS EMPLOYERS NEWS RESOURCES

Click on the link below for a listing of the most current job postings in the Upstate!

[SC Works Greater Upstate Hot Jobs 3-26-2025](#)

[SC Works Greater Upstate Greenville Hot Jobs 3-26-2025](#)



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[web design by sandlapper](#) | [Babel notice](#)



MAR

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) INFORMATION SESSION - 11:00 AM

APRIL

01

APR

INTERVIEWING WITH SUCCESS/MOCK INTERVIEW - 11:00 AM



EVENT DETAILS

Prepares you to stand out from other candidates; and teaches you to be prepared for just about any interviewing question and/or situation (conference call(s), virtual, panel, group, and/or individual). This training also allows you to practice your newly learned skills through a mock interview.

[CLICK HERE TO JOIN THE WORKSHOP](#)

less ▲



linkedin.com/company/sc-works-greater-upstate

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YOUR ONE-STOP SHOP



CAREER GUIDANCE

EDUCATIONAL SCHOLARSHIPS



SC Works Greater Upstate

Staffing and Recruiting

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Helping people live their best lives by working with caring and concerned workforce professionals



Discover all 11 employees

Follow

About us

With major centers in Greenville and Spartanburg, and smaller affiliate centers in Cherokee, Greer and Union, we provide job searching services to the unemployed and under-employed thru referrals to partners or training services under the Workforce Innovation and Opportunity Act (WIOA). We assist employers with their hiring needs directly and/or with OJT services. So much more here! Call or stop in to see us! Partners in our network are SCDEW, DSS, SCCB, VR, Able SC, Job Corps, Greenville County and Upstate workforce boards, Greenville Technical College, Spartanburg Community College, many other training providers

Career Development Assessments for SC Works Customers

1. O*Net My Next Move

mynextmove.org/explore/ip

C INSL... What Are GED TABE...

MY NEXT MOVE

o-net in-it

HOME SEARCH INDUSTRIES INTERESTS

O*NET Interest Profiler

o-net® Interest Profiler

[User Agreement](#)
[Proper Use](#)

Taken the Interest Profiler before?
[Enter scores](#)

Welcome to the O*NET Interest Profiler!

The **O*NET Interest Profiler** can help you find out what your interests are and how they relate to the world of work. You can find out what you like to do.

The **O*NET Interest Profiler** helps you decide what kinds of careers you might want to explore.

On each screen, click the **Next** button at the bottom to continue. You can use the **Back** button at the bottom to re-read the instructions or change your answers.

Start Interests Results Job Zones Careers Next

2. Career Pathways Explorer

scworksupstate.traityfy.com

... What Are GED TABE...

x TRAITIFY

English (US) Login

Let's Get Started

Visual personality assessment designed to be completed in under two minutes. Available on any mobile, tablet, or desktop device.

First Name Last Name

Email Address

Password Confirm Password

English (US)

Account Type

By clicking "Submit" you are agreeing to our [Terms Of Service](#) and [Privacy Policy](#).

3. WIN

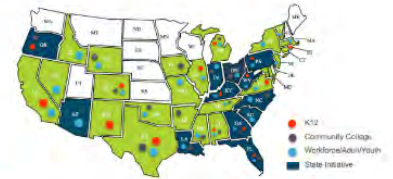
About WIN Learning

In the United States, 3.2 million jobs remain unfilled because of a lack of skilled workers. Forty percent of businesses have positions open for six months or longer because they can't find suitable applicants. To be competitive in the global market, America must have a skilled, well-educated workforce. Yet, too often, students graduate from high school or college without the basic foundational skills to succeed in the workplace.

WIN Learning (WIN) helps school districts, community colleges, adult education programs, corrections, workforce development, and business and industry organizations ensure all learners and job seekers have the skills to be successful in their path to career readiness. WIN's Personalized Career Readiness System provides learners and job seekers with the tools necessary to prepare them for the future, whether it's college, a trade school, the military, or the workplace.

WIN's standards-aligned, web-based programs offer education and workforce entities an engaging and relevant career-driven education and training resource to prepare learners and job seekers for success. The result is higher academic achievement, greater commitment to employability work habits, increased motivation to seek their career path, and true readiness for career success.

Since 1996, WIN's integrated approach to career readiness has given more than 10 million learners worldwide the tools, confidence, and skills necessary to excel in school and in life.



WIN supports statewide career-ready initiatives through its Academic Skills, Soft Skills, and Digital Skills portable credentials and courseware to promote a unique and customized solution for each state.

WIN State Partnerships



MY NEXT MOVE



HOME



SEARCH

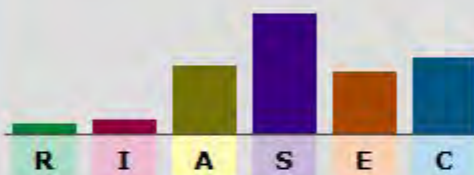


INDUSTRIES



INTERESTS

O*NET Interest Profiler



Realistic	2
Investigative	3
Artistic	14
Social	25
Enterprising	13
Conventional	16

Here are your Interest Profiler results!

Think of your interests as work you like to do.

Your interests can help you find careers you might like to explore. The more a career meets your interests, the more likely it will be satisfying and rewarding to you.

You can click on any interest below to learn more. When you're ready, click **Next** to continue.

- [Realistic](#)
- [Investigative](#)
- [Artistic](#)
- [Social](#)
- [Enterprising](#)
- [Conventional](#)

Print

Share

Back

Start

Interests

Results

Job Zones

Careers

Next

Activate Windows

Go to Settings to activate Windows.

**SC WORKS**

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Scan the QR code to visit jobs.scworks.org!

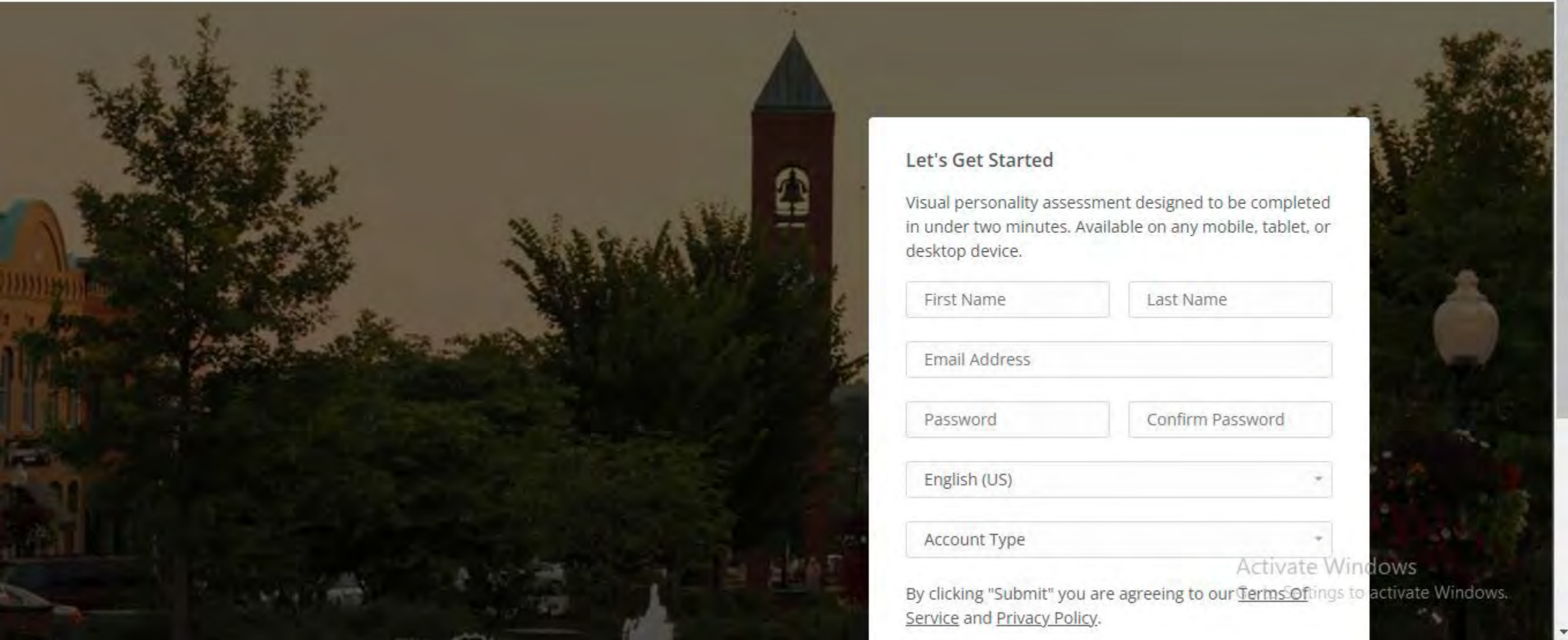
Visit jobs.scworks.org to log in or create an account to learn more about a job you're interested in.
Enter the Job Order # to search for jobs. For additional assistance, please visit your local SC Works center.

Job Order Number	Position	Location	Education	Pay Range
1559298	(1) Assembler	Piedmont	None	\$19.81
1559573	(1) Ballroom Dance Instructor	Greenville	None	\$24.50
1559430	(2) Delivery Driver	Greenville	None	DOE
1559407	(1) Entry Level Instrumentation/Mechanical Technician	Greenville	GED	DOE
1559408	(1) Entry Level Instrumentation/Mechanical Technician	Greenville	GED	DOE
1559416	(1) Forklift Driver/Operator	Greer	GED	\$17.50
1559428	(2) Furniture Mover Helper	Greenville	None	\$16.00
1559503	(1) HVAC Senior Designer	Greenville	Associate's Degree	DOE
1559358	(6) Machine Operator 1	Greer	GED	\$18.00
1559458	(1) Manufacturing Engineering Intern	Greenville	Associate's Degree	DOE
1559417	(1) Quality Inspectors	Greer	GED	\$16.50
1559498	(1) Quality Review Coordinator	Greenville	Bachelor's Degree	\$34.18
1559302	(1) Regional Account Manager – Equipment	Greenville	None	\$35.03
1559330	(1) Swiss Lathe Machinist 3 rd Shift	Greenville	GED	DOE
1559340	(1) Welder: 2 nd Shift	Piedmont	GED	\$18.00

DOE = Depends on Experience**SC WORKS**
GREENVILLE

*An equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.*

For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding.



Let's Get Started

Visual personality assessment designed to be completed in under two minutes. Available on any mobile, tablet, or desktop device.

English (US) ▼

Account Type ▼

By clicking "Submit" you are agreeing to our [Terms of Service](#) and [Privacy Policy](#).

Activate Windows

Go to Settings to activate Windows.

Personality Assessment

Instructions



Simply click "Me" or "Not Me" as each image relates to you. Remember that this assessment is designed for your work life, so respond to each image based on your work preferences.

OK! Let's go!



Visionary/Mentor

You are an energetic natural leader. You are happiest when surrounded by people, and you are comfortable being the center of attention. Your friends admire this about you because not only are you the life of the party, but you also have a big heart for helping others and are always looking out for the needs of those around you. You make other people feel included and welcomed, and your zest for life makes others want to follow you. You prefer not to be alone which is good because you have so many friends with whom you can spend some quality time. You are rejuvenated by your relationships.

traitify



Complete
Assessment



Share on
Facebook



Share on
Twitter



Explore
Career
Results

[View Your Career Matches](#)

Teaching












Me

Not Me

Activate Windows

Go to Settings to activate Windows

 Kenneth L. Taylor
To: Randolph, Ashley <ARandolph@dew.sc.gov>
Cc: Moeckel , Amber <AMoeckel@dew.sc.gov>

  Reply  Reply all  Forward    
Mon 3/31/2025 12:12 PM

 Retention: Exchange_SharePoint_OneDrive_MS 365 Group (7 years) Expires: Mon 3/29/2032 12:12 PM

Hi Ashley,
Thank you for the information, I will reach out to the client today.

Kenneth Taylor
Operations Manager
SC Works Greater Upstate
Serving Cherokee, Greenville, Spartanburg and Union Counties
Email: ktaylor@scworksgreaterupstate.com
Phone Number: Spartanburg Office: 864-764-1984 / Greenville Office: 864-467-7229

scworksgreaterupstate.com / [Facebook](#)



“An equal opportunity employer/program”
“Auxiliary aids and services available upon request to individuals with disabilities”

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From: Randolph, Ashley <ARandolph@dew.sc.gov>
Sent: Monday, March 31, 2025 12:04 PM
To: Kenneth L. Taylor <ktaylor@scworksgreaterupstate.com>
Cc: Moeckel , Amber <AMoeckel@dew.sc.gov>
Subject: FW: WIOA Interest for an Individual

Hi Kenneth,

The below request came into the VEC today.

Thanks,

ASHLEY S. RANDOLPH

Job Seekers Standards – Standard 4

4. The SC Works Center offers a consistent menu of job seeker services.

- a. All basic and individual career services and training services and information outlined in WIOA Sections 134(c) and TEGL 4-15 are available and accessible to each job seeker at the SC Works Center.

SC Works Greenville strives to maintain a center system that incorporates all required partners and career training services. From the greeting at the door through the last service an individual receives, programs and partners are presented consistently and fairly to maximize potential for the job seeker.

Partner programs are represented in person or through the referral process, but all frontline staff are knowledgeable of basic criteria for eligibility and/or know the proper channels to work and service the individual.

Staff have been made aware that a job seeker can request to speak with a Case Manager at any time in the process regarding training services; they do not have to wait until they have been sent through other programs first.

There is a table that displays brochures and pamphlets from not just our core partners, but our community partners as well. Partner job fairs or recruitment events are also displayed.

FREE TRAINING OPPORTUNITIES

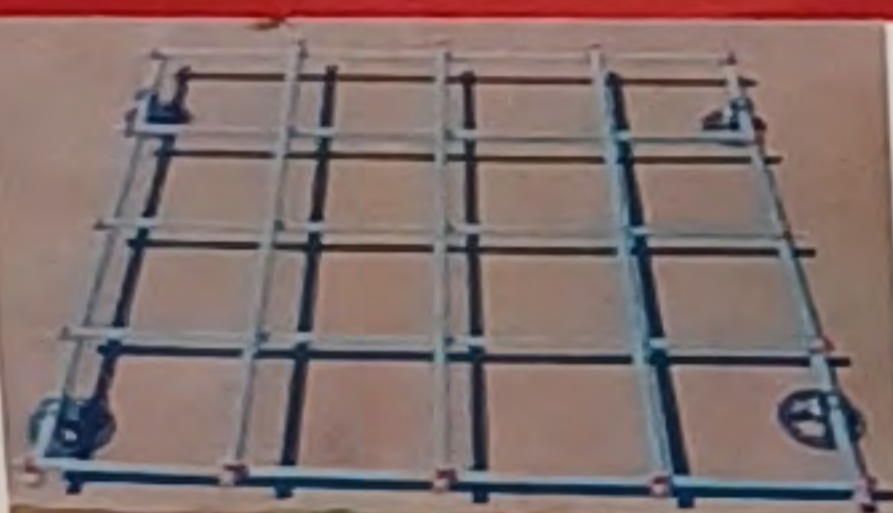


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- 1 PLIER
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YOU.



Our Services

SC WORKS

GREATER UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

americanjobcenter

What is SC Works?

SC Works is South Carolina's largest and most comprehensive labor exchange system. It is part of the national one-stop initiative that was established to enhance the productivity and competitiveness of our nation's economy.

Are you unemployed or under employed?
Need new Skills or a new career?

Your Situation

- Do you need a job?
- Are you Unemployed?
- Are you Underemployed?
- Have you been laid off?
- Do you need new skills to get a new career?

Our Solution

SC Works is part of a national one-stop career center.

- All services provided at no charge.
- Basic, intensive and training services.
- Assessments, including WIN Learning
- Referrals to partner programs and services.

Our Team

We strive to help you reach the level of success you are willing to achieve. Our team of professionals will inspire you every step of the way as you train for and begin your new career. We are here to help you. The next step is yours.

Our Services

Basic Services

- Resource Center:
- Job Search Assistance
- Access to: computers, internet, printer, copiers fax
- Job Readiness Workshops
- Resume Review and Development
- Recruitment Events and Job Fairs

Intensive Services

- Dedicated Talent Development Specialists
- Individual Employment Plans

Free Training opportunities available in:

- Advanced Manufacturing
- Robotics
- CNC Operators
- Welding
- Electrical
- Plumbing, HVAC and more

Please see a team member for a schedule of workshops and events.

TTY: Relay Service Dial 711 "An equal opportunity employer. Services are available upon request to individuals with disabilities." Auxiliary aids and services are available upon request to individuals with disabilities.



FAQs

FREQUENTLY ASKED QUESTIONS

CRITERIA

Is it difficult to join the Coast Guard?
Our qualification criteria is similar to other military branches. You must meet this criteria, as well as undergo a "whole person" evaluation. Your recruiter will work with you to complete a variety of forms to validate your eligibility.

Qualification Criteria:

- Be a U.S. citizen or a resident alien
- Be between the ages of 17-31 (if no prior military service)
- Have a high school diploma
- Pass the ASAB with a minimum score of 36
- Meet height/weight and medical standards (disability and children)
- Pass a military entrance medical exam
- Pass a background check
- Pass a credit check
- Think of your meeting with your recruiter as a job interview.
- The evaluation may include but is not limited to your attitude, professionalism, honesty, respect, communication ability, work ethic and volunteer spirit.

Where do I get more information?

- Visit GoCoastGuard.com for more general information about us.
- Contact a recruiter.
- Call your nearest recruiting office.
- To protect your privacy, do not send or receive related queries or concerns through email.
- "Checklist" for when the screening and evaluation process.

TRAINING

How long is basic training?
Basic training is eight weeks and is located at Coast Guard Training Center in Cape May, NJ.

What are the minimum physical fitness requirements to graduate?

- PUSH-UPS (in 1 minute)
- Male: 29 Female: 15
- SIT-UPS (in 1 minute)
- Male: 38 Female: 32
- 1.5 MILE RUN (in minutes)
- Male: 12:51 Female: 15:26
- COMPLETE SWIM CIRCUIT: Jump off a five-foot platform, swim 100 meters and tread water for 5 minutes.

Do I have to know how to swim?

YES. It is important to note that if you are afraid of being in, on, or near the water, you are not eligible to join.

Should I do anything before I go to basic training?

YES. After you enlist and prior to going to Cape May, your recruiter will provide you with a copy of the Heilman guidebook. Study it in its entirety; paying particular attention to the list of items the General Orders in addition to preparing yourself for physical fitness training. If you smoke cigarettes or chew tobacco, you should consider quitting.

BENEFITS

What are the benefits of joining?
Education Benefits

The Montgomery GI Bill will help you pay for college or technical training. You may also qualify for the Post-9/11 GI Bill (benefits have increased substantially). You can use it at colleges, universities, trade schools, on-the-job training, apprenticeships, and flight schools. To see what programs are currently approved, go to gibill.va.gov

Health Care

Free comprehensive medical, dental, and eye care for you and your family.

Life Insurance

You have the option of selecting up to \$400,000 in life insurance at a minimal cost. You can also purchase economical life insurance for your family.

Paid Vacation

You will receive 30 days of paid vacation per year.

Included Tax-Free Income

- Basic Allowance for Housing (BAH)
- Basic Allowance for Subsistence (BAS)
- Uniform allowance (enlisted)

NAVY RESERVE

2 Days a month + 2 Weeks a year

- ✓ Tricare Reserve Select
- ✓ Second Retirement
- ✓ Advancement Opportunities
- ✓ Base Access
- ✓ Education Opportunities
- ✓ Travel
- ✓ Flexible Schedule

OPTIONS WHEN LIFE HITS YOU!!!!

Contact: NC1 (SW)MCMORRIS 864-263-9155
NC1 CHIPWALT 864-423-7093

What's your next step?

Find out
at Job Corps

What's your next step?

Find out
at Job Corps.

TUITION REIMBURSEMENT



GET PAID



SecondChanceJobs

IS IT?

Connecticut

provides:

10/month disc

15/month disc

10/month disc

10/month disc

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April

2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
https://cworksupstate.com/ 		11:00 AM Interviewing For Success	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)		11:00 AM Counseling Staff Job Interview
	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)		11:00 AM Computer Basics SpartaTburg Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	8:00 AM Resume Part 1 & 2 Greenville Center	10:00 AM Career Exploration SpartaTburg Center 11:00 AM Resume Roundtable SpartaTburg
	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	11:00 AM Interviewing For Success 11:00 PM Understanding Artificial Intelligence (Virtual)	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)		
			11:00 AM Computer Basics SpartaTburg	8:00 AM Resume Part 1 & 2 Greenville Center	10:00 AM Career Exploration SpartaTburg Center 11:00 AM Resume Roundtable SpartaTburg
	Workforce Innovation and Opportunity Act 11:00 am (Registration Required)		Workforce Innovation and Opportunity Act 11:00 am (Registration Required)		



SC WORKS
JOB FAIR

NEW JOBS

TALLERES VIRTUAL

¿BUSCA PERFECCIONAR SU HABILIDADES? ¿QUIERE SABER CON QUE RECURSOS CUENDE DESDE LA COMODIDAD DE SU HOGAR U OFICINA?

¡APROVECHE ESTOS TALLERES GRATUITOS!


<https://app.brazenconnect.com/a/dsw-sc-works-centers/a/qm7n>

¡ESCANEE EL CÓDIGO PARA VER QUE TALLERES ESTAN DISPONIBLES!



seminario con goa center

¡MÚLTIPLES PROGRAMAS DE CRECIMIENTO DE OPORTUNIDADES PERSONALES CON DISCAPACIDAD!
¡MÚLTIPLES SERVICIOS ASISTENCIALES QUE SON NECESARIOS! ¡Y MÁS!
¡TOMA TALLERES DE FINANCIAMIENTO DE PROGRAMAS SEGUN LA EMERGENCIA PERSONAL! VISITE
WWW.DSW-SC-WORKS-CENTERS.COM



TICKET SC WORKS
to Work americanjobcenter

TICKET TO WORK

The South Carolina Department of Employment and Workforce (DEW) is partnered with the Social Security Administration to provide employment services to eligible SSI/SSDI beneficiaries or "ticket holders." As an Employment Network, DEW helps people with disabilities access the opportunities and services they need, such as:

- Career Interest Assessment
- Skills Testing
- Job Searching Skills Workshops
- Resume Development
- Free Computer Access for Job Search
- Computer Classes
- Employment Information

To get started, you should schedule a meeting with the Employment Network Coordinator in your local SC Works Center. To find your local SC Works Center, visit:

www.scdew.org

For more information about the program, visit:

tkt2work.org

An equal opportunity employer/organ. Auxiliary aids and services are available upon request to individuals with disabilities.


For program listing details in accordance with the Section 504, please visit www.scdew.org.

Want to learn more?

Call 1-800-842-5828 or visit tkt2work.org

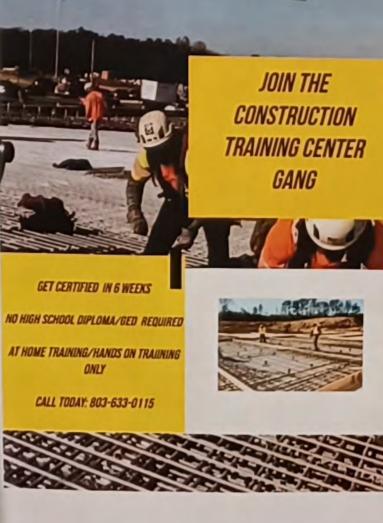
Are You Ready to Choose Work?

Learn more about the Ticket to Work program and how it can help you find a job that works for you. Visit tkt2work.org today.



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Contact Information



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Do you enjoy helping people? Do you like working with seniors?

February 18th-19th (20 Roper Corners Circle, Suite A, Greenville, SC 29615)

Stop by anytime 9a-2p, walk-in's are welcome no appointment needed!

LOVE is in the air at Always Best Care! Do you LOVE to take care of others that need you most? Do you LOVE to make money knowing you are helping someone? Do you LOVE working for a company that is the Best and changing lives? Then we would LOVE to talk with you! Please stop by and talk with US and you may be able to start the next day! We will have treats for everyone!

We are looking for experienced caregivers that LOVE events, flex schedules, Bonus, OT, training and orientation pay, and mileage from client to client is paid!

For more information, call or text Amber directly at (864) 800-6825. We would LOVE to meet you!

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CON:

- CONDICIONES DE TRABAJO Y DE VIDA
- PROBLEMAS DE SALUD Y SEGURIDAD EN EL TRABAJO
- DISCRIMINACIÓN LABORAL
- MENOS PAGO O PAGO ATRASADO

LLAMA A LA LÍNEA DE AYUDA GRATUITA PARA LOS TRABAJADORES AGRÍCOLAS DE CAROLINA DEL SUR

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CONFIDENCIAL

INGLES Y ESPAÑOL

LA LEY FEDERAL PROHÍBE DESPEDIRLO O CASTIGARLO POR INFORMAR UN PROBLEMA

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SC WORKS

FOR SOUTH CAROLINA DEPARTMENT OF Employment and Workforce

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AYUDA GRATUITA**
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DESPEDIRLO O CASTIGARLO
POR INFORMAR UN PROBLEMA.**

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VIRTUAL WORKSHOPS

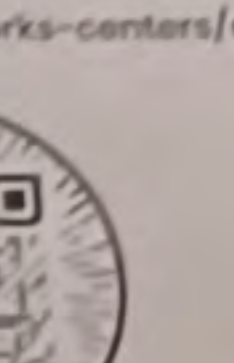
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Ensure you have a VOICE
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communication
between the city's
adults and its youth.



REQUIREMENTS

- Resident in the city of Greenville
or attending high school in the
city of Greenville
- A student entering grades 9 to 12
- Attend monthly meetings

Contact Tanika Peltier, City of Greenville
Youth Commission Manager
tpeltier@greenville.gov • (864) 467-4550



APPLY



Scroll to "Apply Online", and then
scroll down to "Youth Commission"

RWNL DIVISIONS

- Landscape Construction
- Landscape Maintenance
- Nursery Operations

LANDSCAPE CONSTRUCTION

- From softscapes to hardscapes, our experienced team can bring your outdoor vision to life. We specialize in hardscape installation, landscape lighting, irrigation, and more.
- Let us enhance your outdoor space with custom features that showcase your unique style.

OPPORTUNITIES FOR STUDENTS

- Landscape Construction Course Material
- Landscape Maintenance Course Material
- Irrigation Course Material
- Nursery Operations Course Material

WHOLESALE NURSERY

- Our 50-acre wholesale nursery is the largest of its kind in the southeast, offering a diverse selection of plants, material, and landscape supplies.
- Convenient online ordering and streamlined processing ensure a hassle-free experience for our valued trade partners.
- Visit us to explore our vast inventory of locally growing plants and trees, along with a variety of landscape materials.

LANDSCAPE MAINTENANCE

- Our maintenance division ensures that your landscape stays beautiful year-round. Our certified technicians specialize in weed control, fertilization, and pest management.
- From tree care to seasonal floral management, we provide comprehensive maintenance services tailored to your needs.

[illegible]

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Our Mission
South Carolina Legal Services is a statewide law firm that provides civil legal services to protect the rights and represent the interests of low-income South Carolinians.

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South Carolina
Legal Services

Restoring the Scales of Justice

**Understanding the
VA Claims Process**



Our Mission
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South Carolina
Legal Services

Restoring the Scales of Justice

**The Veterans'
Benefits Appeals Process**



Our Mission
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South Carolina
Legal Services

Restoring the Scales of Justice

**MEDICARE VS.
MEDICAID**



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Restoring the Scales of Justice

**UNEMPLOYMENT
BENEFITS FOR
VICTIMS OF
DOMESTIC VIOLENCE**



Our Mission
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South Carolina Small Business Development Centers across the state offer individual, confidential business consulting at no cost. Highly-trained consultants assist both existing and start-up companies and provide a variety of services including: business planning, financial and operations management, financing options, marketing strategies, human resources and much more. Centers conduct affordable education workshops and provide referrals to useful business resources. Specialized services include government contracting, exporting, technology commercialization, additional business assistance and minority outreach. Visit www.sbdcsc.com to find a center and make an appointment.

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SYSTEM



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Power
Industrial**

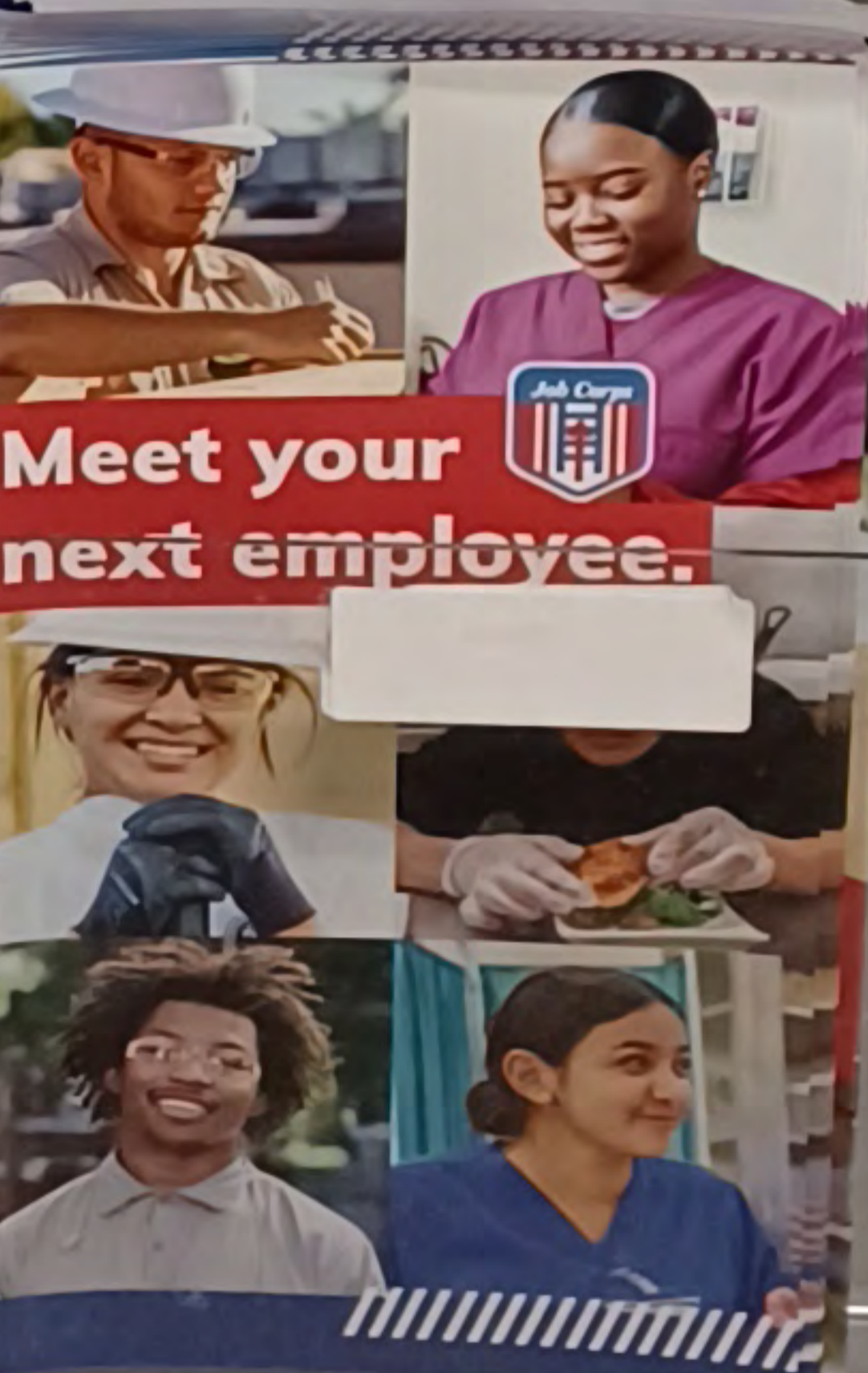
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Recovery



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Recovery Center
401 Highway 101, Greenville, SC 29607

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next employee.**



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CITIZENS PROGRAM**

Your pathway to a new start in life!

The mission of the Greenville Technical College Upstate Returning Citizens Program is to teach, train and transform returning citizens into positive and productive members of society. Our goal is to equip offenders with information and skills that will assist them in securing a secure and productive citizen. We provide help with support services such as transportation, clothing, education, employment and much more. Located at Phila Wheatley Community Center (Upper Level), 401 John McLeod Road, Greenville, SC 29607, GTC Upstate Returning Citizens Program has the services you need.

What our graduates are saying:

"I was able to secure many different jobs and career training opportunities. I received training for job interviews and resume and program products, but most of all, I received hope for others and myself!"
- James Chapman, Returning Citizen

"They helped me find employment!"
- Daniel James, Returning Citizen

Learn more at www.gtc.edu/upstate-returning-citizens

**SCAN FOR
MORE INFO**

Greenville Technical College
Upstate Returning Citizens Program
401 John McLeod Road, Greenville, SC 29607
864.677.2222

Greenville



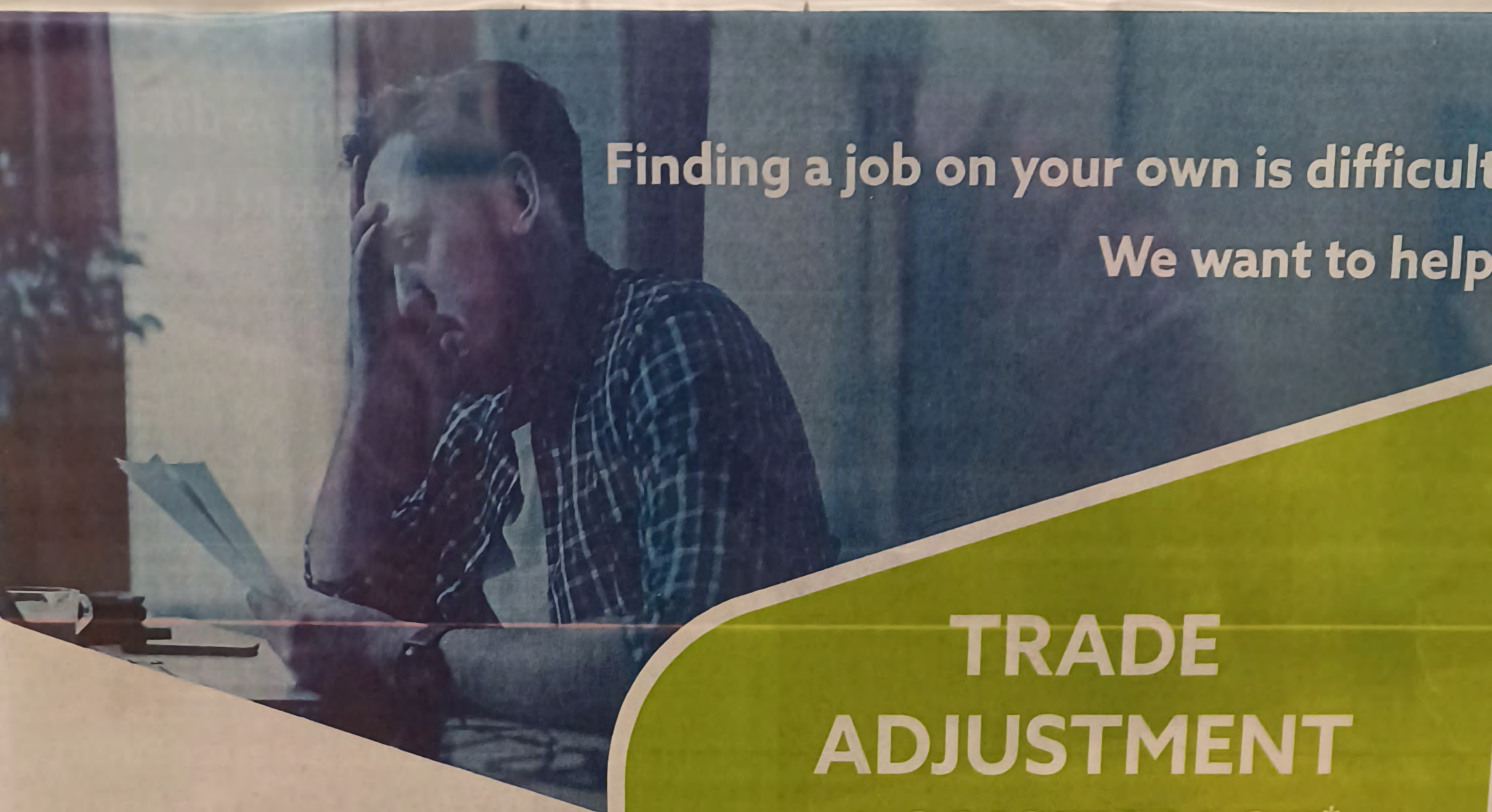
**Meet your
next employee.**



AVAILABLE SERVICES AT YOUR SC WORKS CENTER

- **JOB LISTINGS** - Personal computers are available to assist you with your job search at the local, state, national and international levels.
- **INTERNET ACCESS** - You can access information on job openings, career fairs, company profiles, job search techniques and more.
- **LABOR MARKET INFORMATION** – You can access information about labor market demands in your area and other labor market statistical information.
- **RESUME WRITING** – A computer program is available for you to develop, save and print your resume, cover letters and follow-up letters.
- **PARTNER AGENCY SERVICES** - You will have access to partner agencies located here and referrals to agencies throughout the area.
- **WORKSHOPS** - Job search workshops and orientations are available to everyone and provide information on a variety of helpful subjects.
- **PLACEMENT SERVICE** - Job search and placement assistance is available and there is a variety of job listings for you to consider.
- **COMMUNITY RESOURCE INFORMATION** - On-line community resource information is available to those seeking additional services.
- **TRAINING INFORMATION** – You can have access to information on available training opportunities throughout the country. A training vendor's actual performance will be available on-line.
- **ASSESSMENTS** – Comprehensive assessments will be available to those customers determined eligible for WIOA services. The assessment process will evaluate a customer's interests and aptitudes, as well as any employment barriers.

ABLE



Finding a job on your own is difficult

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TRADE ADJUSTMENT ASSISTANCE*

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VISIT [SCWORKS.ORG/2023TAA](https://scworks.org/2023TAA)
TO LEARN MORE!



OR SCAN THE
QR CODE TO SEE
IF YOU WORKED
FOR A QUALIFYING
COMPANY.

DID YOU LOSE YOUR JOB DUE TO FOREIGN COMPETITION?

If your answer is 'yes', you may be eligible for services and benefits provided under the Trade Adjustment Assistance (TAA) Program.

TAA is one of the most comprehensive packages of reemployment benefits and support available.

Benefits are sponsored by the Trade Adjustment Assistance Program (TAA). Eligibility restrictions apply.

Contact your local TAA Workforce Consultant today.

Emily Pye
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epye@dew.sc.gov

Career and Case Management Services:

- Assessment of skill levels and service needs
- Development of an Individual Employment Plan (IEP) to identify employment goals and objectives
- Job search assistance and referrals
- Soft Skills/Prevocational Services
- Individual career counseling
- Information relating to the availability of supportive services

Training:

- GED/HS Diploma
- Remedial Training for Basic Skills Upgrade
- English as a Second Language (ESL)
- Occupational/Classroom Training (Certificate, Diploma or Degree)
- Work Based Learning
 - On-The-Job-Training
 - Apprenticeship
 - Customized Training

*An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities (TTY 716).

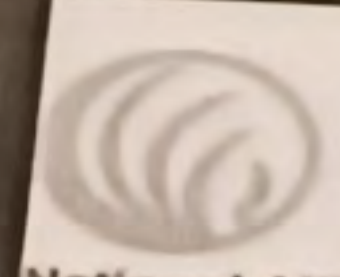
*For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding.



SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

SC WORKS

A proud partner of the American Job Center network



NAMI
National Alliance on Mental Illness

Greenville

NAMI FAMILY-TO-FAMILY EDUCATION PROGRAM

for parents and/or
caregivers of loved ones with

schizophrenia

and/or bipolar (Manic Depression)



Employees struggling
because of injuries, substance
abuse, or other physical or
mental challenges?

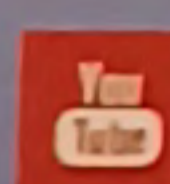
Let's talk.

VR

**Vocational
Rehabilitation**

Let's go to work

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/company/thescvrd

Preparing and assisting eligible South Carolinians with disabilities to achieve and maintain competitive employment.

2016-06

HELP FIGHT

**FRAUD
WASTE
ABUSE**

Workforce Innovation and Opportunity Act (WIOA) and What Can It Do for Me?

Are you a veteran? Have a disability? Barriers to employment like transportation or a criminal background? Need career advice? Your team at SC Works Greater Upstate is here to help!

Training:

- We can help you go back to school with funds for books and materials you need for classes.
- We can help you earn your CDL or skilled trades certifications to help you into a better-paying, sustainable career.

Education:

- Do you need your High School Diploma or GED?
- Need help with English as a Second Language?

Job Assistance:

- Have you been unemployed for at least 13 weeks?
- Have you been recently and permanently laid off from your most recent role due to no fault of your own?
- Are you currently making LESS than \$14/hour in your current job?

If you answered “yes” to any of these questions, the WIOA program may be for you. To get started, take our virtual Introduction Session for the WIOA program on our website www.scworksgreaterupstate.com.

For program funding information in compliance with the Steven's Amendment please visit www.upstateworkforceboard.org/stevens

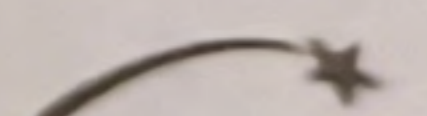
For program funding information in compliance with the Steven's Amendment please visit www.dew.sc.gov/funding

An Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. TYY: 711

SC WORKS

GREATER UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

 **AmericanJobCenter**

Job Seekers Standards – Standard 5

5. The SC Works Center staff provides job seeker services efficiently while maintaining a customer-oriented focus.

- a. The SC Works center has a process to minimize lines and wait times.

SC Works Greenville has a Standard Operating Procedure (SOP 1000) which guides the Center and staff in proper customer service, which includes greetings, and the entire customer experience expectations. Flow Charts and good practice make waiting times for Resource Room computers and assistance a rare issue. When this does occur, the SCDEW Regional Manager and Operations Manager will work together to provide the quickest service most efficiently; SC Works partner staff all contribute to running a smooth operation.

- b. The SC Works center has a process for effectively handling large-scale events or anticipated heavy customer traffic.

SC Works Greenville has a Standard Operating Procedure (SOP 3101) which thoroughly addresses the entire process of preparing for, and learning from, large scale events. In the event there is a Rapid Response which indicates the Center will be busier than normal, SCDEW works with their organization and the Operations Manager to ensure coverage is at an optimum level, applying the overflow guidelines as mentioned previously.

- c. Staff promptly engages customers with self-service activities, staff assistance, or acknowledgement, depending on customer flow, upon entry to the SC Works center or virtual system.

SOP 1000 and SOP 1100 include this requirement, as does the LEGACY in Action Customer Service training previously provided to staff.

The Comprehensive Center has a Director of First Impressions, which is funded through MOU/IFA between the WIOA mandated partners. This position was specifically implemented for the purpose of providing clear and consistent customer service, placing a professional greeter at the main entrance. The Director of First Impressions first greets the customer upon entry and inquires about the reason for the visit, then requests information that is entered into the VOS Greeter system and directs the customer to the appropriate area for services.

- d. The SC Works Center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff.

Yes. The Center utilizes SCWOS Greeter to check in every customer that walks in the door. This system has proven to be effective and efficient; alerting staff throughout the center if there is a customer waiting to be seen, related to their specific program. In addition, reports are pulled and used to monitor traffic and program effectiveness.

SC Works Greater Upstate

Procedure:

Customer Service Expectations

Number:

1000

Effective Date:

09/04/08

Revised 6/21/2021;10/29/2024

Prepared by:

Debra Giordano

Revised by: Kenneth Taylor

Approved by:

Sydetra Payton, Project Director

Purpose: To clarify expectations regarding provision of high-quality customer service.

1.0 Summary

This procedure is supplemental to Equus’s Customer Service training and provides specific guidance on how all SC Works Greater Upstate (SCWGU) staff will provide consistent high-quality customer service to all customers. This policy is in effect for all partners located in our centers as well.

2.0 Customer Service Principles

- 2.1 SC Works Greater Upstate and partner staff shall provide world class customer service that is seamless, proactive, and individualized
- 2.2 SC Works Greater Upstate and partner staff shall provide timely service
- 2.3 SC Works Greater Upstate and partner staff shall provide accurate service
- 2.4 SC Works Greater Upstate and partner staff shall always project a caring and respectful manner toward all customers, internal and external, whether on the phone, through written correspondence, or in person

3.0 Detailed Procedure

- 3.1 All customers will be greeted promptly and in a friendly manner
- 3.2 SC Works Greater Upstate and partner staff shall make immediate eye contact and give a warm greeting to all customers.
- 3.3 SC Works Greater Upstate and partner staff shall consistently adhere to our “Ten Foot Rule”. This rule requires that all SCWGU staff acknowledge and greet any customer within ten feet of the staff person (i.e., when passing through resource room) unless

the customer is clearly occupied and should not be interrupted (i.e., focused on a SCWOS registration).

- 3.4 SC Works Greater Upstate and partner staff shall clearly offer a friendly acknowledgment even if on the telephone or serving another customer. This can be accomplished through eye contact and a smile or informing the customer that you will be with them shortly.
- 3.5 Customers should feel welcome and that they have come to the right place, even if that means only to receive a referral to another agency. We are a one-stop. There is no wrong door here.
- 3.6 SC Works Greater Upstate and partner staff shall serve customers promptly. If unforeseen or unavoidable circumstances result in the customer having to wait longer than 10 minutes when drop in or more than 5 minutes beyond an appointment time (this includes group activities, assessments, individual appointments, etc.), SCWGU and partner staff shall offer an apology for the wait. SCWGU staff shall then follow up with the appropriate staff person to find out approximately how long the wait will be and inform the customer. Customers shall always be made to feel important and that their time is respected.
- 3.7 SC Works Greater Upstate and partner staff shall establish rapport with customers and always empathize with their current situation before steering the customer toward options.
- 3.8 SC Works Greater Upstate and partner staff shall always be truthful with customers and promise only things that can be delivered.
- 3.9 SC Works Greater Upstate and partner staff shall encourage every customer to complete a customer satisfaction survey. Surveys are available on all customer computers and through QR Codes posted in every SC Works Greater Upstate Center.
- 3.10 SC Works Greater Upstate and partner staff shall view customer complaints as opportunities for improvement and respond accordingly.
- 3.11 SC Works Greater Upstate and partner staff shall return customer telephone calls on the same day that the call was received or promised and no later than one (1) business day after the call was received. SC Works Greater Upstate and partner staff should always make a note of attempted phone calls. This procedure applies to SCWGU social media pages and local website inquiries as well.

- 3.12 All customers shall be provided accurate and current information and resources. If SC Works Greater Upstate and partner staff are uncertain, SCWGU and partner staff shall advise customer that they will find out and let them know (by when and who will contact them).
- 3.13 SC Works Greater Upstate and partner staff shall always support each other and SC Works Greater Upstate policies, procedures and processes.
- SCWGU staff shall attempt to provide services to another staff member's customer if the requested staff member is not available.
 - SCWGU staff shall request information needed from other staff members and provide the information to the customer. **SCWGU staff shall not blindly refer or transfer customers to another staff member.**
 - Referring customers to finance for questions about a check is not allowed under any circumstance. Finance is an internal support function and should not have direct client contact. Any inquires regarding checks should be referred to the appropriate Talent Development Specialist.
- 3.14 All complaints should be addressed at the lowest possible level. If the customer wishes to elevate the complaint to Project Director or board staff level, the appropriate complaint form should be provided. Customers should not be referred directly to the board. If they absolutely insist, advise management immediately so that the board can be briefed.
- 3.15 Referring customers directly to BST staff is not appropriate unless such contact is specifically requested by a BST staff member.
- 3.16 SC Works Greater Upstate and partner staff shall keep internal processes, lingo, etc. invisible to the customer. Each staff member must take personal responsibility for internal processes and decisions.
- 3.17 SC Works Greater Upstate and partner staff shall avoid informing customers that "we are under new management" or "we are in transition" or "this is what I was told to do" or "my supervisor would not approve this", etc.
- 3.18 SC Works Greater Upstate staff shall explain services in plain language and avoid utilizing program lingo. Staff should always attempt to use language about services and not programs or regulations, nor use internal acronyms.

- 3.19 At times, customers and staff may not be a good fit and occasionally a customer may request to switch Talent Development Specialists (TDS's). This should be done only with the approval of the TDS Supervisor or Project Director. Attempts should always be made to repair and maintain the TDS/customer relationship. As this policy relates to onsite partners, approval should only be given by that agencies Manager or Director.
- 3.20 Sound judgment shall always be exercised while providing world class customer service.

SC Works Greater Upstate		
Procedure: Job Fairs		Number: 3101
Effective Date: 02/13/2015 Revised 11/2017 Revised 11/2024	Prepared by: Johnnie Lynn Crosby Director of Business Solutions Mary Beth Walters, RSBM	Approved by: Sydetra Q Payton Project Director
Purpose: To outline the process for planning, coordinating, hosting and participating in Job Fairs.		
<p>1.0 Summary Job Fairs are one of the most valuable services the SC Works Greater Upstate Business Solutions team offers to local employers. Not only do the events give us the opportunity to provide employers with an event that meets their needs; it also allows our job seeker customers the opportunity to meet with employers that have job openings.</p> <p>2.0 General Requirements</p> <p>2.1 Target Market - The target market for services related to recruitment event/job fair implementation may vary based on the partners involved and the occupational focus of the event. Each employer that participates in a recruitment event or job fair are required to have at least one open position posted in SCWOS. <i>(Unless employer has been unable to post a job on SCWOS within an appropriate timeframe, as defined in SOP 3000)</i> Two market populations should be taken into consideration when coordinating a recruitment event or job fair:</p> <p>2.1.1 Businesses – local area businesses currently recruiting employees relevant to local area job seeker needs/skill sets.</p> <p>2.1.2 Job Seekers – Qualified candidates who are employment ready.</p> <p>2.2 Language – Job Fair is defined as a planned on- or off-site event with multiple (minimum of 25) employers that are hiring.</p> <p>2.3 Participation in Job Fairs Business Solutions team members are responsible for identifying potential events in which to participate that will yield attraction of job seeker customers to SC Works</p>		

Greater Upstate services, as well as provide strategic marketing of Business Solutions available to local area businesses. Business Solutions team members are responsible for documenting these opportunities and communicating these opportunities to the entire Business Solutions Team to coordinate strategy for participation.

Requests for participation in a job fair must be sent to the Regional Business Solutions Manager (RBSM) for coordination of staffing at the event.

2.4 Conducting Job Fairs

Business Solutions team members are responsible for the coordination and development of at least one annual job fair per year.

There should be no less than 25 employers per multi-employer job fair, exceptions include one-off events for a specific employer job fair or a small group industry job fair. All employers must be hiring and should have an active job order in SCWOS. *(Unless employer has been unable to post a job on SCWOS within an appropriate timeframe, as defined in SOP 3000)* **Please Note:** We need a minimum of 60 days lead time between the actual request and the job fair. Marketing materials for job fair events should reach the media no later than two weeks prior to the event.

Successful job fair events are the result of developing and implementing a strategic plan prior to the event, effective coordination of efforts during the event, and appropriate tracking of the event value and results. The RBSM will be responsible for managing the coordination of activities needed to prepare for the event.

2.5 Job Fair Tools:

2.5.1 Event Planning Matrix Overview of volunteer schedule at the event, outline of customer flow management (tracking) procedures, review of SC Works Greater Upstate participation goals and summary of equipment needs management. This piece should be distributed to all booth volunteers.

2.5.2 Job Fair Timeline - Sample timeline to coordinate activity needed to prepare for the event.

2.5.3 Sign in sheet- Sample tracking tool to assist in identifying and developing a list of employer vendor attendance at the event. (to be developed by Business Solutions Administrative Coordinator)

2.5.4 Job Fair Registration - An easy to complete form designed to capture contact info, company info, number of attendees, special needs (i.e. electricity), types of openings and number of openings. (to be developed by Business Solutions Administrative Coordinator)

2.5.5 Outreach/Media - All pertinent job fair information should be added to the SC Works Greater Upstate social media platforms, Resource Rooms in all SC Works Greater Upstate offices, local community calendars (WSPA, Fox, etc.). Other forms of communication regarding the upcoming event include:

- Flyers for Job Seekers - One page piece designed to increase attendance and deliver event information that can be used as handouts, pin ups on bulletin boards, or event e-mail attachments. Must be approved by the Business Service Team Lead before going public and the templates provided by the Upstate Workforce Development Board must be used for any SC Works Greater Upstate sponsored event.
- Flyer for Employers – One page piece designed to increase employer attendance and deliver event information. Mandatory information: Registration contact, registration deadline, event summary, promotional summary (mostly through email and newsletter), Greater Upstate and American Job Center logos, Equal Opportunity Notice, and Stevens Amendment. Must be approved by the Business Service Team Lead before going public and the templates provided by the Upstate Workforce Development Board must be used for any SC Works Greater Upstate sponsored event.
- Marketing Materials - Banners, event signage, tent cards, etc. The Business Solutions Consultants will be responsible for these materials (not required for recruitment event).

2.6 Correspondence with Employers

2.6.1 Invitations must be sent to local businesses inviting them to participate in the event. The invitation should include information regarding event logistics and event purpose. In addition, the invitation should outline the benefits to the vendor by participating. The invitation should reach the employer no less than one month prior to the event.

2.6.2 Business Thank You Letter - A letter must be given to all participating businesses to thank them for their attendance. This letter will provide an opportunity to promote future use of SC Works Greater Upstate services and can be given to businesses on the day of the event (place on employer tables).

2.7 Partners - Internal and external partners should be included in planning and coordinating annual job fairs in an effort to assist in promotion of these events to businesses and job seeker customers and to assist in facilitating activities at the event. **Partner involvement is to be facilitated by the Center Manager(s).** All announcements regarding events must be communicated via e-mail updates to all SC Works Greater Upstate staff. **External partners** may include the local secondary

educational facilities, Economic Development, Chambers of Commerce, and various professional associations.

2.8 Documentation and Tracking

Documentation of the activity related to Job Fairs should occur within ten business days of event wrap up. Documentation should be entered in the Job Fair Tracking Tool (developed by BSCs) including the date, time, location and sponsor of the event, the number of attendees and number of hires. In addition, a brief summary outlining coordination, implementation and results information should be completed by the BSCs and communicated to the RBSM.

2.9 Job Fair Employer Evaluation Survey- When possible, employers should complete an evaluation form as an exit survey; otherwise, a job fair survey should be emailed within three days of event wrap up.

SC Works Greater Upstate

Procedure:

Process Flow: Pre-WIOA Enrollment (Career Services Customer Flow)

Number:

1100

Effective Date:

6/20/2015

Reviewed 6/20/2015, 5/5/2017,
4/24/2018, 10/8/2018.

Revised 6/24/21, 2/7/22,
11/15/24

Prepared by:

Debra Giordano

Revised by:

Adam Lindsley, Kenneth Taylor

Approved by:

Sydetra Q Payton, Project
Director

Purpose: To provide guidance on the customer flow and internal processes for serving job seekers from entry into the center, registering as job seekers and conducting job searches. This procedure is intended as guidance only and is not an all-inclusive list or complete description of the full array of services available to universal job seekers through the SC Works Greater Upstate centers.

1.0 Summary

This procedure clarifies the processes for serving job seekers through SC Works Greater Upstate resource rooms to ensure efficient delivery of career services and to maximize the use of available technology. This process attempts to eliminate duplication of information for job seekers and staff.

2.0 General Requirements

- 2.1 All job seekers will be greeted promptly and in a friendly manner.
- 2.2 Partner & provider resources shall be continuously available and current.
- 2.3 Bulletin boards, flyers, posters, job books, etc. shall be neat and up to date. All outdated resources shall promptly be removed from the initial entry area and the resource room.
- 2.4 Information regarding SC Works Greater Upstate services, including WIOA information will be available for all visitors. Front line staff will explain and promote WIOA at every opportunity.

- 2.5 All job seekers will receive staff assistance in accessing career and training services, as needed or requested. This is the responsibility of all available staff in the resource area, including staff of partner agencies.
- 2.6 Referrals will be made to partners and other community resources as needed. Such referrals must be recorded in SCWOS and all policies followed in accordance with SOP 1600 Referral Procedures- SC Works Greater Upstate Partners.
- 2.7 SC Works Greater Upstate staff shall track incoming referrals. A copy of all referral forms utilized by partners without access to SCWOS will be given to the Operations Manager who will retain them on file. The OM will ensure all referrals made through SCWOS to WIOA have recorded outcomes.
- 2.8 Confidentiality must be protected always. All staff should avoid engaging in discussions regarding specific job seekers or customer situations unless initiated by a customer. Discretion should be used in determining whether the discussion should be moved to a more private location. This includes telephone calls.
- 2.9 Staff shall avoid having personal conversations that are overheard by any customer or visitor in the center. General or specific work-related conversations regarding processes, assignments, and activities shall be discussed in low tones or in a non-public area.
- 2.10 All efforts must be taken to promote a clean and safe environment. Staff must exercise sound judgment and skill in dealing with irate, loud, or difficult job seekers. A supervisor should be called if staff is unable to de-escalate a situation. Police should be called if the safety of staff and/or job seekers is in any way compromised or in question.
- 2.11 All job seekers should be invited to complete a customer satisfaction survey. The survey form is available online via a link on the desktop of every computer in the resource room or through a QR Code posted in every SC Works Greater Upstate Center.
- 2.12 All job seekers should leave with a clear understanding of their next step (referral to partner agency, appointment within center, action needed by customer).

3.0 Detailed Process:

- 3.1 Job seekers will be greeted promptly upon entry in accordance with LEGACY IN ACTION customer service principles.

- 3.2 The greeter shall then inquire as to the purpose of the visit (“e.g., “How may we help you today?”).
- 3.3 All visitors are then checked in using the VOS Greeter system to accurately record their name and reason (or reasons) for coming to the center.
- 3.4 Based upon the response, the following triage procedure has been established:
- a. Customers coming to the center for job seeking purposes and require no staff assistance are directed to an open computer within the center.
 - b. Customers coming to the center for job seeking purposes that do require staff assistance are directed to an open computer as well. They receive a further instruction to raise their hand for assistance by staff.
 - c. First time visitors are directed to watch the Welcome video. Referrals may also be made by the Workforce Specialist if SC Works Greater Upstate services do not meet the needs of the individual.
 - d. Referrals will also be made to a DVOP Representative if the individual has indicated on the Veteran Intake form that (a) they are a veteran/veteran spouse and (b) he or she possesses significant barriers to employment, as defined by the Veteran’s Program Letter 13-04. This form is provided by the Workforce Specialists and is handled as an internal Wagner-Peyser process.
- 3.5 Customers who have an appointment will be signed-in via VOS Greeter and the person with whom the appointment was made will be notified immediately by the VOS Greeter System.
- 3.6 WIOA enrolled individuals who are scheduled to take WIN will also sign-in via VOS Greeter. Sign-in and identity verification will be done by the DFI or room supervisor/proctor as the testing begins.
- 3.7 Job seekers visiting SC Works Greater Upstate to attend job fairs and recruitment events will be signed-in via VOS greeter or will be signed in using a separate paper form and entered into the VOS Greeter at a later time, depending on location and availability. Front desk staff will direct the attendees to the appropriate area.
- 3.8 As all center traffic is now entered through the VOS Greeter program, paper sign-in slips are no longer required to track center traffic. Any sign-in forms/tally sheets used for DEW

reporting purposes will be given to the appropriate DEW Regional Manager at the end of each day for recording needed information. DEW Regional Manager will be responsible for proper storage and disposal of such paper forms/tally sheets.

- 4.0 As centers and workforce areas can have different processes based upon needs at a specific location, some leeway is reasonable and acceptable, with consultation of partner managers and final approval of OM and/or Project Director.

UNEMPLOYMENT INSURANCE (UI) Claimants: UI claimants also need to sign-in at the front desk using the VOS Greeter system. They may use any of the designated resource room computers to complete claims. Individuals who do not feel comfortable using the internet to file their UI claims and who do not have a phone or have a cell phone with limited minutes may use the landline provided for that purpose. The landline is not to be used for non UI-related use such as personal phone calls. A Resource Room team member, SCSEP or volunteer, should inform UI claimants *in as polite a manner as possible* that the UI office for in-person services is no longer in operation and we do not have access to any information regarding claims. It should then be relayed to the claimants that SC Works has provided these computers as a public service to individuals.



Visitor System Configuration

Use the following page to configure the Visitor system for a specific office.

One-Stop Office Info

*** LWIA/Region:**

*** Office Location:**

*** Visit Reason Type:**

Reason Description: ☒ Starts With ☐ Contains

Reasons: ☐ Default Only

Status: ☒ Active ☐ Inactive

Visit Reasons

Do sort on any column, activate a column title.

Move	
Up / Down	Appointment with Mark 18
Up / Down	Appointment with Lawrence 18
Up / Down	QSS (Alex) 18
Up / Down	QSS (Cassandra S.) 18
Up / Down	QSS (Justine C.) 18
Up / Down	QSS (Tina D.) 18
Up / Down	Employer Check-in 18
Up / Down	Hiring Event/Job Fair 18
Up / Down	Job Search Assistance / Username / Password 18
Up / Down	Job Corps 18
Up / Down	Lifelong Learning (Chameka D.) 18
Up / Down	Pick up Supportive Service Check 18
Up / Down	Reemployment Services & Eligibility (MESEA) 18
Up / Down	Register for WIN Assessment 18
Up / Down	TAB: Test 18
Up / Down	Take WIN Assessment 18
Up / Down	Take WIN Assessment - WIDA Clients 18
Up / Down	Telamon 18
Up / Down	Trade Adjustment Assistance-Early P. 18
Up / Down	Unemployment Assistance 18
Up / Down	Veterans Services 18
Up / Down	Workforce & Innovation Opportunity (WIOA)-Adult, Dislocated Worker 18
Up / Down	Workshop (Frederick) 18
Up / Down	WRAP Appointment 18

VOSGreeter® - by Visit Reason

Region/LWDB: Greenville

Start Date: 03/01/2025

End Date: 03/31/2025

Report Run Time: 04/02/2025 9:57:05 AM

Parent Reason	Visit Reason	Individuals	Percent	Average Wait Time
Job Search Assistance	Job Search Assistance / Username / Password	610	35.42%	28 minutes
	Appointment with Frank	1	0.06%	0 minutes
	Appointment with Lawrence	3	0.17%	5 minutes
		614		
RESEA	Reemployment Services & Eligibility (RESEA)	231	13.41%	13 hours, 54 minutes
		231		
Unemployment Assistance	Unemployment Assistance	272	15.80%	23 minutes
		272		
Veterans Services	Veterans Services	19	1.10%	4 hours, 39 minutes
		19		
Workshop	Workshop (Frederica)	16	0.93%	0 Minutes
		16		
Hiring Event	Hiring Event/Job Fair	422	24.51%	0 Minutes
		422		
WIOA Adult/DW	Workforce & Innovation Opportunity (WIOA)- Adult, Dislocated Worke	28	1.63%	15 hours, 28 minutes
		28		
WIN / WorkKeys Testing	Take WIN Assessment - WIOA Clients	10	0.58%	0 Minutes
		10		
DSS	DSS (Tina D.)	22	1.28%	0 Minutes
	DSS (Justine C.)	8	0.46%	0 Minutes
	DSS (Cassandra S.)	6	0.35%	0 Minutes
	DSS (Alex)	6	0.35%	0 Minutes
		42		
JobCorps	JobCorps	1	0.06%	0 Minutes
		1		
WRAP Appointment	WRAP Appointment	67	3.89%	6 hours, 45 minutes
		67		
Parent Reason	Visit Reason	Individuals	Percent	Average Wait Time
	Total Visit Reason Count:	1,722	100.00%	3 hours, 43 minutes
	Grand Total Number of Individuals:	1,557		
Total Rows: 16				

Job Seeker Standards – Standard 6

6. The SC Works Center has a well-equipped resource room with trained staff to provide a broad range of job seeker services.

- a. The resource room has at least one staff member present at all times to provide orientation and guidance on accessing and using resources.

There are 3 SC DEW Workforce Specialists assigned to work in the Resource Room daily. In the rare event where more than one of them is not available, other SC DEW staff are able to fill in and assist. Additionally, self-service options are available and computers in the Resource Room are set up for that purpose. Partner staff have also been trained to provide basic services in the Resource Room should all SC DEW staff be unavailable. All staff, including partners, are trained to provide basic knowledge of all applicable programs offered in the centers.

- b. The resource room has computers to accommodate the needs of customers.

There are 21 computers available in the Resource Room, with two designated for Veterans, and 1 ADA computer station. In the event that an increase in traffic occurs, there is an overflow room available with more computers ready to be used.

- c. Staff represent the offerings of all partners in the center based on individual customer needs.

Resource Room staff and partner staff, such as WIOA, DSS and others assist in the Resource Room; all have been trained on workforce and basic knowledge of applicable programs offered in the centers. Should any customer have a need or barrier that is better addressed by another organization, staff are comfortable in referring to them. In addition, quarterly training for all staff includes basic knowledge and updates regarding all programs available in the center.

- d. The resource room offers a broad range of current and relevant information on job seeking websites, workshops, partner services, community resources, employment opportunities, and affords access to all of these.

As indicated elsewhere in the standards, there are bulletin boards with workshop calendars, partner presence and services; In addition, there is a weekly listing of all Hot Jobs and SCWOS is also utilized for job seeking as well as other websites which provide customers with easy access for searching. Staff are ready, willing, and able to assist customers in all options.

[illegible]

AJC/One-Stop Orientation	ADW	1102
	Prepared By: Deivis Henao, OM	
Initial Release Date: 06/14/2019	Approved By: Sydetra Payton, PD	
Revised Date: 11/18/2024, Kenneth Taylor	Document Owner: Operations Manager	

Purpose

To ensure that the employment and training needs of our customers are met in a timely manner, in accordance with Federal, State, and Local requirements.

To clarify expectations on AJC/One-Stop Center Orientation content quality, delivery methods and observation requirements by management.

This procedure is offered as guidance only as each case is different.

Policy

All center staff will be familiar with this process.

Resource Room computers will have installed and available to all customers an overview of SC Works services Welcome video. Resource Room computers and the SC Works Greater Upstate website (www.scworksgreaterupstate.com) will have a Welcome video created to target WIOA services available for all customers to view. All center staff will have knowledge of videos and will ensure customers are provided the opportunity to view them.

Who Is Involved

All center staff.

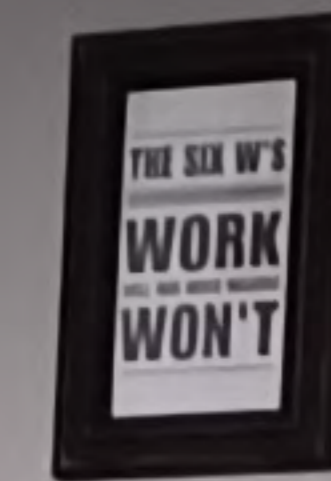
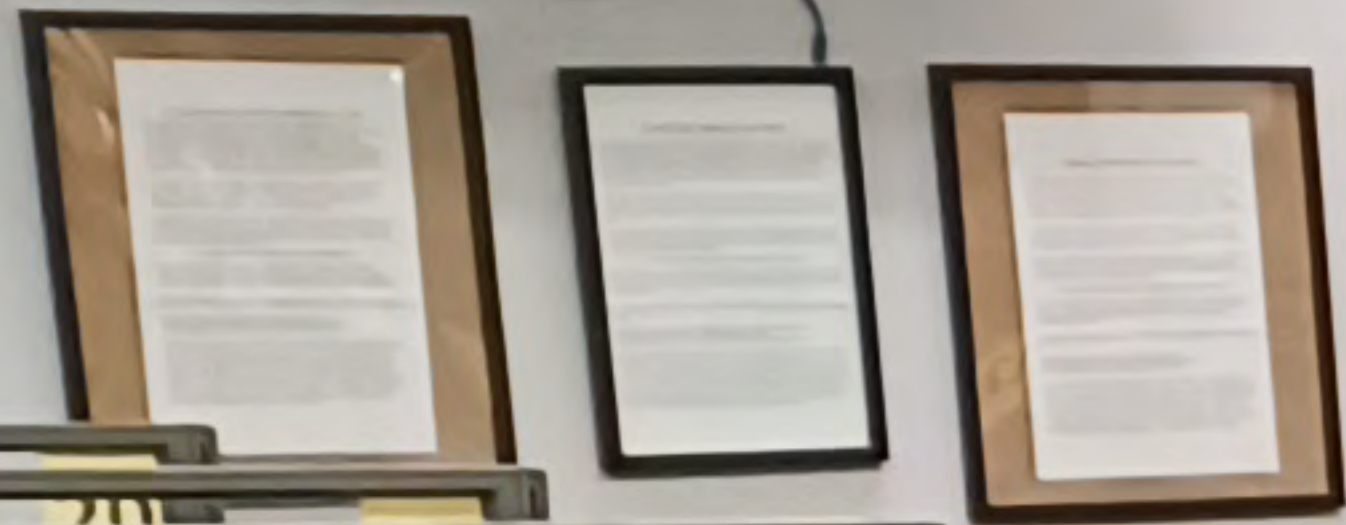
Procedures

AJC/One-Stop Welcome Orientation

STEP	ACTIVITY
1	Front Desk staff greets visitor. After customer triage, if appropriate, directs them to Resource Room.
2	Resource Room staff welcome and direct customer to view videos.
3	Resource Room staff case note customer video view, if registered in SCWOS.

Observation

In accordance with Equus Workforce Solutions commitment to world class customer service, all staff will be observed at any time to ensure compliance with the above procedures. Any deviations observed will be discussed with the applicable Program Supervisor and reported to the Project Director.



SC WORKS QUARTERLY TRAINING

Location: McAllister Square
Date: 2/23/2024
Time: 9:00 am – 3:30 pm
Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:15 am	Welcome/Project Updates/Safety Updates	Nikki/Kenneth
9:15 am – 9:45 am	Social Services Scenarios	SC DSS Staff
9:45 am – 10:45 am	Wagner-Peyser Scenarios	SC DEW Staff
11:00 am – 11:45 am	WIOA Youth Scenarios	Achieve/Eckerd
12:00 pm – 1:15 pm	Lunch Break	On Your Own
1:30 pm – 2:15 pm	Moving to Work Self-Sufficiency (STEPS)	Jenneh Jones - GHA
2:15 pm – 3:00 pm	WIOA Adult/DW Scenarios	WIOA Facilitators/BST Staff



SC WORKS QUARTERLY TRAINING

Location: Greenville Tech
Date: 2/28/25
Time: 9:00 am – 4:00 pm
Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:20 am	Welcome/Housekeeping/Project Updates	Kenneth Taylor
9:30 am – 10:00 am	EO Presentation and Training	Dana Hudgins/Shelia Harper
10:00 am – 10:30 am	PACT Presentation	Kia Keyton
10:45 am – 11:00 am	Q2 Customer Survey Results	Kenneth Taylor
11:00 am – 11:45 am	Employer Spotlight: Fitesa	Adam Lynes
12:00 pm – 1:30 pm	Lunch on your Own – Enjoy Greenville!	All Staff
1:30 pm – 2:00 pm	Ticket to Work Presentation	Lawrence Parks
2:00 pm – 2:45 pm	Standard Operating Procedure Refresh	Kenneth Taylor
3:00 pm – 3:30 pm	SC Works Emergency Action Plan	Kenneth T
3:30 pm – 4:00 pm	Individual Program Meetings	All Staff

*** Staff will break into individual Programs at the conclusion of the agenda*

SC WORKS

GREATER UPSTATE
BRIDGING EMPLOYERS
AND THE REGION'S FUTURE

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Tami Eimer	RESEA	Tami Eimer	
2	Jay Brown	SC DEW	Jay Brown	
3	Wendell Reid	Equus	Wendell Reid	
4	Angela Ruff	Equus	Angela Ruff	
5	Christy Baker	SC DEW	Christy Baker	
6	LAWRENCE PARKS	WORKFORCE CONSULTANT	LAWRENCE PARKS	
7	Carolyn Washburn	DVOP	Carolyn Washburn	
8	John Wade	DVOP	John Wade	
9	CHERYL EARLE	DEW	CHERYL EARLE	
10	Hope Martin	EQUUS	Hope Martin	
11	Frank Floyd	DEW	Frank Floyd	
12	Anna Oswald	Achieve	Anna Oswald	
13	Amber Caldwell	Achieve	Amber Caldwell	
14	Jenifer Henderson	Achieve	Jenifer Henderson	
15	Susan Ross	DEW	Susan Ross	
16	Judell Mapstone	SC DEW	Judell Mapstone	
17	Jennifer Foster	SC DEW	Jennifer Foster	
18	Ernest Meyers	SC DEW	Ernest Meyers	
19	Teresa Smith	Eckerd	Teresa Smith	
20	MICHAEL DETY	SC DSS	MICHAEL DETY	
21	Tom Morris	Equus	Tom Morris	
22	Mary Springer	Equus	Mary Springer	

SC WORKS

GREATER UPSTATE
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Deanna Benick	Equus	Deanna Benick	
2	Rebecca Simmons	Equus	Rebecca Simmons	
3	Karl Kapfinger	DEW	Karl Kapfinger	
4	Amy Hill	DEW	Amy Hill	
5	Davey Smith	DEW	Davey Smith	
6	Kathy Phillips	DEW	Kathy Phillips	
7	Basem Graupen	DEW	Basem Graupen	
8	Lynne Armond	DEW	Lynne Armond	
9	Robert Hall	DEW	Robert Hall	
10	Anne Brock Trail	DEW	Anne Brock Trail	
11	John Powell	DEW	John Powell	
12	M Hunter	DEW	M Hunter	
13	Matt B Smith	DEW	Matt B Smith	
14	Jennifer Wheeler	DSS	Jennifer Wheeler	
15	Heather Peahuff	DSS	Heather Peahuff	
16	Antrey Frazier	WSD/Eckerd	Antrey Frazier	
17	Cassandra Sullivan	DSS	Cassandra Sullivan	
18	Melanie Hughes	DSS	Melanie Hughes	
19	Margaret Winter	Eckerd	Margaret Winter	
20	Kimberly Smith	Eckerd	Kimberly Smith	
21	Sophia Littlejohn	DEW ES	Sophia Littlejohn	
22	Roxie Watts	Equus	Roxie Watts	

Frederica H. Equus

Frederica H. Equus

SC WORKS

GREATER UPSTATE
WORKING TOGETHER
AND THE FUTURE TOGETHER

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Mary Beth Walters	Reg. Equus	Mary Beth Walters	
2	Alayna Monroe	Equus	Alayna Monroe	
3	Kayla Kirby	Equus	K. Kirby	
4	Kenneth Taylor	Equus	[Signature]	
5	Lowen Chaplin	Equus	[Signature]	
6	Susan Griffith	Achieve	Susan Griffith	
7	Lisa Hannon	Achieve	Lisa Hannon	
8	Keisha Santor	RESEA(NEW)	Keisha Santor	
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Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Date: 2/28/25

Time: 9:00 am

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Kathy Phillips	Workforce Spec-DEW	Kathryn Phillips	
2	MARK SMITH	RESEA DEW	Mark Smith	
3	Tami Eimon	" "	Tami Eimon	
4	Carolyn Washington	DEW	Carolyn Washington	
5	Edwren Hall	DEW	Edwren Hall	
6	MICHAEL DETAY	DSS	Michael Detay	
7	Mary Beth Walters	Equus	Mary Beth Walters	
8	Nyrola Leamon	Eckerd / Greenville	Nyrola Leamon	
9	Antrey Frazier	Eckerd	Antrey Frazier	
10	Dana Hudgins	Upstate WB	Dana Hudgins	
11	Shelia Harper	ECUWB	Shelia Harper	
12	Kenneth Taylor	Equus - SC Works	Kenneth Taylor	
13	Susan Griffith	Achieve	Susan Griffith	
14	Daniel Mow	Equus SC Works	Daniel Mow	
15	Roy Steff	Eckerd	Roy Steff	
16	Sophie Little	Workforce Spec	Sophie Little	
17	Kayla Kirby	Equus	Kayla Kirby	
18	Cheryl Calk	DEW	Kenneth	
19	Sarah Wright	DSS	Sarah Wright	
20	Lowen Chapin	Equus	Lowen Chapin	
21	Keisha Sarter	RESEA	Keisha Sarter	
22	Sydetra Taylor	Equus SC Works	Sydetra Taylor	

Date: 2/28/25

Time: 9:00 am

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Amy Jeffords	TDS Equus	Amy Jeffords	
2	JANELLE MAYES-PROCTOR	SC DEW	Janelle Mayes-Proctor	
3	Amy Wyatt	SC DSS	Amy Wyatt	
4	LaQuante Williams	SCCB	LaQuante Williams	
5	JACIA L. LOMAX	SC DEW Equus	Jacia L. Lomax	
6	MELINDA UPCHURCH	SC DEW	Melinda Upchurch	
7	Helena Wiles	SC DEW	H. Wiles	
8	Jonathan Cole	SC DEW	Jonathan Cole	
9	Jay Borrero	SC DEW	Jay Borrero	
10	Emily Pie	SC DEW	Emily Pie	
11	Janis Hendricks	ACHIEVE	Janis Hendricks	
12	Amy Hill	SC DEW	Amy Hill	
13	LAURENCE PARKS	SC DEW	Laurence Parks	
14	John Wade		John Wade	
15	Frederica Hukler	Facilitator Community Outreach Coord.	Frederica Hukler	
16	Rebecca Simmon	Equus	Rebecca Simmon	
17	Latoya Council	Community Outreach Facilitator	Latoya Council	
18	Tina Dent	SNAP ENT	Tina Dent	
19	Melanie Hughes	Achieve	Melanie Hughes	
20	Amber Caldwell	Achieve	Amber Caldwell	
21	Angela Ratliff	Equus	Angela Ratliff	
22	Rose Coxes	Equus	Rose Coxes	

Date: 2/28/25

Time: 9:00 am

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Deanna Benick	Equus	Deanna Benick	
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DVOP Eligibility Screening Tool

Section D: Qualifying Situations

Only complete this section if directed by either **Section B: Eligible Veterans** or **Section C: Eligible Persons**. Select any of the statements that apply to you.

- ☐ **D.1** I have a disability, which may include any of the following:
- **D.1.A** I am entitled to compensation for a service-connected disability from the U.S. Department of Veterans Affairs (VA), or I currently have a disability claim pending with the VA.
 - **D.1.B** I was released from active duty due to a service-connected disability.
 - **D.1.C** I have another disability, meaning a physical or mental impairment that substantially limits one or more major life activities.
- ☐ **D.2** I am an Eligible Veteran, **AND** part of my active military, naval, or air service was during the Vietnam era, which means either:
- **D.2.A** I served in the Republic of Vietnam at any time between November 1, 1955, and May 7, 1975, or
 - **D.2.B** Any part of my active-duty service was between August 5, 1964, and May 7, 1975.
- ☐ **D.3** I am an Eligible Veteran, **AND** I was discharged or released from active duty within the last three years.
- ☐ **D.4** I have been referred for employment services by a representative of the U.S. Department of Veterans Affairs.
- ☐ **D.5** I am experiencing homelessness, including any of the following:
- **D.5.A** I do not have (and cannot obtain) a fixed, regular, adequate, permanent place to live.
 - **D.5.B** I will soon lose my housing, **AND** do not have anywhere else to go.
 - **D.5.C** I am attempting to flee domestic violence, **AND** have no safe residence or resources to obtain safe permanent housing
- ☐ **D.6** I have been subjected to any stage of the criminal justice process, and/or I need assistance overcoming employment barriers resulting from a record of arrest or conviction.
- ☐ **D.7** I am between 18–24 years of age.
- ☐ **D.8** I do not have a high school diploma or equivalent certificate.
- ☐ **D.9** I receive (or have in the last 6 months received) public assistance through SNAP, TANF, SSI, or state or local income-based programs.
- ☐ **D.10** My total family income does not exceed the higher of the poverty line, or 70% of the lower living standard income level. (Please ask for assistance if you think it might apply to you.)
- ☐ **D.11** I am unemployed, **AND** am available to work.
- ☐ **D.12** I am the head of a single-parent household.

If you checked any of these, you are eligible for DVOP specialist services; please continue to **Section E**. Otherwise, you may be eligible for priority of service by other staff.

Section E: Customer Signature

If directed here from a previous section, you are eligible for DVOP specialist services based on your responses. By completing these fields, you certify that your answers are true to the best of your knowledge.

Name:

Date:

Signature:

AJC Use Only

Intake by:

Date:

Referred to:

☐ DVOP specialist

☐ Other AJC staff

DVOP Eligibility Screening Tool

Are you interested in receiving one-on-one career planning or help finding employment? ☐ Yes ☐ No

If Yes, please complete this tool to determine whether you are eligible for DVOP specialist services.

If No, please stop here; you may be eligible for priority of service from another staff member.

Section A: Current Service Members

If you are currently serving on active duty, select any statements that apply to you.

- ☐ A.1 I am wounded, ill, or injured, AND I am receiving treatment at a military treatment facility or soldier recovery unit.
- ☐ A.2 I am within one (1) year of separation, or two (2) years of retirement, AND I have participated in a part of the Transition Assistance Program (TAP).

If you checked any of these, a DVOP specialist can serve you, pending availability; please skip to **Section E: Customer Signature**. Otherwise, please continue to **Section B**.

Section B: Eligible Veterans

If you have ever served in the military, select any statements that apply to your service:

- ☐ B.1 I served on active duty for more than 180 consecutive days and was discharged with other than a dishonorable discharge. (For National Guard/Reserve, active-duty training does not count toward the 180 days.)
- ☐ B.2 I was released from active duty because of a service-connected disability.
- ☐ B.3 I was released from active duty by reason of a sole survivorship discharge.
- ☐ B.4 I was a member of a Guard/Reserve component, AND served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized, AND was discharged or released from such duty with other than a dishonorable discharge.

If you checked any of these, you are considered an Eligible Veteran; please skip to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please continue to **Section C**.

Section C: Eligible Persons

If you are the spouse, family caregiver, or widow(er) of someone who served or is serving in the Armed Forces, select any of the following statements that apply to you:

- ☐ C.1 I am the spouse or family caregiver of a wounded, ill, or injured current service member who is receiving care at a military treatment facility.

If you checked the box above, a DVOP specialist can serve you; skip to **Section E**. Otherwise, please continue:

- ☐ C.2 My spouse was a veteran who died because of a service-connected disability.
- ☐ C.3 My spouse has (or my deceased spouse had) a total and permanent service-connected disability rating from the Department of Veterans Affairs.
- ☐ C.4 My active-duty spouse is listed as one of the following, AND has been for more than 90 days: C.4.A 1) missing in action, C.4.B 2) captured in the line of duty by a hostile force, or C.4.C 3) forcibly detained or interned in line of duty by a foreign government power.

If you checked any of the boxes in this part of Section C, you are an Eligible Person; please continue to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please stop here; you may be eligible for priority of service from another staff member.

Notice To Our Customers: We are requesting this information to best meet your employment and training needs. We will keep all information you provide to us confidential to the greatest extent allowed by law. If you do not provide this information, you will not be subjected to any adverse treatment.

Employment Websites – Full and Part Time

Jobs.scworks.org	Careers.sc.gov (SC State Jobs)
www.indeed.com	www.USAJobs.gov
www.ziprecruiter.com	www.snagajob.com
www.linkedin.com	www.flexjobs.com (Remote Jobs)
www.monster.com	www.theladders.com
www.glassdoor.com	www.careerbuilder.com

Employment Apps – Gig Opportunities

Trusted Heard	Gigpro
Pop Bookings	Gigsmart
Shipt	Spark Driver
Shiftsmart	Stafftacular





**Meet your
next employee.**



**SC WORKS**

A proud partner of the americanjobcenter® network

Scan the QR code to visit jobs.scworks.org!

Visit jobs.scworks.org to log in or create an account to learn more about a job you're interested in.
Enter the Job Order # to search for jobs. For additional assistance, please visit your local SC Works center.

Job Order Number	Position	Location	Education	Pay Range
1559298	(1) Assembler	Piedmont	None	\$19.81
1559573	(1) Ballroom Dance Instructor	Greenville	None	\$24.50
1559430	(2) Delivery Driver	Greenville	None	DOE
1559407	(1) Entry Level Instrumentation/Mechanical Technician	Greenville	GED	DOE
1559408	(1) Entry Level Instrumentation/Mechanical Technician	Greenville	GED	DOE
1559416	(1) Forklift Driver/Operator	Greer	GED	\$17.50
1559428	(2) Furniture Mover Helper	Greenville	None	\$16.00
1559503	(1) HVAC Senior Designer	Greenville	Associate's Degree	DOE
1559358	(6) Machine Operator 1	Greer	GED	\$18.00
1559458	(1) Manufacturing Engineering Intern	Greenville	Associate's Degree	DOE
1559417	(1) Quality Inspectors	Greer	GED	\$16.50
1559498	(1) Quality Review Coordinator	Greenville	Bachelor's Degree	\$34.18
1559302	(1) Regional Account Manager – Equipment	Greenville	None	\$35.03
1559330	(1) Swiss Lathe Machinist 3 rd Shift	Greenville	GED	DOE
1559340	(1) Welder: 2 nd Shift	Piedmont	GED	\$18.00

DOE = Depends on Experience**SC WORKS**
GREENVILLE

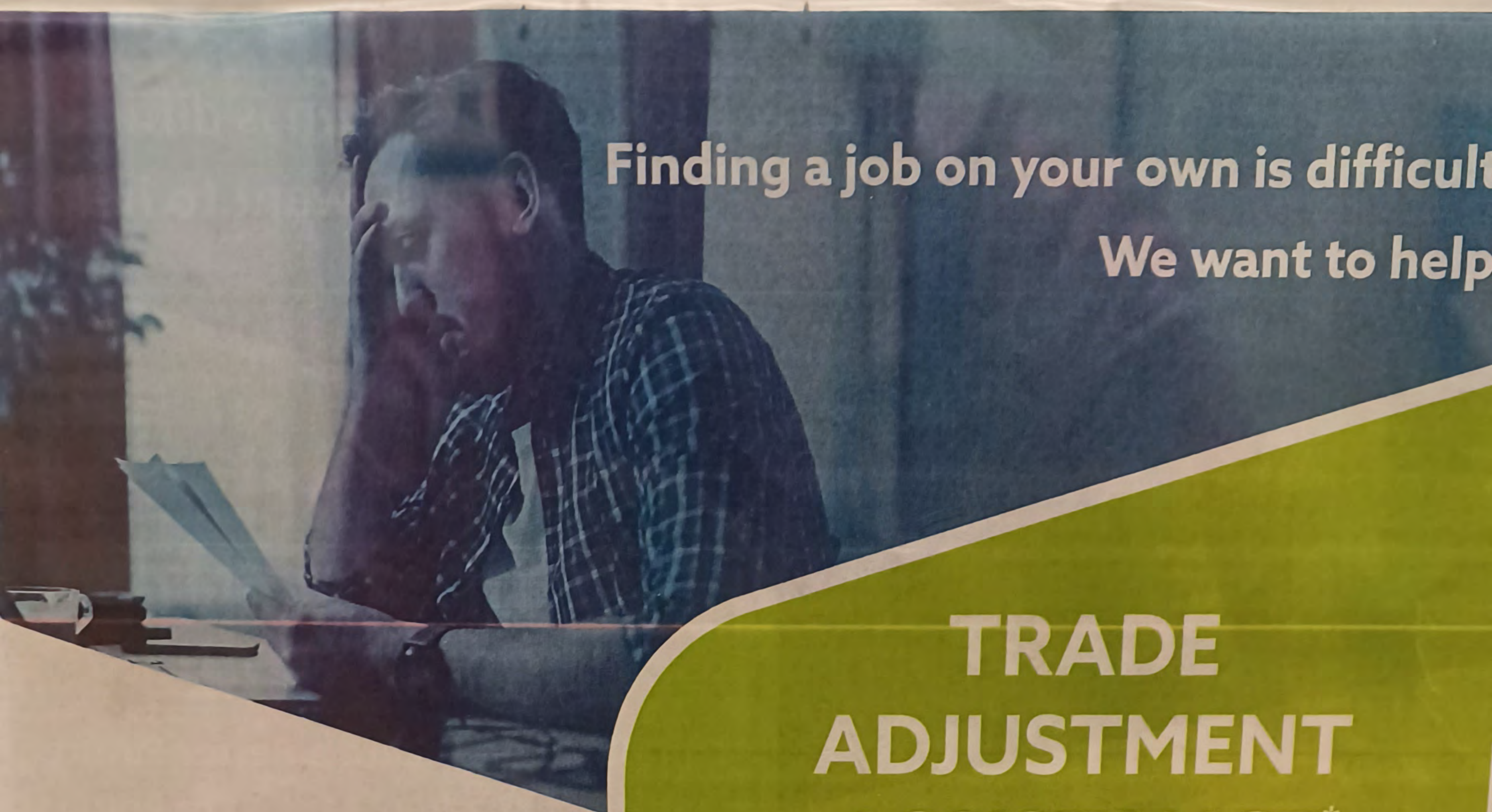
*An equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.*

For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding.

AVAILABLE SERVICES AT YOUR SC WORKS CENTER

- **JOB LISTINGS** - Personal computers are available to assist you with your job search at the local, state, national and international levels.
- **INTERNET ACCESS** - You can access information on job openings, career fairs, company profiles, job search techniques and more.
- **LABOR MARKET INFORMATION** – You can access information about labor market demands in your area and other labor market statistical information.
- **RESUME WRITING** – A computer program is available for you to develop, save and print your resume, cover letters and follow-up letters.
- **PARTNER AGENCY SERVICES** - You will have access to partner agencies located here and referrals to agencies throughout the area.
- **WORKSHOPS** - Job search workshops and orientations are available to everyone and provide information on a variety of helpful subjects.
- **PLACEMENT SERVICE** - Job search and placement assistance is available and there is a variety of job listings for you to consider.
- **COMMUNITY RESOURCE INFORMATION** - On-line community resource information is available to those seeking additional services.
- **TRAINING INFORMATION** – You can have access to information on available training opportunities throughout the country. A training vendor's actual performance will be available on-line.
- **ASSESSMENTS** – Comprehensive assessments will be available to those customers determined eligible for WIOA services. The assessment process will evaluate a customer's interests and aptitudes, as well as any employment barriers.

ABLE



Finding a job on your own is difficult

We want to help

TRADE ADJUSTMENT ASSISTANCE*

Can Help You Secure a Better Future
at **ABSOLUTELY NO COST** to you!

VISIT [SCWORKS.ORG/2023TAA](https://scworks.org/2023TAA)
TO LEARN MORE!



OR SCAN THE
QR CODE TO SEE
IF YOU WORKED
FOR A QUALIFYING
COMPANY.

DID YOU LOSE YOUR JOB DUE TO FOREIGN COMPETITION?

If your answer is 'yes', you may be eligible for services and benefits provided under the Trade Adjustment Assistance (TAA) Program.

TAA is one of the most comprehensive packages of reemployment benefits and support available.

Benefits are sponsored by the Trade Adjustment Assistance Program (TAA). Eligibility restrictions apply.

Contact your local TAA Workforce Consultant today.

Emily Pye
(864) 429-6685
epye@dew.sc.gov

Career and Case Management Services:

- Assessment of skill levels and service needs
- Development of an Individual Employment Plan (IEP) to identify employment goals and objectives
- Job search assistance and referrals
- Soft Skills/Prevocational Services
- Individual career counseling
- Information relating to the availability of supportive services

Training:

- GED/HS Diploma
- Remedial Training for Basic Skills Upgrade
- English as a Second Language (ESL)
- Occupational/Classroom Training (Certificate, Diploma or Degree)
- Work Based Learning
 - On-The-Job-Training
 - Apprenticeship
 - Customized Training

*An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities (TTY 716).

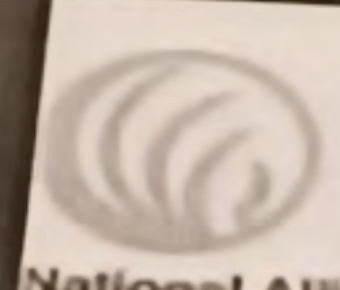
*For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding.



SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

SC WORKS

A proud partner of the American Job Center network



NAMI
National Alliance on Mental Illness

Greenville

NAMI FAMILY-TO-FAMILY EDUCATION PROGRAM

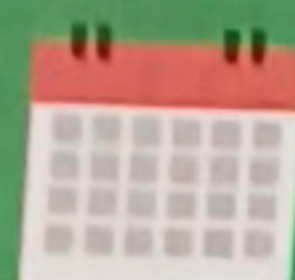
for parents and/or
caregivers of loved ones with

schizophrenia

and/or bipolar (Manic Depression)



Don't Wait! Start Your Path to a Better Career Today!



**Sign Up Now: WORKFORCE INNOVATION AND OPPORTUNITY ACT
(WIOA)**

WWW.SCWORKSUPSTATE.COM

**LOOKING TO CHANGE
YOUR CAREER PATH? WE
CAN HELP!**

- **NEED A GED?**
- **NEED A QUICK
CERTIFICATION?**
- **NEED CAREER
GUIDANCE?**
- FACING BARRIERS?
WE'RE HERE FOR YOU!**
- **DISABLED?**
- **VETERAN?**
- **LAID OFF?**
- **CRIMINAL HISTORY?**



**YOUR
NEXT
CAREER...
WHAT
WILL IT
BE?**



SC WORKS



GREATER UPSTATE

**BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER**

americanjobcenter

*Funded by the Greenville County Workforce
Development Board & Upstate Workforce Board
For details use the QR Code*

**An Equal Opportunity
Employer/Program.
Auxiliary aids and services
available upon request to
individuals with disabilities"**
TTY 711

7. All customers learn about the full range of services that are available through the SC Works system in a customer-focused, program-neutral way.

- a. The LWDA website provides a virtual orientation to the workforce system.

The SC Works Greater Upstate website homepage includes a plethora of information pertaining to the services offered, to include: A Welcome Video, An About Us section, News & Events, Upcoming Workshops, Success Stories, and a link to view our Locations. There is also a section for employers to find out more information on WBL and IWT opportunities as well as a Contact Us page. This site is for the Greenville and Upstate centers and can be found by visiting <http://www.scworksgreaterupstate.com>.

The Greenville County Workforce Development Board has its own website <https://greenvillewib.com/> which also presents information on local workforce development and its part in it.

- b. The SC Works center provides information at the first visit via multiple delivery mechanisms (e.g. welcome folders, DVD, pamphlets, group orientation, signage, help desk etc.).

We take full advantage of people, paper, and technology to create more awareness surrounding our services. Upon entering the center, customers are greeted by our Director of First Impressions. He/she is there to provide information regarding our full range of programs. There is a video screen in the lobby of the main entrance, as well as inside the Resource Room; these video screens provide information pertaining to WIOA, WP and partner programs. We also have signage, pamphlets, and flyers available representing the various programs, and staff are always available for assistance.

- c. Staff is available to provide answers about SC Works services.

Staff are cross trained in each other's programs to the extent that is possible and feasible. All SC Works Greater Upstate Staff participated in a day of training in February 2024 where each co-located partner presented about their programs. Additionally, all staff participated in an EO training session as part of the Quarterly Training Day in February 2025. The Operations Manager also ensures that partners are present in the Center or represented during open hours. In the event there is an emergency, and the specified staff are unavailable, team members will step in and provide coverage.



GREATER UPSTATE

[ABOUT SC WORKS](#) [LOCATIONS](#) [CONTACT US](#)

[JOB SEEKERS](#) [EMPLOYERS](#) [NEWS](#) [RESOURCES](#)

Welcome to SC Works Greater Upstate

WATCH VIDEO





SC W...
5 subscri

SC WORKS SYSTEM - Start here...Finish here!



Share



MORE VIDEOS

(upbeat funky music)



0:02 / 7:52



YouTube



AVAILABLE SERVICES AT YOUR SC WORKS CENTER

- **JOB LISTINGS** - Personal computers are available to assist you with your job search at the local, state, national and international levels.
- **INTERNET ACCESS** - You can access information on job openings, career fairs, company profiles, job search techniques and more.
- **LABOR MARKET INFORMATION** – You can access information about labor market demands in your area and other labor market statistical information.
- **RESUME WRITING** – A computer program is available for you to develop, save and print your resume, cover letters and follow-up letters.
- **PARTNER AGENCY SERVICES** - You will have access to partner agencies located here and referrals to agencies throughout the area.
- **WORKSHOPS** - Job search workshops and orientations are available to everyone and provide information on a variety of helpful subjects.
- **PLACEMENT SERVICE** - Job search and placement assistance is available and there is a variety of job listings for you to consider.
- **COMMUNITY RESOURCE INFORMATION** - On-line community resource information is available to those seeking additional services.
- **TRAINING INFORMATION** – You can have access to information on available training opportunities throughout the country. A training vendor's actual performance will be available on-line.
- **ASSESSMENTS** – Comprehensive assessments will be available to those customers determined eligible for WIOA services. The assessment process will evaluate a customer's interests and aptitudes, as well as any employment barriers.

Some of Our Partners

- ▶ Greenville Literacy Association
- ▶ Lifelong Learning
- ▶ South Carolina Vocational Rehabilitation Department
- ▶ South Carolina Commission for the Blind
- ▶ South Carolina Department of Social Services
- ▶ Department of Employment and Workforce
- ▶ Goodwill Industries
- ▶ SHARE
- ▶ Job Corps

For a more comprehensive list of partners, or if you have any questions about services offered, please ask a staff member.

We can make a referral.

SC WORKS
GREATER UPSTATE
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER
americanjobcenter

INSIGNIA

SC WORKS QUARTERLY TRAINING

Location: McAllister Square
Date: 2/23/2024
Time: 9:00 am – 3:30 pm
Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:15 am	Welcome/Project Updates/Safety Updates	Nikki/Kenneth
9:15 am – 9:45 am	Social Services Scenarios	SC DSS Staff
9:45 am – 10:45 am	Wagner-Peyser Scenarios	SC DEW Staff
11:00 am – 11:45 am	WIOA Youth Scenarios	Achieve/Eckerd
12:00 pm – 1:15 pm	Lunch Break	On Your Own
1:30 pm – 2:15 pm	Moving to Work Self-Sufficiency (STEPS)	Jenneh Jones - GHA
2:15 pm – 3:00 pm	WIOA Adult/DW Scenarios	WIOA Facilitators/BST Staff



SC WORKS QUARTERLY TRAINING

Location: Greenville Tech
Date: 2/28/25
Time: 9:00 am – 4:00 pm
Facilitator: Kenneth Taylor

Agenda Items

9:00 am – 9:20 am	Welcome/Housekeeping/Project Updates	Kenneth Taylor
9:30 am – 10:00 am	EO Presentation and Training	Dana Hudgins/Shelia Harper
10:00 am – 10:30 am	PACT Presentation	Kia Keyton
10:45 am – 11:00 am	Q2 Customer Survey Results	Kenneth Taylor
11:00 am – 11:45 am	Employer Spotlight: Fitesa	Adam Lynes
12:00 pm – 1:30 pm	Lunch on your Own – Enjoy Greenville!	All Staff
1:30 pm – 2:00 pm	Ticket to Work Presentation	Lawrence Parks
2:00 pm – 2:45 pm	Standard Operating Procedure Refresh	Kenneth Taylor
3:00 pm – 3:30 pm	SC Works Emergency Action Plan	Kenneth T
3:30 pm – 4:00 pm	Individual Program Meetings	All Staff

*** Staff will break into individual Programs at the conclusion of the agenda*

SC WORKS

GREATER UPSTATE
BRIDGING EMPLOYERS
AND THE REGION'S FUTURE

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Tami Eimer	RESEA	Tami Eimer	
2	Jay Breen	SC DEW	Jay Breen	
3	Wendell Reid	Equus	Wendell Reid	
4	Angela Ruff	Equus	Angela Ruff	
5	Christy Baker	SC DEW	Christy Baker	
6	LAWRENCE PARKS	WORKFORCE CONSULTANT	L Parks	
7	Carolyn Washburn	DVOP	Carolyn Washburn	
8	John Wade	DVOP	John Wade	
9	CHERYL EARLE	DEW	Cheryl Earle	
10	Hope Martin	EQUUS	H Martin	
11	Frank Floyd	DEW	F Floyd	
12	Anna Oswald	Achieve	A Oswald	
13	Amber Caldwell	Achieve	A Caldwell	
14	Janis Henderson	Achieve	J Henderson	
15	Susan Ross	DEW	Susan Ross	
16	Judell Mapstone	SC DEW	J Mapstone	
17	Jennifer Foster	SC DEW	J Foster	
18	Ernest Meyers	SC DEW	E Meyers	
19	Teresa Smith	Eckerd	Teresa Smith	
20	MICHAEL DETY	SC DSS	M Detty	
21	Tom Morris	Equus	T Morris	
22	Mary Springer	Equus	M Springer	

SC WORKS

GREATER UPSTATE
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Deanna Benick	Equus	Deanna Benick	
2	Rebecca Simmons	Equus	Rebecca Simmons	
3	Karl Kapfinger	DEW	Karl Kapfinger	
4	Amy Hill	DEW	Amy Hill	
5	Davey Smith	DEW	Davey Smith	
6	Kathy Phillips	DEW	Kathy Phillips	
7	Basem Graupen	DEW	Basem Graupen	
8	Lynne Armond	DEW	Lynne Armond	
9	Robert Hall	DEW	Robert Hall	
10	Anne Brock Trail	DEW	Anne Brock Trail	
11	John Powell	DEW	John Powell	
12	M Hunter	DEW	M Hunter	
13	Matt B Smith	DEW	Matt B Smith	
14	Jennifer Wheeler	DSS	Jennifer Wheeler	
15	Heather Peahuff	DSS	Heather Peahuff	
16	Antrey Frazier	WSD/Eckerd	Antrey Frazier	
17	Cassandra Sullivan	DSS	Cassandra Sullivan	
18	Melanie Hughes	DSS	Melanie Hughes	
19	Margaret Winter	Eckerd	Margaret Winter	
20	Kimberly Smith	Eckerd	Kimberly Smith	
21	Sophia Littlejohn	DEW ES	Sophia Littlejohn	
22	Roxie Watts	Equus	Roxie Watts	

Frederica H. Equus

Frederica H. Equus

SC WORKS

GREATER UPSTATE
WORKING TOGETHER
AND THE FUTURE TOGETHER

Sign In Sheet

americanjobcenter

Date: 2-23-2024

Time: 9:00 am-4:00 pm

Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Mary Beth Walters	Reg. Equus	Mary Beth Walters	
2	Alayna Monroe	Equus	Alayna Monroe	
3	Kayla Kirby	Equus	K. Kirby	
4	Kenneth Taylor	Equus	[Signature]	
5	Lowen Chaplin	Equus	[Signature]	
6	Susan Griffith	Achieve	Susan Griffith	
7	Lisa Hannon	Achieve	Lisa Hannon	
8	Keisha Santor	RESEA(NEW)	Keisha Santor	
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Meeting Type: SC Works
Quarterly All Staff Training

WebEx or In Person
(Circle one)

Date: 2/28/25

Time: 9:00 am

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Kathy Phillips	Workforce Spec-DEW	Kathryn Phillips	
2	MARK SMITH	RESEA DEW	Mark Smith	
3	Tami Eimon	" "	Tami Eimon	
4	Carolyn Washington	DEW	Carolyn Washington	
5	Edwren Hill	DEW	Edwren Hill	
6	MICHAEL DETAY	DSS	Michael Detay	
7	Mary Beth Walters	Equus	Mary Beth Walters	
8	Nyrola Leamon	Eckerd / Greenville	Nyrola Leamon	
9	Antrey Frazier	Eckerd	Antrey Frazier	
10	Dana Hudgins	Upstate WB	Dana Hudgins	
11	Shelia Harper	ECUWB	Shelia Harper	
12	Kenneth Taylor	Equus - SC Works	Kenneth Taylor	
13	Susan Griffith	Achieve	Susan Griffith	
14	Daniel Mow	Equus SC Works	Daniel Mow	
15	Ray Steff	Eckerd	Ray Steff	
16	Sophie Little	Workforce Spec	Sophie Little	
17	Kayla Kirby	Equus	Kayla Kirby	
18	Cheryl Calk	DEW	Cheryl Calk	
19	Sarah Wright	DSS	Sarah Wright	
20	Lowen Chapin	Equus	Lowen Chapin	
21	Keisha Sarter	RESEA	Keisha Sarter	
22	Sydetra Taylor	Equus SC Works	Sydetra Taylor	

Date: 2/28/25

Time: 9:00 am

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Amy Jeffords	TDS Equus	Amy Jeffords	
2	JANELLE MAYES-PROCTOR	SC DEW	Janelle Mayes-Proctor	
3	Amy Wyatt	SC DSS	Amy Wyatt	
4	LaQuante Williams	SCCB	LaQuante Williams	
5	JACIA L. LOMAX	SC DEW Equus	Jacia L. Lomax	
6	MELINDA UPCHURCH	SC DEW	Melinda Upchurch	
7	Helena Wiles	SC DEW	H. Wiles	
8	Jonathan Cole	SC DEW	Jonathan Cole	
9	Jay Borrero	SC DEW	Jay Borrero	
10	Emily Pie	SC DEW	Emily Pie	
11	Jawis Hendricks	ACHIEVE	Jawis Hendricks	
12	Amy Hill	SC DEW	Amy Hill	
13	LAURENCE PARKS	SC DEW	Laurence Parks	
14	John Wade		John Wade	
15	Frederica Huker	Facilitator Community Outreach Coord.	Frederica Huker	
16	Rebecca Simmon	Equus	Rebecca Simmon	
17	Latoya Council	Community Outreach Facilitator	Latoya Council	
18	Tina Dent	SNAP ENT	Tina Dent	
19	Melanie Hughes	Achieve	Melanie Hughes	
20	Amber Caldwell	Achieve	Amber Caldwell	
21	Angela Rattiff	Equus	Angela Rattiff	
22	Rose Cones	Equus	Rose Cones	

SC WORKS

Sign In Sheet

americanjobcenter

Date: 2/28/25

Time: 9:00 am

Meeting Type: SC Works
Quarterly All Staff TrainingWebEx or In Person
(Circle one)

Facilitated by: Ops. Mgr.

	NAME	Title/Partner:	SIGNATURE (if in person)	Notes:
1	Deanna Benick	Equus	Deanna Benick	
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Job Seeker Standards – Standard 8

8. The SC Works Center offers effective assessment and career guidance services to all job seekers.

- a. Staff is aware of and trained in assisting or directing customers to available career development assessments.

SC Works Upstate Resource Room staff provide access to O'NET My Next Move to conduct career exploration and job analysis.

Equus Workforce Solutions, as the provider of WIOA Adult and Dislocated Worker services, also has a tool to assist in assessing career exploration and job analysis. The Career Pathways Explorer, known as Traitify, is a tool that uses the me/not me response to a series of images to determine what types of jobs are the best match to the individual's personality. With a 93% reliability level, this short, two to three-minute assessment has proven valuable in assisting Talent Development Specialists to guide job seeking individuals in their choice for career pathways, and often times a direction the individual would not have previously chosen.

- b. The SC Works center offers basic skills assessments through direct provision, partners or contracts.

SC Works Greater Upstate has assessments such as O'NET My Next Move and Career Pathways Explorer as mentioned above, in addition to the WIN test to assess career readiness/basic education for those enrolled in the WIOA program. Lifelong Learning in Greenville provides the WIN test to non-WIOA enrolled SC Works clients through a partnership with SC Works Greater Upstate.

- c. The center offers computer literacy assessments through direct provision, partners, or contracts.

SC Works Greater Upstate Resource Room Workforce Specialists assist customers one-on-one or in the computer lab if warranted, with the learning of basics regarding computer literacy. One example would be learning what a mouse is and how to use it. Another example would be learning what email is and how to setup, check, compose and response to email messages. Through the use of free online tools, staff are able to direct customers through online tutorials that provide basic computer literacy.

Equus also offers the Metrix Learning platform which is yet another online tool that provides tutorials and training regarding computer literacy.

Greenville County libraries also assist patrons needing computer assistance.

MY NEXT MOVE



HOME



SEARCH

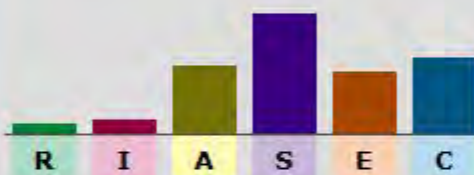


INDUSTRIES



INTERESTS

O*NET Interest Profiler



Realistic	2
Investigative	3
Artistic	14
Social	25
Enterprising	13
Conventional	16

Here are your Interest Profiler results!

Think of your interests as work you like to do.

Your interests can help you find careers you might like to explore. The more a career meets your interests, the more likely it will be satisfying and rewarding to you.

You can click on any interest below to learn more. When you're ready, click **Next** to continue.

- [Realistic](#)
- [Investigative](#)
- [Artistic](#)
- [Social](#)
- [Enterprising](#)
- [Conventional](#)

Print

Share

Back

Start

Interests

Results

Job Zones

Careers

Next

Activate Windows

Go to Settings to activate Windows.

Let's Get Started

Visual personality assessment designed to be completed in under two minutes. Available on any mobile, tablet, or desktop device.

English (US) ▾

Account Type ▾

By clicking "Submit" you are agreeing to our [Terms of Service](#) and [Privacy Policy](#).

Personality Assessment

Instructions



Simply click "Me" or "Not Me" as each image relates to you. Remember that this assessment is designed for your work life, so respond to each image based on your work preferences.

OK! Let's go!



Visionary/Mentor

You are an energetic natural leader. You are happiest when surrounded by people, and you are comfortable being the center of attention. Your friends admire this about you because not only are you the life of the party, but you also have a big heart for helping others and are always looking out for the needs of those around you. You make other people feel included and welcomed, and your zest for life makes others want to follow you. You prefer not to be alone which is good because you have so many friends with whom you can spend some quality time. You are rejuvenated by your relationships.

traitify



Complete
Assessment



Share on
Facebook



Share on
Twitter



Explore
Career
Results

[View Your Career Matches](#)

Teaching



Me

Not Me

Activate Windows

Go to Settings to activate Windows

Career Development Assessments for SC Works Customers

1. O*Net My Next Move

mynextmove.org/explore/ip

C INSL... What Are GED TABE...

MY NEXT MOVE

o-net in-it

HOME SEARCH INDUSTRIES INTERESTS

O*NET Interest Profiler

o-net® Interest Profiler

[User Agreement](#)
[Proper Use](#)

Taken the Interest Profiler before?

Welcome to the O*NET Interest Profiler!

The **O*NET Interest Profiler** can help you find out what your interests are and how they relate to the world of work. You can find out what you like to do.

The **O*NET Interest Profiler** helps you decide what kinds of careers you might want to explore.

On each screen, click the **Next** button at the bottom to continue. You can use the **Back** button at the bottom to re-read the instructions or change your answers.

Start Interests Results Job Zones Careers Next

2. Career Pathways Explorer

scworksupstate.traityfy.com

... What Are GED TABE...

x TRAITIFY

English (US) Login

Let's Get Started

Visual personality assessment designed to be completed in under two minutes. Available on any mobile, tablet, or desktop device.

First Name Last Name

Email Address

Password Confirm Password

English (US)

Account Type

By clicking "Submit" you are agreeing to our [Terms Of Service](#) and [Privacy Policy](#).

3. WIN

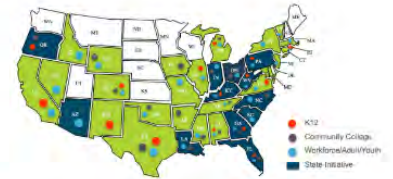
About WIN Learning

In the United States, 3.2 million jobs remain unfilled because of a lack of skilled workers. Forty percent of businesses have positions open for six months or longer because they can't find suitable applicants. To be competitive in the global market, America must have a skilled, well-educated workforce. Yet, too often, students graduate from high school or college without the basic foundational skills to succeed in the workplace.

WIN Learning (WIN) helps school districts, community colleges, adult education programs, corrections, workforce development, and business and industry organizations ensure all learners and job seekers have the skills to be successful in their path to career readiness. WIN's Personalized Career Readiness System provides learners and job seekers with the tools necessary to prepare them for the future, whether it's college, a trade school, the military, or the workplace.

WIN's standards-aligned, web-based programs offer education and workforce entities an engaging and relevant career-driven education and training resource to prepare learners and job seekers for success. The result is higher academic achievement, greater commitment to employability work habits, increased motivation to seek their career path, and true readiness for career success.

Since 1996, WIN's integrated approach to career readiness has given more than 10 million learners worldwide the tools, confidence, and skills necessary to excel in school and in life.



WIN supports statewide career-ready initiatives through its Academic Skills, Soft Skills, and Digital Skills portable credentials and courseware to promote a unique and customized solution for each state.

WIN State Partnerships



Local Area	Local Area Name	County	Center Name	Adult Education Testing Site	Testing Site Phone Number	Testing Dates and Times	Appointment required
2	Upper Savannah	Newberry	Newberry Center	Newberry County Adult Education Kendall Road 29108 709 Newberry, SC	(803) 3212112	Mon-Fri 9:00 am-3:30 pm Mon-Wed 5:30 pm-7:30 pm	Yes
2	Upper Savannah	Saluda	Saluda Center	Saluda County Adult Education N. Calhoun Street 29138 401 Saluda, SC	(864) 3626080	Mon - Fri 8:30 am -11:30 am 12:00pm – 3:00pm	Yes
3	Upstate	Cherokee	Cherokee Center	Ola H. Copeland Community Learning Center 243 Allison Drive Gaffney, SC 29341	(864) 2066992	Thursday 11:00 am - 2:00 pm	Yes
3	Upstate	Spartanburg	Spartanburg Center	Spartanburg County Adult Education 1475 Skylyn Drive Spartanburg, SC 29307	(864) 5944428	Please call for details and to make an appointment	Yes
3	Upstate	Union	Union Center - located inside the Union County Carnegie Library				Yes
4	Greenville	Greenville	McAlister Square Center	206 Wilkins Street Greenville, SC 29605	(864) 355-6067	Complete Google Form and Dates/Times are emailed to the client	Yes

✓ I Want to Learn:



* Meeting Format:



Additional Info:



Search by author, title, subject, or keyword 

Book a Librarian: One on One Help

Need one-on-one research assistance, help with eBooks and other downloadables, or **technology training**? To schedule a one-hour telephone appointment or virtual meeting via Zoom with a library staff member, or to schedule an in-person meeting at any branch location, please complete and submit the form below or call **864-527-9258** during business hours. We'll review your appointment request and determine the best person on our staff to meet with you based on expertise and availability. Then, a Library staff member will contact you to finalize a date and time for your appointment. Please allow up to three business days for a response.

Your Contact Information

Contact



Reference

asklibrarian@greenvillelibrary.org
864-527-9258

Resources

- [How to Join a Zoom Meeting](#)



Plan

Catalog ▾

Career ▾

Search

Account ▾

Help ▾

Admin ▾

Translate to:

Select Language



Catalog Search

Filters

Computer

Go

Provider ▾

Type ▾

Length ▾

Language ▾

Your search returned 230 results

Current Criteria: Term: Computer

Name

Provider

[.NET Core Console Applications and Referenced Packages](#)

SkillSoft

[170-811 - Java Certified Foundations Associate: Looping Statements](#)

SkillSoft

[170-811 - Java Certified Foundations Associate: Math & Random Classes](#)

SkillSoft

[Advanced Networking Devices](#)

SkillSoft

[AI Landscape: Deep Learning and Neural Networks](#)

SkillSoft

[AI-900 - Azure AI Fundamentals: Artificial Intelligence Principles](#)

SkillSoft

[AI-900 - Azure AI Fundamentals: Azure Document & Optical Character Recognition](#)

SkillSoft

[AI-900 - Azure AI Fundamentals: Azure Machine Learning Fundamentals](#)

SkillSoft

9. The SC Works Center provides resources to assist customers with marketing themselves for employment.

- a. The following services are provided onsite individually and/or in group settings at comprehensive centers. The same services are provided online as applicable.

Resume preparation,

Interviewing techniques,

Internet use, and

Job search

As indicated previously in prior standards, there are a plethora of live, virtual workshops available weekly and monthly, in person and/or online. There are workshops that address resume preparation, interviewing techniques, Internet use, and Job search; there is also an opportunity for customers to ask questions and receive feedback during the live, virtual workshops. Staff in the Resource Room are trained and able to offer group or individual sessions on internet use and how to job search in SCWOS. There are also several workshops offered each month through SC Works Online Services. Multiple networking groups exist in the community and SC Works Staff can inform interested customers on how to connect with these.

Our Outreach Facilitator Coordinator(s) conduct workshops on developing resumes, and when needed also meet individuals one-on-one to further explain the importance of items and polish the resume. They also assist customers with uploading their resumes into the South Carolina Works Online Services (SCWOS).

Metrix Learning is a FREE virtual tool available to our customers anytime and can be accessed via smartphone or computer. Metrix is a workforce company that currently provides virtual learning solutions for 130 Workforce Boards or government-funded partners, 20 states, and 700,000 learners. Metrix's catalog provides our team members and job seekers/participants with access to more than 7,000 courses. These courses are built with the workforce industry in mind.

- b. The following services are provided onsite individually and/or in group settings at affiliate centers. The same services are provided online as applicable.

The Greenville County Workforce area does not have any affiliate centers but several of the services listed above are offered virtually.

April

2025

Sunday

Monday

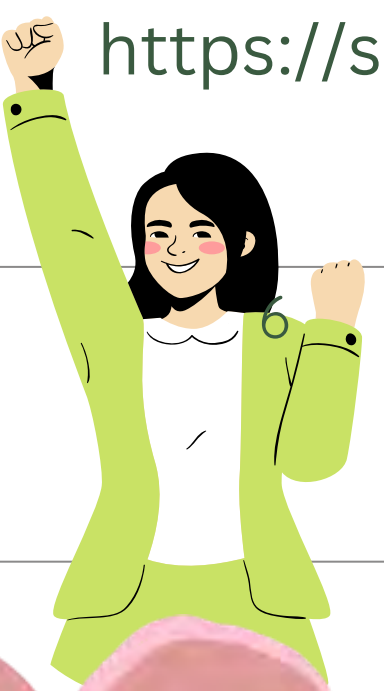

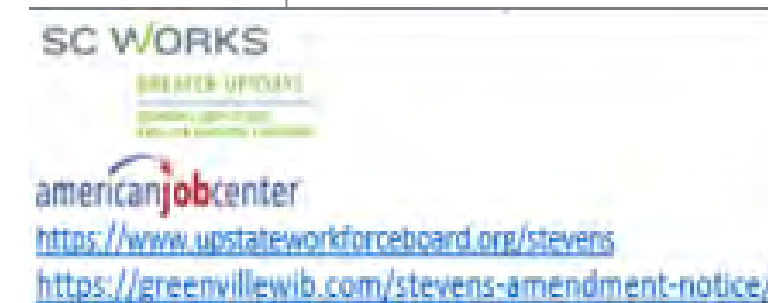
Tuesday

Wednesday

Thursday

Friday

Saturday

 https://scworksupstate.com/		1 11:00 AM Interviewing For Success	2 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	3	4 11:00 AM Developing Soft Skill (Virtual)	
	7 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	8	9 11:00 AM Computer Basics - Spartanburg Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	10 9:00 AM Resume Part 1 & 2 Greenville Center	11 10:00 AM Career Exploration Spartanburg Center 11:00 AM Resume Roadmap Spartanburg	12
	14 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	15 11:00 AM Interviewing For Success 12:00 PM Understanding Artificial Intelligence (Virtual)	16 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	17	18	
	21	22	23 11:00 AM Computer Basics- Spartanburg	24 9:00 AM Resume Part 1 & 2 Greenville Center	25 10:00 AM Career Exploration Spartanburg Center 11:00 AM Resume Roadmap Spartanburg	
	28 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)	29	30 Workforce Innovation and Opportunity Act 11:00 am (Registration Required)			



[Need Help?](#)

Username

Password

Sign In

[Forgot Password?](#)



Metrix Learning empowers individuals by offering comprehensive online learning resources, enabling them to upskill to meet the demands of today's employment landscape.



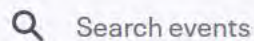
Catalog - Skill Tracks

[Search The Catalog](#) [View Certification Tracks](#)

Skill tracks are designed to provide groupings of courses based on a particular topic. These course groupings will help you work on variety of basic and introductory skills.

Artificial Intelligence (AI) (19)	▾
Basic Skills (30)	▾
Business Skills (125)	▾
Commercial Driving (1)	▾
Computer Skills (341)	▾
Construction (4)	▾
Digital Literacy (22)	▾
Google Apps (1)	▾
Healthcare (6)	▾
Job Readiness (5)	▾

Job Search/Career (8)	▼
Management (2)	▼
Manufacturing (24)	▼
Other - Chinese Tracks (12)	▼
Other - Spanish Tracks (35)	▼
Professional Development (4)	▼
Retail/Service (9)	▼
Salesforce (1)	▼



Atlanta



Create Events

[Help Center](#) ▼

Networking Events in Greenville

Search for something you love or check out popular events in your area.

Filters

1 filter applied

Networking X

Clear All

Category

[View more](#)

Wednesday • 2:00 PM EDT

Free

Promoted 

Sun, Apr 27 • 12:30 PM EDT



Join the Greenville Chamber Young Professionals Program today!



EVENT DETAILS

Need a Resume? Here we discuss the Do's and Don'ts of building a resume for today's market

****This workshop is also available to attend in person at SC Works Greenville.****

The address is:

225 S. Pleasantburg Dr.
Greenville, SC 29609

[CLICK HERE TO JOIN THE WORKSHOP](#)

less ▲



TIME

(Thursday) 9:00 am - 10:30 am

15

APR

UNDERSTANDING ARTIFICIAL INTELLIGENCE- 12:00 PM



EVENT DETAILS

Are you feeling left behind when it comes to understanding tools like Chat GPT? Would you to better understand how to use AI in your day-to-day life?

Join my upcoming class where I'll break down how AI can help you write better resumes, ace interviews, and even find hidden job opportunities!

No tech experience needed—just bring your questions and get ready to level up!

****Virtual and In person**

[CLICK HERE TO JOIN THE WORKSHOP](#)

B110 Commerce St

Spartanburg SC, 29306

8.

Do you have any Comments/Suggestions about the Workshop or the Instructor

67 responses

ID	Name	Responses
1	anonymous	The instructor was very helpful
2	anonymous	I love it!
3	anonymous	I had a good instructor and it really helped me.
4	anonymous	Mrs. Latoya was knowledgeable of the information she presented and answered all of my questions
5	anonymous	The information was beneficial. Great questions and answers for interviewing. Instructor was amazing.
6	anonymous	FUN!
7	anonymous	Great experience
10	anonymous	I was very pleased with my instructor, and she gave me helpful resources.
12	anonymous	Frederica my instructor was very knowledgeable about build a resume. I highly recommend her.
13	anonymous	The information was great...
14	anonymous	Frederica is great!
15	anonymous	Frederica was very helpful...
16	anonymous	Great workshop
17	anonymous	The workshop was very education and I highly reccomend it!
24	anonymous	Latoya explanation was on perfect timely manner
25	anonymous	She was very pleasant and informative.
29	anonymous	NA
30	anonymous	Very pleased with the instructor skill and knowledge of her job. Frederica

31 anonymous Latoya was very nice and spoke well enough for me to hear and learn something new.

34 anonymous Great information, would like more time with presentation of information & programs. I'm a visual learner.

35 anonymous Frederica was amazing!

37 anonymous Had great information

39 anonymous Fantastic help making an outstanding resume!

40 anonymous Frederica

41 anonymous Frederica

42 anonymous She's awesome!

43 anonymous Resume 2

44 anonymous The workshop was helpful.

45 anonymous Instructor went above and beyond, thank you

46 anonymous Very helpful with a lot of questions I had. Thank you

47 anonymous The instructor taught the workshop so profoundly that gave us life giving skills along with resume skills

48 anonymous Informative

49 anonymous Frederica did an amazing job facilitating this workshop. She provided lots of information to the group about resume writing skills.

50 anonymous Thank you for the time and the information

51 anonymous Good resources-presented-Please give an overview of the workshop in the beginning, give copy of the materials and give more worksheets

52 anonymous Purpose fulfilled in the class through the instructor. Not only taught us the How To do but explained why the importance of it.

53 anonymous Resume 3 - Frederica

54 anonymous Very helpful

57 anonymous Really ENJOYED the class and all of the options available. Instruction was very helpful.

58 anonymous Mrs. Latoya is very professional, knowledgeable and made sure I understood what was delivered. Thank you Latoya for being of great service.

60 anonymous Mrs. Latoya was very knowledgeable of this workshop. Latoya was helpful.

61 anonymous Wonderful class. I can't wait to get home and apply what I learned today, Thank you!!!

62 anonymous Informative, Patient, kind, and very understanding, she did not make me feel STUPID!

63 anonymous Really enjoyed the class and all the options available. Instruction was very helpful.

65 anonymous She did an awesome job explaining everything! Keep up the good work Latoya!

66 anonymous I learn a lot of things. I didn't know that help me get a better job. Thank you Ms. Frederica . I really appreciate

Job Seeker Standards – Standard 10

10. Every SC Works center will have information on job openings.

- a. SCWOS is the labor exchange system used for providing information to job seekers on open jobs.

SC Works Online Services (SCWOS) is the primary job search tool used in our area; not only do we utilize it in the centers, but several partners are authorized to access SCWOS for their job seeking customers. Users other than SC Works Greater Upstate staff must request access and be approved by the GCWDB Coordinator. Every week a Hot Jobs List is developed with the most updated employment opportunities available in the local area, which is printed and available for customers to view and take with them. Additionally, the Hot Jobs list is posted on our local website

www.scworksgreaterupstate.com

Jobseeker

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: 711



Explore Resources on Your Own

If you are looking for a job, you will find a wealth of information- starting with thousands of positions listed by employers all over the state- to help in your job search.

To get started log into **SC Works Online System (SCWOS)**. Not sure what you want to do or where you want to work? There are tools to help you decide! Explore Career Interests & Assess your Employment Skills.

- **My Next Move** The new user-friendly electronic career exploration tool launched by the U.S. Department of Labor on February 3, 2011. This resource helps those who are not sure which career choice best fits their interests.
- **SCOIS** Used for obtaining information on various occupations. Features Multimedia/Full-Motion Occupation Videos for some occupations. Also features a self-administered assessment*, college search and financial aid information.



Click on the link below for a listing of the most current job postings in the Upstate!

[SC Works Greater Upstate Hot Jobs 3-26-2025](#)

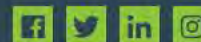
[SC Works Greater Upstate Greenville Hot Jobs 3-26-2025](#)



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IN PARTNERSHIP WITH



**SC WORKS**

A proud partner of the americanjobcenter® network

Scan the QR code to visit jobs.scworks.org!

Visit jobs.scworks.org to log in or create an account to learn more about a job you're interested in.
Enter the Job Order # to search for jobs. For additional assistance, please visit your local SC Works center.

Job Order Number	Position	Location	Education	Pay Range
1559298	(1) Assembler	Piedmont	None	\$19.81
1559573	(1) Ballroom Dance Instructor	Greenville	None	\$24.50
1559430	(2) Delivery Driver	Greenville	None	DOE
1559407	(1) Entry Level Instrumentation/Mechanical Technician	Greenville	GED	DOE
1559408	(1) Entry Level Instrumentation/Mechanical Technician	Greenville	GED	DOE
1559416	(1) Forklift Driver/Operator	Greer	GED	\$17.50
1559428	(2) Furniture Mover Helper	Greenville	None	\$16.00
1559503	(1) HVAC Senior Designer	Greenville	Associate's Degree	DOE
1559358	(6) Machine Operator 1	Greer	GED	\$18.00
1559458	(1) Manufacturing Engineering Intern	Greenville	Associate's Degree	DOE
1559417	(1) Quality Inspectors	Greer	GED	\$16.50
1559498	(1) Quality Review Coordinator	Greenville	Bachelor's Degree	\$34.18
1559302	(1) Regional Account Manager – Equipment	Greenville	None	\$35.03
1559330	(1) Swiss Lathe Machinist 3 rd Shift	Greenville	GED	DOE
1559340	(1) Welder: 2 nd Shift	Piedmont	GED	\$18.00

DOE = Depends on Experience**SC WORKS**
GREENVILLE

*An equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.*

For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding.

11. SC Works Centers help job seekers advance their skills and education.

- a. Every SC Works Center has a diverse selection of career enhancement options including short-term and long-term training.

As required, SC Works Greater Upstate utilizes the site known as PATH (Palmetto Academic and Training Hub) to ensure interested training providers have been screened for eligibility and appropriateness for our local area. Listed will be educational institutions providing classroom, vocational, technical and continuing education courses. In addition, there are flyers and other informative documents that showcase the training opportunities available in the local area. The LWDA has a contract with Greenville Technical College where WIOA participants can receive training through the school without them being listed on SC PATH.

Not all job seekers want or are necessarily the right fit for classroom training; Greenville staff is active in finding Work Experience (WEX) and On-the-Job Training (OJT) opportunities for customers. The BST Team works with employers in Greenville to assist individuals with an identified skills gap in upskilling or reskilling themselves through these opportunities. In PY 2023, SC Works partnered with Greenville County EMS and Lockheed Martin to provide OJT opportunities to 35 WIOA participants.

For those employers that have good employees that just need a bit more specialized training to advance and/or remain with the company, possibly prevent layoffs, SC Works Greater Upstate has been very active in utilizing state and local funding for incumbent Worker Training (IWT) grants. The following companies received IWT grants during PY2023.

Cans Unlimited	\$4983.00
Circuit Board Medics	\$19,768.00
Fitesa	\$39,070.00
Standard Motor Products	\$3600.00
Thor Precision	\$10,980.00
Wabtec	\$21,600.00

- b. SC Works customers have access to assistance in developing a plan for financing education and training, which may include WIOA, Job Corps, TAA, or other partner resources, or Pell grants, part-time work, and scholarships.

SC Works Greater Upstate Workforce Innovation and Opportunity Act (WIOA) Talent Development Specialists work very closely with all WIOA eligible participants. WIOA Adult and Dislocated Worker Funds are able to be used when Pell Grant, State Education Lottery, and other special funds are exhausted. WIOA Case Management Staff are trained on how to properly develop Individual Employment Plans, which is a vital part of the enrollment process into the program. There are various

technical colleges in South Carolina that offer free tuition for in-demand occupations, and staff do provide this information and a point of contact using the specific college's website.

Our SC Works partners also provide special assistance in planning a customer's future education and training schedule. WIOA is but one of many career pathway opportunities available. Depending on the circumstances, a customer could be theoretically enrolled in Adult Education, WIOA and VR, or any number of other paths. Each partner, while a partner in the Greenville Workforce Development System, has its own unique purpose and thus can contribute to the betterment of an individual based upon where that person is in life at any given moment.

Job Corps and TAA are also active partners in our centers who provide assistance in financing education & training to a specific audience.



Search Results

Provider Name	Type	Website
+ 160 Driving Academy	Private For-Profit	https://www.160drivingacademy.com/
+ Arclabs Welding School	Private For-Profit	http://www.arclabs.edu
+ Capstone Career Development Center	Private For-Profit	https://www.capstonecareerdevelopmentcenter.com/
+ CDL Training Service of SC DBA Ace Driving Academy	Private For-Profit	https://driverresourcecenter.com/locations/ace-driving-academy/
+ Coding Clarified LLC	Private For-Profit	https://codingclarified.com/
+ Commercial Driving Academy	Private For-Profit	https://www.cdl-cda.com/
+ COMNet Group Inc.	Private For-Profit	http://www.comnetgroup.com
+ Construction Training Center LLC	Private For-Profit	http://www.ctcrebar.com
+ Interactive Business Training	Private For-Profit	http://www.ibt-sc.com
+ MedCerts	Private For-Profit	https://medcerts.com/



Search Results

Provider Name	Type	Website
+Norris Mechanical, LLC	Private Non-Profit	http://www.norrismechanicalsc.com
+Palmetto Medical Coding Academy	Private For-Profit	https://palmettomedicalcodingacademy.com/
+PSI Project Management, Inc.	Private For-Profit	http://psipm.com/
+Second Chance Job Center	Private For-Profit	http://secondchancejobcenter.com
+Tri-County Technical College	Higher Ed: Associate Degree	http://www.tctc.edu
+Truck Driver Institute	Private For-Profit	http://www.truckdriverinstitute.com
+Upper State Apartment Association	Private Non-Profit	https://www.upperstate.org/
+Village Career Center, LLC	Private For-Profit	https://villagecareercenter.com/

Approved for Adult Program

1. Emergency Medical Technology
2. Occupational Therapy Assistant
3. Radiologic Technology
4. Aviation Airframe Structure/Systems
5. Aviation Fundamentals
6. Beginning Electricity & Refrigeration
7. Basic Machine Operations
8. Emergency Medical Technician
9. Specialized Welding

Approved for DW Program

1. Dental Hygiene
2. Emergency Medical Technology
3. Nursing
4. Occupational Therapy Assistant
5. Radiologic Technology
6. Advanced Manufacturing Technology
7. Aviation Airframe Structure/Systems
8. Aviation Fundamentals
9. Beginning Electricity & Refrigeration
10. Basic Machine Operations
11. Emergency Medical Technician
12. Enterprise Resource Planning
13. Specialized Welding

Approved for Youth Program

1. Occupational Therapy Assistant
2. Radiologic Technology
3. Aviation Airframe Structure/Systems
4. Aviation Fundamentals
5. Beginning Electricity & Refrigeration
6. Basic Machine Operations
7. Emergency Medical Technician
8. Specialized Welding

SC Works Greater Upstate/Greenville

Monthly Report Card PY23
(May 2024)

Bringing Employers
and
Job Seekers
Together



	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			TOTAL
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Total Center Traffic	836	978	1160	965	809	865	1162	953	1004	1051	1008		10791
WIOA Traffic	5	7	7	5	10	3	8	17	28	40	39		169
UI Traffic	425	468	541	418	394	450	556	464	465	509	538		5228
WP Traffic	364	432	406	464	328	371	455	462	424	453	381		4540
Other	86	115	79	59	41	25	39	22	31	32	50		579
Total Unduplicated Center Traffic	0	0	0	0	0	0	0	0	0	0	0		0
# Scheduled for Orientation	76	62	45	0	0	0	63	53	50	72	79		500
# Attended Orientation	36	46	26	0	0	0	49	29	38	41	43		308
# of Workshops Offered	5	5	7	0	0	0	5	5	8	10	13		58
# Scheduled for Workshops*	0	0	0	0	0	0	0	0	0	0	0		0
Virtual Reality Workshops - Youth	0	0	20	0	0	0	70	15	200	40	35		380
# of Workshop Attendees	5	2	34	0	0	0	0	4	15	33	41		134
New ADULT Enrollments	7	25	6	11	10	7	17	4	6	17	11		121
New DW Enrollments	1	2	3	1	1	4	4	1	0	0	1		18
Total Caseload	116	134	128	126	117	110	118	112	98	108	115		
New ADULTS beginning training	3	19	5	4	1	3	19	3	1	6	5		69
New DWs beginning training	1	0	0	1	0	2	3	2	2	0	0		11
% New Clients vs Clients Entering Training	50.0%	70.4%	55.6%	41.7%	10.5%	45.5%	104.8%	100.0%	50.0%	35.3%	41.7%		
# of New Job Orders Placed	739	941	830	576	705	537	642	726	673	330	262		6961
# of New Jobs Available	740	1025	840	633	799	782	668	799	2979	3796	262		13323
WP Entered Employment	0	1	0	1	0	0	0	0	0	0	0		2
WIOA Entered Employment	0	0	3	2	0	1	1	2	2	5	1		17

TALENT DEVELOPMENT SPECIALISTS CASELOADS:

Gwen - 56
Hope - 49

RECRUITMENT EVENTS

Events Jobseekers
4 70 in person, 87 Virtual

Additional Information

*Number Scheduled for Workshops is 0 due to not requiring pre-registration.

Unduplicated traffic not being tallied at this time

*WIOA, UI, and WP numbers are for number of services
provided not individual traffic counts*

**Training figures include activities: 300,301,327, and 328.

CENTER TRAFFIC:

Location	PY23	PY22	Change
Greenville	1008	1000	8

New Trainings by County
Greenville = 2
Greer = 3

300 = 5

301 = 0

OJT/WEP	35 YTD
WBL	0

TRAINING PROVIDERS AND PROGRAM

Training Program/Number of enrollees
CDA CDL 1
Tri-County Comp TIA 3
IBT Pro Mgmt 1

Clients receiving Supportive Services only: 1 YTD

ASSESSMENT TOTALS

TABE	0
ASVAB	86
WIN	23

Business Services Standards – Standard 1

1. There is a fully integrated, multi-agency business services team comprised of representatives from each of the federally mandated partners, including core, required and additional partners, as appropriate.

- a. The LWDA has designated business services staff.

The local workforce area has a designated Regional Business Solutions Manager, as well as two Business Consultants that support Cherokee, Greenville, Spartanburg and Union counties, all employed via the Project Director.

- b. Federally mandated partners who provide services to businesses actively participate on the Business Services Team.

The SC Works Greater Upstate Business Solutions team is comprised of representatives from the following agencies, listed below. Each entity is invited to participate in every meeting and local news is shared to this group on upcoming events, local grant opportunities, referrals, program initiatives, business engagement opportunities, and more!

Adult Learning and Adult Education

Apprenticeship Carolina

CATE Centers

Community Colleges

County Administration

DSS

Economic Development

Local area

Local WDB

Ready SC

SCDEW – RWA

SCDEW

SCMEP

The local BST meet weekly within their programs and the regional team meets monthly. IBST meets quarterly.

- c. All Business Services Team members are educated on each other's program goals and services.

To ensure that all BST members are knowledgeable about business services available in the Upstate and Greenville regions, each member receives information on available services via participating partnering agencies. During PY24 – PY25, information will continue to be provided via face to face, email, virtual meetings, and regional meetings. Topics covered include customer service, employer relations, job posting, recruitment events, job fairs, OJT, WEX, TJ, IWT, registered apprenticeships, regional education letters, ReadySC, SCMEP services, assessments, Work Opportunity Tax Credit

(WOTC), federal bonding, workforce board plan and goals, and economic development. Topics are determined based on demand/requests from participating partners.

BST members operate under the direction of the SC Works Regional Business Solutions Manager. Businesses are the number one priority for the UWB and GCWDB. The SC Works Upstate RBSM coordinates all business services for the SC Works Upstate and Greenville region.

The BST promotes workforce services to the business community which includes public speaking events. Partner business services are included in outreach and informational materials.

The BST arranges business workshops in all SC Works sites, as needed. Transfr VR also partnered with the BST to pilot a program with Cooper Standard in 2024. Additionally, SCWOS employer workshops and WBL employer workshops are available virtually to business partners.

Each business services team member is provided material on workforce development programs, team ten commitments, and other business services materials. Each participating entity is given the opportunity to share material with the team. As of 2025 multiple partners still utilize a one-page overview of business services for the team. This information is still relevant and shared among the team. Additionally, different partner agencies present at both local and regional meetings, and we often have OJT presentations, work experience/internship presentations. At each local meeting and the regional meetings, there are opportunities to discuss combining efforts to develop recruitment strategies for local businesses and/or industries which include co-enrollment and stackable credentials and there is a focus to combine efforts when planning job fairs or employer outreach events.

Combined Center Operations and Business Engagement Plan Content Guidance

Management & Organizational Structure

1. Provide a list of comprehensive and affiliate centers and the location of each center.
Describe the function of the centers in your area.

Comprehensive Centers:

SC Works Greenville
225 S. Pleasantburg Drive
Greenville, SC 29607

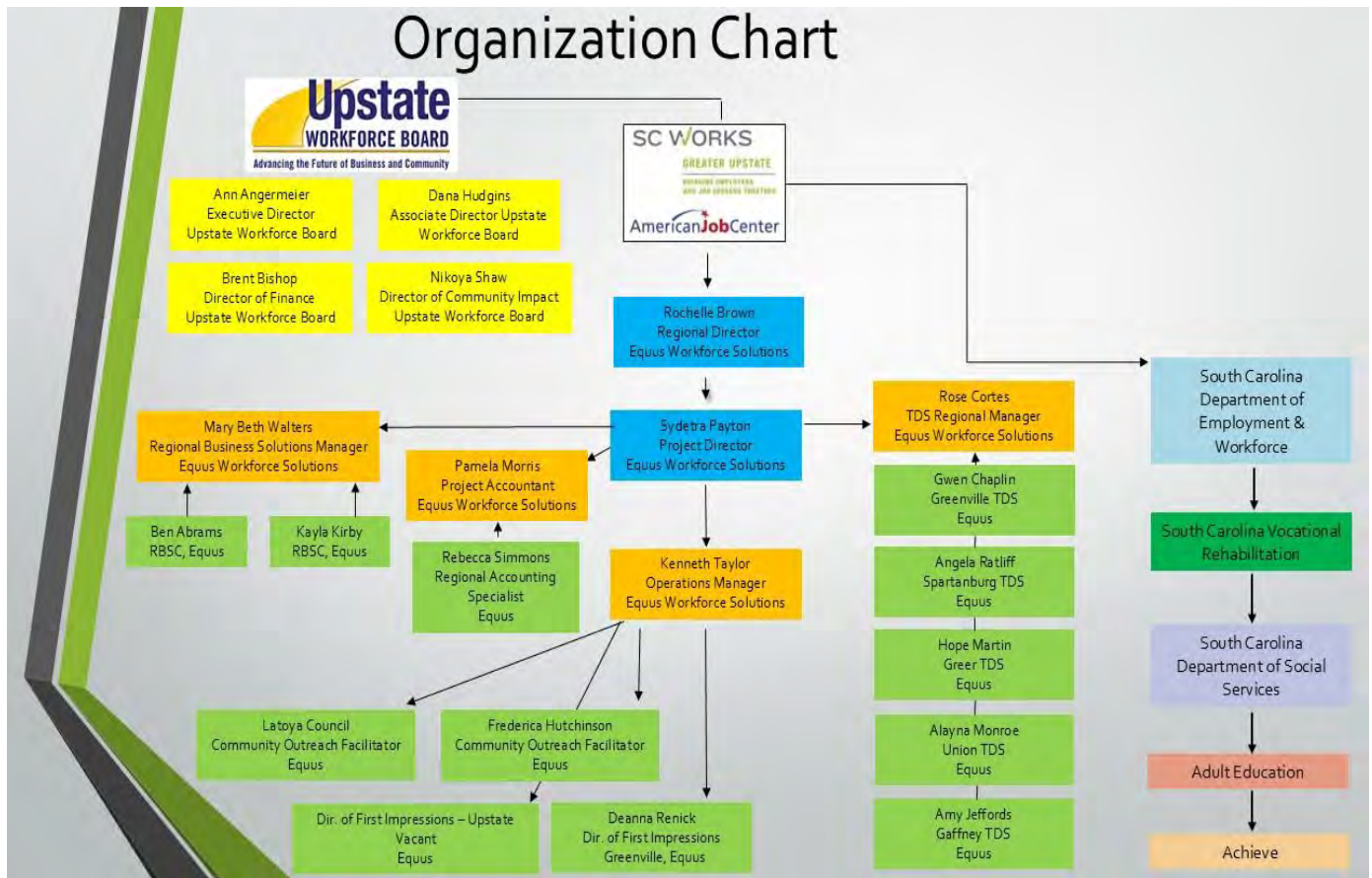
SC Works Spartanburg
145 N. Church Street
Spartanburg, SC 29607

Affiliate Centers:

SC Works Union
300 E. South Street
Union, SC 29379

SC Works Cherokee
111-C Tiffany Park Circle
Gaffney, SC 29341

2. Provide an organizational chart for your area to include Local Board Administrative Staff, the Operator, Front-Line Staff, partners, and programs.



3. Provide an organizational chart or roster of your Integrated Business Services Team (IBST).

Our core regional business solutions team to include Adult Education, SCDEW, SCVR, and WIOA Title I meet monthly. The roster for those meetings includes:

Anne Brock-Trail – SCDEW	Benjamin Abrams – Equus
Kathy Stanton – SCDEW	Mary Beth Walters (BS Lead) – Equus
Deric Shuman – SCDEW	Kayla Kirby – Equus
Davey Smith – SCDEW	Erin Black – Adult Ed
Melanie Hughes – Achieve	Sophie Fuller – Adult Ed
Jessica Farley – SCDEW	Latoya Richardson – SCVR

Our full regional integrated business solutions team meets quarterly. The roster of invitee for those meetings:

Kimberly Burke - SCDEW	Kimberly Proctor - readySC
LaTokia Trigg - readySC	Dolton Williams – Union County Economic Development
Anne Brock Trail - SCDEW	Valencia Alexander – SC Works Youth Program
Deric Shuman - SCDEW	Antrey Frazier – SC Works Youth Program
Victoria Novak – Greenville Literacy Association	Kelly Walker – Upstate Fatherhood Coalition
Liz Meeker – Greenville Literacy Association	Kathy Dickson – Apprenticeship Carolina
Ben Abrams - Equus	Stephanie Sherman – Apprenticeship Carolina
Kayla Kirby - Equus	Paola Rogers – Blue Gate
Mary Beth Walters - Equus	Cathy Gowan – Converse
Bill Brasington – Adult Learning Center	Tori Good - Converse
Sophie Fuller – Adult Education	Jennifer Sainovski - Wofford
Erin Black – Adult Education	Marilyn Nguyen – City of Spartanburg
Shanelle Holmes - SCDEW	Cheryl Garrison – Greenville Chamber
Dana Hudgins - UWB	Benedicte Axboe – Greenville Chamber
Ann Angermeier - UWB	Grant Clayton – World Relief
Dean Jones - GCWDB	Kidada Dawkins - United Way
Eva Anagnostis - GCWDB	Shawn Parker – HOPE Ministries
Jennifer Wheeler - DSS	Taylor Dement – OneSpartanburg
Jerry Howard – Greenville Tech	Dwayne Hatchett – One Spartanburg
Kim Barnett – Spartanburg District 5	Debbra Alvarado – Hispanic Alliance
Nalee Moua – Charles Lea Center	Melissa Poggio – Spartanburg District 2

Art Crider - SCMEP	Latoya Council - Equus
Chris Rauch - SCMEP	Latoya Richardson - SCVRD
Ryan Collins - SCDEW	Nora Curiel-Munoz – Spartanburg District 2
Nikki Burgess - SCC	Charleen Allen – SC Commission of the Blind
Holly Nix - SCC	Daisy Chavez - Goodwill
Rhonda Johns - SCC	David Wheeler - AbleSC
Jennifer Moorefield – Greenville Tech	Kimberly Arnold – Urban League of the Upstate
Glenn Templeton – Greenville Tech	Kevin Boniface – SC Commission of the Blind
Christy Bailey - SCDEW	Kerri McAlister – RD Anderson
Yarnell Rivera - SCDEW	Kathy Stanton - SCDEW
Jessica Farley - SCDEW	Kanika Sweeney – Phoenix Center
Ernest Meyers - SCDEW	Lisa Seay – Swofford Career Center
Davey Smith - SCDEW	Kia Keyton – United Way/Ontrack Greenville
Stacey McKinney - SCDEW	Rico Booker – Upstate Fatherhood Coalition
Sara Neil Spencer - SCDEW	Tymeisha Purvis - DSS
Ken Moon – Cherokee County Economic Development	Tracy Bledsoe - Goodwill
Joanna Gunter - readySC	Jennifer Robinson - Achieve
Susan Griffith - Achieve	Melanie Hughes - Achieve
Lynn Tuten – Greenville County Schools	Melanie Gearheart - Goodwill
Whitney Hannah – Greenville County Schools	Robyn Grable – Veterans Ascend
Shannon Sports – Upstate Warrior Solutions	Kelly Sanderson – Bonds Center
Brad Dill – Bonds Center	Tyler Hill – Swofford Career Center
Angela Spears – DSS	Tina Dent - DSS

4. Describe the LWDA's SC Works logo and branding usage
The SC Works Greater Upstate logo is used as a region and added to all flyers and events hosted and facilitated by SCDEW and Equus staff, in addition the American Job Center logo is attached to all flyers as well.

5. Describe the LWDA's planning and decision-making process, the scope of which includes, but is not limited to, the following:
 - How are standard operating procedures (SOPs) developed and revised
Currently, all SOPs are written and developed by either the Project Director, Operations Manager, or Regional Business Solutions Manager concerning center wide operations. The Project Director reviews all SOPs prior to dissemination to the staff and partners. SOPs are revised when new information or processes dictate a need for such action. Additionally, there is a Quarterly review schedule of all SOPs by the Operator to ensure accuracy and validity of the information.

- Process for electing a point person for events and their responsibilities
The point person for an event that the Business Service Team is creating would be the BST who came up with or is assigned the event. As with all events, the responsibilities are determined to be:
 - *Determining a time and date for the event that should be at least 3 months out for a good turnout to be achieved (if this is an event for a specific company then that would be a discussion between the BSC or RBSM and the POC at the company).*
 - *Selecting a location for the event. This can be at the employer's space or at one of the many locations that SC Works has been invited to host events (i.e. Dr. T.K. Gregg Community Center, Cleveland Park, OneSpartanburg Inc., etc.). The BST POC will make sure to inform the event location of how many tables and chairs will be needed at least 2 weeks before the event.*
 - *The BST POC will then create an employer flyer including the name and date of the event, the location, and the event timeframe (via one of the flyer templates in Canva) and send it out to their industry contacts. The BST POC will reach out by phone and email to invite employers to the event (if it is a multi-employer event) regularly, (setting this as a reminder on their calendar to follow up) and keep a spreadsheet list of all companies that respond in the affirmative to attend.*
 - *A job seeker flyer will be created (via the current templates in Canva) and will be shared on social media regularly to keep emphasizing the event, in the resource centers, via SCWOS e-blast, through the media, through our partner organizations, and other organizations that we work within the community. The flyer will be regularly updated to include an accurate list of participating employers and it will be shared with the same sources as above.*
 - *As this is occurring, the BST POC will reach out to our partners to ask for volunteers to assist with the event, if needed. The other members of the Equus BST will be present at the event to assist with the event itself. The POC will make sure that any WIOA materials are brought to the event, including signage, tablecloths, sign-in sheets, surveys, etc. Additional volunteers for the event will be told prior to the event what they will be doing at the event. All staff assisting at the event should be at the event at least 30 minutes prior to the start of the event.*

- *Staff will collect attendee information via a sign-in sheet that we can then share with employers after the event if they want a list, and via an exit survey that will help the BST plan and prepare for better future events.*

- *Attendance numbers will be reported back to the leadership team.*

- How business services events are staffed, including planning and scheduling processes.

The BST in its entirety will all be present for any events we are hosting (we also participate when our partners host events and need additional staffing). We will send out email requests to our SC Works partners to ask for assistance in staffing events, typically the most responsive are DSS and SCDEW. Once we have volunteers, we will make sure they have all of the information on the event and let them know what they will be asked to do. In most cases, it may be getting people to complete the sign-in sheets or hand out and collect surveys. The BST usually do the rounds with the employers to make sure that everything is going smoothly and give out employer surveys and thank you letters from SC Works. A BST will collect employer surveys before the end of the event and supply them to the RBSM for review.

- How the LWDA's SC Works logo and branding is used to identify SC Works hosted events

There are templates that the Boards have approved in the SC Works Canva account. These templates are designed to present a clear and concise message. The logo for SC Works and AJC are present on the templates as are the Stevens Amendments (one is for the Boards, the other is for the state), the EEOC message and the TTY message. All of these things must be present on any materials going out under the SC Works Brand. If the event is for a specific employer, the employer's logo may be added to the event, but all other verbiage/logos must be present. Whether the event is being hosted by the Equus BST or any of our partners, if the event is going under the SC Works Brand, any materials for promotion or otherwise must be sent for approval by the BST Lead before going out to the public. The BST Lead will review the promotional materials for all of the verbiage/logos described and make sure there are no typos or incorrect information. If there is a compelling reason why promotional materials cannot follow the SOP for flyers, the BST Lead will confer with the PD and the Board for approval. Once the material has been approved, it can be promoted.

- LWDB's process for appointing and reviewing the appointment of an IBST Lead

The local workforce area has a designated Business Services Lead, the Operator (Equus Workforce Solutions) Regional Business Solutions Manager, Mary Beth Walters. This selection was based upon years of experience, promising practices, leadership in Business Solutions, knowledge of the region's employers and Economic Development status. The workforce boards approved this selection.

6. Describe the LWDA's communication plan, the scope of which includes, but is not limited to, the following:
 - How front-line issues are communicated and resolved;
Staff communicate with immediate supervisor. Supervisor shares issue with Operations Manager or Project Director, as needed. Monthly Leadership Team meetings are held with Program Managers as per Internal Communication Plan-SOP 1650.
 - How State guidance is disseminated;
State guidance is disseminated via the SCWOS Coordinator, Shelia Harper, and Associate Directors from the LWDB
 - How new/updated SOPs are communicated to front line staff
The Project Director, Operations Manager, or Regional Business Solutions Manager will communicate any new or updated SOPs via email to all staff
 - How information is shared with partner leadership and front-line staff
Information is issued to partners via email, meetings and other forms of communication to include verbal and written, and weekly newsletters in each area. See SOP 1650 "Internal Communication Plan."
7. Describe staff development and training activities in your area, including plans to conduct, or IBST cross-training conducted, in order to promote referrals.

Staff development training is provided via All Staff Quarterly training sessions hosted by the operator and held once a quarter. In addition, staff training is provided regarding all programs and requirements. Case Management and Business Solutions staff meet regularly and train according to updates and changes regarding the specific program.

8. Describe the roles and responsibilities of the area's IBST, including the IBST meeting schedule, employer engagement planning and scheduling, and how IBST documentation is shared between partners.

The Regional Business Solutions Manager plans quarterly business solution team meetings and sets the agenda. The meetings include a time for agency updates, upcoming events, an educational topic, and a discussion period. All partner agencies are invited to present on their individual workforce programs, to include work-based learning opportunities. The goal of the regional meetings is to generate communication, collaboration, and results. Documents are shared via email with the fully integrated team.

Service Strategy

1. Provide the menu of required and expanded services for both comprehensive and affiliate centers in your area. A services flowchart may be included.

As indicated previously in prior standards, there are a plethora of live, virtual workshops available weekly and monthly, in person or online. There are workshops that address resume preparation, interviewing techniques, networking, Internet use, and Job search; there is also an opportunity for customers to ask questions and receive feedback during the live, virtual workshops. There are also a number of workshops offered each month through SC Works Online Services.

Our Outreach Facilitator Coordinator(s) conduct workshops on developing resumes, and when needed also meet individuals one-on-one to further explain the importance of items and polish the resume. They also assist customers with uploading their resumes into the South Carolina Works Online Services (SCWOS).

Metrix Learning is a FREE virtual tool available to our customers anytime and can be accessed via smartphone or computer. This platform provides thousands of courses on a variety of subjects through a self-paced learning management system. After the completion of courses, a customer can add the certification of completion to their resume and/or LinkedIn profile (if applicable), showcasing their knowledge and desire to learn, which makes them more attractive to employers.

Customers that visit the affiliate center have access to the same live, virtual workshops offered in the comprehensive center. These services are provided by the Facilitator Outreach Coordinator, and the Metrix Learning platform is also available as mentioned above. The Talent Development Specialist assigned to the affiliate center provides case management services to the WIOA participants and also general program information to interested customers. Page Break

2. Describe how referrals are completed in your area, including any efforts made to streamline the referral process.

There is an established Referral Process via SCWOS (SC Works Online Services) as required by the MOU and WIOA law, in which all core partners are listed. There is a Standard Operating Procedure (SOP 1600) which addresses the procedures required by partners. The SC Works Operator will continue to emphasize the use of the Referral System and encourage usage from all staff and partners.

3. Provide the menu of IBST services in your area, including any associated costs and how these costs are determined.

There are no fees for business services other than Workkeys assessments and job profiles.

1. *Job Postings - Online, phone call, fax, in-person*
2. *Applicant screening and referral to business specifications*
3. *Customized Recruitment*
4. *Job Fairs*
5. *Provision of Labor Market Information*
6. *Interviewing Space, Scheduling*
7. *Provision of information and referral related to: Tax credits, community resources, federal bonding, Americans with Disabilities Act, Veterans*
8. *Incumbent Workers Training (as funds allow)*
9. *On-the -Job Training*
10. *Customized Training*
11. *Information on Unemployment Insurance (UI)*
12. *Rapid Response services*
13. *Trade Adjustment Assistance (TAA) information and services*
14. *Veterans Employment Services*

Expanded List of Business Services -- examples

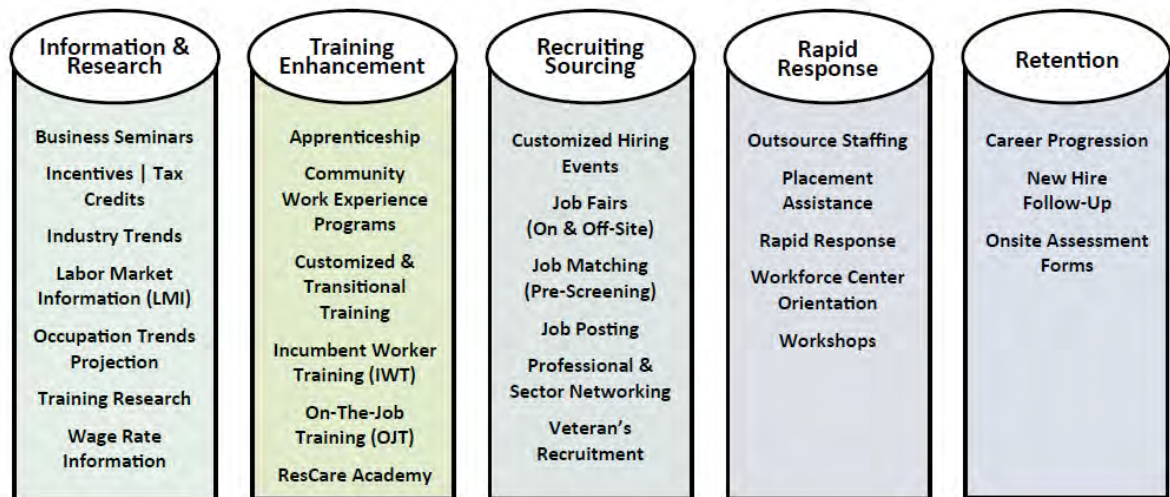
1. *Customized services for significant company or industry dislocations*
2. *Access to WINtesting*
3. *WorkKeys job profiling services*
4. *Database of Ready to Work Career Readiness Assessment tested applicants*
5. *Labor Market Information workshops*

Business Solutions

SC WORKS

GREATER UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER



4. Provide the process for providing business services, including how service delivery that supports visit and service planning is documented between core and extended partners.

The Greater Upstate region follows an account executive approach as much as possible to limit the point of contact for the business partner. To ensure that all BST members are knowledgeable about business services available in the Upstate and Greenville regions, each member receives information on available services via participating partnering agencies. During PY23, information will continue to be provided via face to face, email, virtual meetings, and regional meetings. Topics covered include customer service, employer relations, job posting, recruitment events, job fairs, OJT, WEX, TJ, IWT, registered apprenticeships, regional education letters, ReadySC, SCMEP services, assessments, Work Opportunity Tax Credit (WOTC), federal bonding, workforce board plan and goals, and economic development. Topics are determined based on demand/requests from participating partners.

BST members operate under the direction of the SC Works Regional Business Solutions Manager. Businesses are the number one priority for the UWB. The SC Works Upstate RBSM coordinates all business services for the SC Works Upstate and Greenville region.

The BST promotes workforce services to the business community and includes public speaking events. Partner business services are included in outreach and informational materials.

We hold workshops on the programs and services that employers can take advantage of through WIOA. We are not hosting HR Café anymore because there was declining interest based in large part because the law firm either had technical difficulties hosting the virtual events or the speaker/host did not show up. We last did these in 2022.

Each participating entity is given the opportunity to add material and agenda items to each meeting, both weekly and quarterly. Multiple partners created a one-page overview of business services. Additionally, speakers present at meetings and we often have OJT presentations, work experience/internship presentations. At each local meeting and the regional meetings, there are opportunities to discuss combining efforts to develop recruitment strategies for local businesses and/or industries which include co-enrollment and stackable credentials and there is a focus to combine efforts when planning job fairs.

All federally-mandated partners are expected to represent themselves as workforce representatives, presenting the full range of relevant/appropriate services to the businesses. The entire business services team has been encouraged to represent the full workforce system and its services when meeting with business and industry. However, there is nothing in place with each partner entity to hold representatives accountable for this metric. It would be helpful if an accountability measure were developed at the state level for each partner staff. (federally-mandated partners at a minimum)

All business services provided by the local area Equus staff and SCDEW staff are entered into SCWOS. It would be very helpful if Adult Education and SCVR was also required to enter business services activities into SCWOS for tracking purposes and to eliminate duplication as much as possible and to enhance the overall experience for the business partner.

Target Sectors and Outreach

1. List specific industries which are targeted within your LWDA for both jobseekers and employers, including in-demand occupations and industries, and the strategies implemented to target them.

The top 5 industries we serve through SC Works Greater Upstate:

Manufacturing – production assistants, quality control, fabricators, body painters, stamping machine operators, CDL drivers, Manufacturing IT tech, slitters, chemical operators, material handlers, industrial maintenance tech, maintenance supervisor, welders, manufacturing associates

Logistics/Distribution – forklift (standing, sitting) drivers, maintenance techs, CDL drivers, schedule planner, operation specialists, picker, packer, warehouse associates

Healthcare – CNA, RN, Janitorial, patient access representatives, patient transport, drivers, medical coding, home health aides, hospice, grant writers and funding development, prison nurses

IT – Manufacturing IT techs, data specialist, AI specialist, cybersecurity, help desk, entry-level software engineers, software engineers, stack developers

Construction – Pallet builders, project managers, grinders, masons, construction laborers, wastewater treatment techs, heavy equipment operators, solid waste handlers, engineers, surveyors, electrical, maintenance tech, maintenance supervisor, concrete finishers

How we target local employers within the Top 5 industries:

We have ongoing relationships and are forming new relationships with local employers in the top 5 industries. We engage them by going out and meeting with them to determine where their pain points are in hiring, training, and retention, and we share the WIOA program information with them regarding our on-the-job training (OJT) and our incumbent worker training (IWT), we also offer workshops where employers can learn more about these programs. Additionally, we discuss the other services that employers/job seekers can take advantage of through SC Works such as Adult Education, Veterans Services, Work Opportunity Tax Credits (WOTC), Federal Bonding, SNAP, TANF, and supportive services. We let employers know that we can plan hiring events for them, include them in on the list of employers we invite to multi-employer events, help them post jobs, screen candidates, and a multitude of other related services. Our outreach strategy includes, but is not limited to: social media, local news media, radio, partner events, resource room recruitment, in house events, and speaking engagements. If employers have additional special needs that require other, more tailored, business solutions, we have the ability to reach out to other resources and convene introductions and meetings.

2. Describe your LWDA's outreach strategy.

We use a variety of outreach strategies to include:

resource room recruitment

partner events and engagements

social media – Facebook, Instagram, TikTok, LinkedIn

in house events – resource and employer

speaking engagements

3. Describe the LWDA's process for assessing and reviewing employer needs, including resources used to conduct the assessments and reviews.

See attached –Employer visit guide

Customer Feedback

1. What methodologies are used in your LWDA to gauge employer and jobseeker satisfaction?

There is an established policy/procedure for measuring our customer/job seekers satisfaction with the service provided in the centers, from Resource Room to Workshops. Monthly Customer and Workshop Survey Reports (SOP 1701) detail the procedures required to effectively gather, monitor and if needed, assign correction actions for resolution.

All employers attending job fairs or recruitment events are offered a satisfaction survey to complete onsite. Additionally, a separate follow up survey is conducted by the LWDB via email monthly.

2. How does the LWDA turn responses into actionable improvements of the system?

We have an employee that works to follow up on survey responses. If there is a survey where the submission is dissatisfied or something was not followed up on or completed, those items are followed up on by the correct staff member to “make good” on a complaint. These survey responses are provided monthly, and all complaints are taken seriously and if the response is an actionable issue, then we work to build that into our customer service plan to make sure it does not become a regular issue for the people that utilize the centers’ services and so staff may address these situations correctly as they occur.

Also, where the Business Services Team is concerned, when we hold events, we provide employers with an exit survey to fill out and return before the event is over, and it addresses such questions as: 1. Did you enjoy the job fair/hiring event? 2. Did you meet good candidates? 3. Was the event: Too short, too long, or just right? 4. Do you have suggestions for how we can make future events better. We also have a similar survey for job seekers to get their feedback on what kind of events they would like to see in the future. With all the responses, we meet as a team and discuss the surveys and make plans to elevate and implement actionable items into the events to engage jobseekers and employers better.

Additional Requirements

1. Limit plan to no more than 30 pages including attachments.

Beyond the above listed topics, LWDAs are encouraged to include any additional information that is pertinent to the LWDA's center operations and business engagement activities.

Our full regional integrated business solutions team meets quarterly. The roster of invitee for those meetings:

Kimberly Burke - SCDEW	Kimberly Proctor - readySC
LaTokia Trigg - readySC	Dolton Williams – Union County Economic Development
Anne Brock Trail - SCDEW	Valencia Alexander – SC Works Youth Program
Deric Shuman - SCDEW	Antrey Frazier – SC Works Youth Program
Victoria Novak – Greenville Literacy Association	Kelly Walker – Upstate Fatherhood Coalition
Liz Meeker – Greenville Literacy Association	Kathy Dickson – Apprenticeship Carolina
Ben Abrams - Equus	Stephanie Sherman – Apprenticeship Carolina
Kayla Kirby - Equus	Paola Rogers – Blue Gate
Mary Beth Walters - Equus	Cathy Gowan – Converse
Bill Brasington – Adult Learning Center	Tori Good - Converse
Sophie Fuller – Adult Education	Jennifer Sainovski - Wofford
Erin Black – Adult Education	Marilyn Nguyen – City of Spartanburg
Shanelle Holmes - SCDEW	Cheryl Garrison – Greenville Chamber
Dana Hudgins - UWB	Benedicte Axboe – Greenville Chamber
Ann Angermeier - UWB	Grant Clayton – World Relief
Dean Jones - GCWDB	Kidada Dawkins - United Way
Eva Anagnostis - GCWDB	Shawn Parker – HOPE Ministries
Jennifer Wheeler - DSS	Taylor Dement – OneSpartanburg
Jerry Howard – Greenville Tech	Dwayne Hatchett – One Spartanburg
Kim Barnett – Spartanburg District 5	Debbra Alvarado – Hispanic Alliance
Nalee Moua – Charles Lea Center	Melissa Poggio – Spartanburg District 2

Art Crider - SCMEP	Latoya Council - Equus
Chris Rauch - SCMEP	Latoya Richardson - SCVRD
Ryan Collins - SCDEW	Nora Curiel-Munoz – Spartanburg District 2
Nikki Burgess - SCC	Charleen Allen – SC Commission of the Blind
Holly Nix - SCC	Daisy Chavez - Goodwill
Rhonda Johns - SCC	David Wheeler - AbleSC
Jennifer Moorefield – Greenville Tech	Kimberly Arnold – Urban League of the Upstate
Glenn Templeton – Greenville Tech	Kevin Boniface – SC Commission of the Blind
Christy Bailey - SCDEW	Kerri McAlister – RD Anderson
Yarnell Rivera - SCDEW	Kathy Stanton - SCDEW
Jessica Farley - SCDEW	Kanika Sweeney – Phoenix Center
Ernest Meyers - SCDEW	Lisa Seay – Swofford Career Center
Davey Smith - SCDEW	Kia Keyton – United Way/Ontrack Greenville
Stacey McKinney - SCDEW	Rico Booker – Upstate Fatherhood Coalition
Sara Neil Spencer - SCDEW	Tymeisha Purvis - DSS
Ken Moon – Cherokee County Economic Development	Tracy Bledsoe - Goodwill
Joanna Gunter - readySC	Jennifer Robinson - Achieve
Susan Griffith - Achieve	Melanie Hughes - Achieve
Lynn Tuten – Greenville County Schools	Melanie Gearheart - Goodwill
Whitney Hannah – Greenville County Schools	Robyn Grable – Veterans Ascend
Shannon Sports – Upstate Warrior Solutions	Kelly Sanderson – Bonds Center
Brad Dill – Bonds Center	Tyler Hill – Swofford Career Center
Angela Spears – DSS	Tina Dent - DSS

3. Provide an organizational chart or roster of your Integrated Business Services Team (IBST).

Our core regional business solutions team to include Adult Education, SCDEW, SCVR, and WIOA Title I meet monthly. The roster for those meetings includes:

Anne Brock-Trail – SCDEW	Benjamin Abrams – Equus
Kathy Stanton – SCDEW	Mary Beth Walters (BS Lead) – Equus
Deric Shuman – SCDEW	Kayla Kirby – Equus
Davey Smith – SCDEW	Erin Black – Adult Ed
Melanie Hughes – Achieve	Sophie Fuller – Adult Ed
Jessica Farley – SCDEW	Latoya Richardson – SCVR

Recruitment Specialist Cheat Sheet

- 1) Identify Need
- 2) Match need to service
- 3) Refer to Consultant

Services Available:

On-the-Job Training (OJT) –provides occupational training to new hire and offers wage reimbursement to employer during training period (wage rate requirement at completion of OJT, lower wage accepted in Union County)

Identifiers: Employer is willing to train as long as candidate has solid work ethic and can show up on time for work, Employer operates on a “train our own” mentality

Incumbent Worker Training (IWT) – offers funds to cover the cost of training existing employees ONLY (reimbursement of training costs) **NOT AVAILABLE THIS YEAR** (unless employer comments that training would be layoff aversion)

Identifiers: Employer stresses interest in upgrading employee skills; employer mentions future layoffs that could potentially be averted with employee training

WIN assessments – Assessments are used to assist in prescreening, hiring, training and retaining employees.

Identifiers: high turnover, unqualified pool of candidates, need to reduce costs of recruitment and training, need prescreening and/or training tool

SCMEP - SCMEP uses a strategic, hands-on, partnering approach to help South Carolina companies improve their competitiveness, performance and profitability, provides free assessments for any SC manufacturer and provides resources for implementation

Identifiers: need to strengthen leadership, develop competencies, drive growth, and eliminate waste

Business Services Standards – Standard 2

2. The Business Services Team is facilitated as a unified activity.

- a. The LWDB selects a Business Services Team Lead from among the business services staff of all participating workforce programs, based on experience, qualifications, and ability to perform the role. The LWDB reviews appoints/reappoints the Business Services Team Lead annually.

The local workforce area has a designated Business Services Lead, the Operator (Equus Workforce Solutions) Regional Business Solutions Manager, Mary Beth Walters. This selection was based upon years of experience, promising practices, leadership in Business Solutions, knowledge of the region's employers and Economic Development status. The workforce boards approved this selection.

- b. Business Services Team members present the full range of relevant/appropriate services to businesses.

The entire business services team has been encouraged to represent the full workforce system and its services when meeting with business and industry. However, there is nothing in place with each partner entity to hold representatives accountable for this metric. It would be helpful if an accountability measure were developed at the state level for each partner staff. (federally-mandated partners at a minimum)

- c. The Business Services Team meets at least quarterly, in-person or virtually.

The local BST meet weekly within their programs and the regional team meets quarterly.

- d. There is consistent, real time communication between the members of the Business Services Team.

Yes, email communication and virtual meetings are frequent. Local news is shared to this group on upcoming events, local grant opportunities, referrals, program initiatives, business engagement opportunities, and more. The BST meetings have provided a great forum for relationship building amongst the team. Communication is key and it is happening!

Agenda for Quarterly Integrated Business Solutions Meeting

Date: November 7, 2024

Time: 10:00 AM - 11:30 AM

Location: Milliken Boardroom, OneSpartanburg Inc.

10:00 AM - 10:05 AM

Welcome and Opening Remarks

- Introductions
- Overview of Meeting Objectives

10:05 AM - 10:35 AM

Guest Speakers & Q&A

- **Kathy Dickson and Stephanie Sherman**
Topic: Apprenticeship Programs and Opportunities

10:40 AM – 11:10 AM

- **JoKeitha Seabrook**
Topic: Innovative Approaches in Education with College Unbound

11:15 AM - 11:25 AM

Roundtable Discussion

- Sharing of Upcoming Events
- Collaborative Opportunities

11:25 AM - 11:30 AM

Closing Remarks

- Next Meeting Information:
Date: February 6, 2025
Location: Community Room, Building 102, Student Success Center, Greenville Technical College, 506 South Pleasantburg Drive

Adjournment

- Thank you for attending!
-

Quarterly Integrated Business Solutions Meeting

2/6/24

Greenville Tech

AGENDA

- Welcome and Introductions – Mary Beth Walters
- Speaker # 1 – Kerry Schiller – Tallo
- Speaker #2 – Daron Fowler – Concordance
- Round Robin – Please be ready to share any events, issues the group can help you with, good news, collaborations, etc.
- Close Meeting – Mary Beth Walters

If SC Works Greater Upstate can help you through a collaboration or event, please contact me.

Mary Beth Walters

Regional Business Solutions Manager

mbwalters@scworksgreaterupstate.com or 864-810-0315

SC WORKS



GREATER UPSTATE

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

americanjobcenter

*Funded by the Greenville County Workforce
Development Board & Upstate Workforce Board
For details use the QR Code*

Agenda for Regional BST Meeting 10/25/24

- Welcome – Mary Beth
- Introduction of JoKeitha Seabrook, College Unbound
- Round Table – Wins, Challenges, Upcoming Events, Assistance Needed
- Close – Mary Beth

From: Mary Beth Walters <mbwalters@scworksgreaterupstate.com>

Sent: Tuesday, April 1, 2025 3:59 PM

To: Kenneth L. Taylor <ktaylor@scworksgreaterupstate.com>; Tammy Underwood <tammy.underwood@equusworks.com>; Rochelle Brown <rochellebrown@equusworks.com>

Cc: Trail, Anne Brock <ATrail@dew.sc.gov>; Shuman, Deric <DShuman@dew.sc.gov>; Bailey, Christy <Cbailey@dew.sc.gov>; Rivera, Yarnell <YRivera@dew.sc.gov>; Smith, David Preston <DPSmith@dew.sc.gov>; Meyers, Ernest <EMeyers@dew.sc.gov>; Farley, Jessica <JFarley@dew.sc.gov>; Brown, Austin <LBrown@dew.sc.gov>

Subject: Weekly Update

CAUTION: This email was sent from outside the agency, clicking on links could open malicious websites.

Good Afternoon,

I wanted to reach out and let you know what the Business Services Team is working on this week.

- College and Career Fair was a success, we had over 125 people show up to meet with our 30 employers
- We are working on the Hospitality and Retail Job Fair that will be in May
- Continuing to write OJT Contracts in Greenville and Upstate

We have been sharing all of the events that are being sent to us. If you'd like to share or comment, you can find us at SC Works Greater Upstate on Facebook and LinkedIn.

Also, I am working on the process to submit templates and flyers for review and approval. I hope to have that out by end of the week.

Thanks,

Mary Beth

Mary Beth Gossett Walters

Regional Business Solutions Manager

SC Works Greater Upstate

110 Commerce Street

Spartanburg, SC 29306

mbwalters@scworksgreaterupstate.com

864.810.0315 (cell)

Business Services Standards – Standard 3

3. Businesses are consulted on their workforce needs.

- a. There is evidence that businesses have been consulted through focus groups, written or on-line surveys, and/or targeted interviews.

The local workforce area has representatives engaged in the following and relevant information is brought back to the team:

***One Spartanburg, PACT, Greenville Chamber, Greenville Tech Medical Assistant Advisory Board, SC-TAC, Industrial Networking Group, workforce, and education initiatives
The Upstate Manufacturing Network***

Additionally, SC Works requests employer surveys with those who post openings and receive services through SC Works business services.

Among our partners, representatives participate in multiple face-to-face interviews with businesses, focus groups and special projects. That information is also shared with the group.

Based on research and information gathered by the boards and presented in the four-year plans, the ULWAP (both Greenville and Upstate Boards) established the following allocation of training resources for the local WIOA contractors:

***Advanced Manufacturing
Construction and Trades
Logistics and Distribution
Healthcare
Information Technology***

****STANDARDS - RULES OF ENGAGEMENT****
By inputting, sharing, and referencing this document, you agree to not contact any industry leaders without the express permission or introduction from the relationship owner. You will not use this as a mass email mechanism and agree that if you misuse this document you will lose access.

UPSTATE MANUFACTURING NETWORK										
INDUSTRY LEADERS										
Name	Company	Product	Position	Who has this	Area	Last time contacted	Email Address	Partnership		
	Century Printing & Packaging	Labels & Packaging	Owner/COO	UMN Convener	Greenville				Former Steering Team	
	ZF Transmissions	Auto Parts	Human Resources	UMN Convener	Upper Savannah				Steering Team	
	Aerofloam USA	Thermal Insulation	President	UMN Convener	Upper Savannah				New	
	Regis Carbon Fibers	Carbon Fibers	Human Resources	UMN Convener	Upper Savannah				New	
	NutraMax Labs	Pet & Human Supplements	Automation & Controls Engineer	UMN Convener	Worklink	Email: 01/2024			Steering Team	
	Industrial Motor Service	Motor Parts & Service	Operations	UMN Convener	Worklink				Returning	
	Reliable Sprinkler	Sprinkler Systems	Human Resources	UMN Convener	Worklink				Returning	
	Regis Carbon Fibers	Carbon Fibers	Maintenance	UMN Convener	Upper Savannah				New	
	BMW	Automobiles	Human Resources	UMN Convener	Update				Returning	
	Toray	Materials	Human Resources	UMN Convener	Update				Returning	
	Toray	Materials	Operations	UMN Convener	Update				Returning	
	Metromont	Concrete	Human Resources	UMN Convener	Greenville				New	
	United Tool & Mold	Tool and Parts	Sales	UMN Convener	Worklink				New	
	Lunza	Pharma/BioTech	Human Resources	UMN Convener	Upper Savannah				New	
	Fitesa	Fabric	Human resources	UMN Convener	Greenville				New	
	Highland Bakery	Food	Human Resources	UMN Convener	Update				New	
	Stoll Industries	Steel Fabricator	Human Resources	UMN Convener	Upper Savannah				Steering Team	
	Krunk Dr. Pepper	Beverage	Operations	UMN Convener	Update				New	
	Wolff Industries	Scissors	Owner/Operator	UMN Convener	Update				New	
	SEW Eurodrive	Auto parts	Operations	UMN Convener	Upper Savannah				New	
	BlitzWise Structures	Modular Homes	Human Resources	UMN Convener	Upper Savannah				New	
	BMW	Automobiles	Training	UMN Convener	Update				New	
	WABTEC	Equipment		UMN Convener					Steering Team	
	Fitesa	Industrial Fabric		UMN Convener						
	Fitesa	Industrial Fabric		UMN Convener						
	Cannon Printing & Packaging	Labels & Packaging	Human Resources	UMN Convener	Worklink					
	Copper Standard	Automotive	HR Director	Mary Beth & Kayla	Update					
	Michellio - US 3	Tires	Site Training Manager	Mary Beth & Kayla	Update					
	Michellio - US 3	Tires	Human Resources	Mary Beth & Kayla	Update					
	Milliken	Flooring, Textiles, Chemicals and Healthcare	Human Resources	Mary Beth	Update					
	Milliken	Flooring, Textiles, Chemicals and Healthcare	Human Resources	Mary Beth	Update					
	Waltec	Steel Products	HR Director	Mary Beth	Update					
	Standard Motor Products	Equipment	Operations	Mary Beth/Kayla/Ben	Greenville					
	Custom Forest Products	Automotive	HR Generalist	Mary Beth	Greenville					
	Custom Forest Products	Wood	Operational Excellence Mgr	Mary Beth	Update					
	Polydeck Inc.	Modular synthetic screens	HR Manager	Mary Beth	Update					
	Polydeck Inc.	Modular synthetic screens	Marketing	Mary Beth	Update					
	Ohkosh Defense	Electrical/Gas Mail Trucks	Human Resources	Mary Beth	Update					
	Champion Foods	Food	Human Resources	Mary Beth/Kayla/Ben	Update					
	Standard Textile	Textiles	Human Resources	Mary Beth	Update					
	MycoWorks	Vegan Textiles	Human Resources	Mary Beth	Update					
	Krunk Dr. Pepper	Food/Beverages	Human Resources	Mary Beth	Update					
	Nerdz	Food	Human Resources	Mary Beth/Kayla/Ben	Update					
	Dynatech Machine Services	High quality parts	Plant Manager	Mary Beth	Update					
	Oranimator	Automotive	Human Resources Director	Mary Beth	Update					
	Artemis	Automotive	HR	Mary Beth	Update					
	BASF	Chemicals	HR People Partner	Mary Beth	Update/Greenville					
	Kemper	Ships	Owner	Mary Beth	Update					
	Genoa	Automation	Human Resources	Mary Beth	Update					
	Berry Global	Packaging	Workforce Development Mgr	Mary Beth/Ben	Greenville					
	Berry Global	Packaging	HR Manager	Mary Beth/Ben	Greenville					
	Takachi	Equipment	HR Manager	Mary Beth	Update					
	Constar	Condensation Control Products	Human Resources	Mary Beth	Update					
	Custom Performance Engineering	Performance Auto Parts	Human Resources	Mary Beth	Update					
	Auliga Polymers	Polymers	Human Resources	Mary Beth	Update					
	Southeastern Paperboard	Paperboard	Human Resources Manager	Mary Beth	Greenville					
	Magna	Automotive	Human Resources	Mary Beth	Update					
	Syntomer	High-performance polymers	Human Resources	Mary Beth	Update					
	Lear	Automotive	HR	Mary Beth	Update					
	Fabry	Automotive	HR	Mary Beth	Update					
	Copper Standard	Automotive	HR	Mary Beth & Kayla	Update					
	Lockheed Martin	Defense/Aeronautics	Sr. HR Manager	Ben/Mary Beth	Greenville					
	F3 Engineering	Defense/Aeronautics	Manager	Mary Beth	Update					
	Getalip	Automotive	HR	Mary Beth	Update					
	Truist	Trust	Quality Improvement	Mary Beth	Greenville					
	Altrixia	Plastics	HR Manager	Ben	Greenville					
	Infalton	Air Purification	HR Manager	Jessica	Worklink					
	Clear Raven	Textiles	HR Manager	Jessica	Worklink					
	Concentrix	Technology Solutions	Human Resources	Jessica	Greenville					
	Takachi	Heavy Machinery	Human Resources	Jessica	Greenville					
	Health + Lomb	Glass	Human Resources	Jessica	Greenville					
	Milliken	Plastics	Human Resources	Jessica	Greenville					
	PaEa	Shipping & Receiving	Human Resources	Jessica	Greenville/Update					
	Worfin	Equipment Parts	Human Resource	Jessica	Worklink					
	Warehouse Services	Tree/Shipping & Receiving	Human Resources	Jessica	Greenville					
	Warehouse Services	Tree/Shipping & Receiving	Human Resources	Jessica	Greenville					
	Fibrex Nonwovens	Fiber	Human Resources	Jessica	Greenville					
	BASF Automotive	Automotive	Human Resources	Jessica	Greenville					
	BASF	Chemical	Human Resources	Jessica	Update					
	First Quality Tissue	Tissue	Human Resources	Jessica	Update					
	Milo Tea	Beverage	Human Resources	Jessica	Update					
	Moonhead Holdings	Site Cleaning	Human Resources	Jessica	Update					
	Reckitt Air	Packaging	Human Resources	Jessica	Greenville					
	Reckitt Air	Packaging	Chief People Officer	Jessica	Greenville					
	Reckitt Air	Packaging	Human Resources	Jessica	Greenville					
	Yanfeng	Automotive Interiors	Human Resources	Jessica	Greenville					
	Yanfeng	Automotive Interiors	Human Resources	Jessica	Greenville					
	A. Berger	Refits/Bullets	Human Resources	Jessica	Update					
	International Paper	Paper	Human Resources	Jessica	Greenville					
	Beck & Poffar	Battery	Human Resources	Jessica	Greenville					
	Spartanburg Steel Products	Steel	Human Resources	Jessica	Update					
	Spartanburg Steel Products	Steel	Human Resources	Jessica	Update					

STANDARDS - RULES OF ENGAGEMENT By inputting, sharing, and referencing this document, you agree to not contact any industry leaders without the express permission or introduction from the relationship owner. You will not use this as a mass email mechanism and agree that if you misuse this document you will lose access.

UPSTATE MANUFACTURING NETWORK									
INDUSTRY LEADERS									
Name	Company	Product	Position	Who has this	Area	Last time contacted	Email Address	Partnership	
	Gestamp	Metal Automotive Components	Human Resources	Jessica	Greenville				
	Gestamp	Metal Automotive Components	Human Resources	Jessica	Greenville				
	BMW	Automotive	Human Resources	Jessica	Greenville				
	BMW	Automotive	Human Resources	Jessica	Greenville				
	BMW	Automotive	Human Resources	Jessica	Greenville				
	Motor City Racks	Custom Fabrication	Human Resources	Jessica/Tiffany	Upper Savannah				
	TEC Industrial	Plant Maintenance	Human Resources	Jessica	Greenville				
	TEC Industrial	Plant Maintenance	Human Resources	Jessica	Greenville				
	Teknor Apex	Plastics	Human Resources	Jessica	Greenville				
	International Vitamin Corp (IVC)	Vitamins	Human Resources	Jessica	Greenville				
	ES Integrated	Environmental Cleanup	Human Resources	Jessica	Greenville				
	ES Integrated	Environmental Cleanup	Human Resources	Jessica	Greenville				
	August	Aluminum Dye Cast	Human Resources	Jessica/Tiffany	Upper Savannah				
	ACIS Manufacturing	Generators, Fuel Tanks, Data Storage	Human Resources	Jessica/Tiffany	Upper Savannah				
	Camlin-Mentor	Automotive Components	Human Resources	Jessica	Greenville/Upstate				
	CompX	Locking Systems	Human Resources	Jessica	Greenville				
	Ingram Micro	Technology	Human Resources	Jessica	Upstate				
	Ingram Micro	Technology	Human Resources	Jessica	Upstate				
	Ingram Micro	Technology	Human Resources	Jessica	Upstate				
	Lockheed Martin	Military Planes	Human Resources	Jessica	Greenville				
	Lockheed Martin	Military Planes	Human Resources	Jessica	Greenville				
	Refrasco	Beverages	Human Resources	Jessica	Greenville				
	Refrasco	Beverages	Human Resources	Jessica	Greenville				
	Refrasco	Beverages	Human Resources	Jessica	Greenville				
	Refrasco	Beverages	Human Resources	Jessica	Greenville				
	ThermoKing	Temperature Control Systems	Human Resources	Jessica	Greenville				
	Warehouse Services	Warehouse Distribution	Human Resources		WorkLink				
	Jacks West Union	Bearing Manufacturing	Sr. HR Generalist		WorkLink				
	Timken	Manufacturing	Plant Manager		WorkLink				
	Timken	Manufacturing	Sr. HR Analyst		WorkLink				
	JM Midland South	Tire Manufacturing	Chief Operations Officer		WorkLink				
	Kearwood	Manufacturing	Human Resources		WorkLink				
	Milliken	Manufacturing	Human Resources		WorkLink				
	Clydes	Manufacturing	Human Resources		WorkLink				
	JPS Composite Materials	Manufacturing	Human Resources		WorkLink				
	Techniplas	Manufacturing	Human Resources		WorkLink				
	Champion Aerospace	Manufacturing	Human Resources		WorkLink				
	Kroger-Anderson Bakery	Food Production/Distribution	Human Resources		WorkLink				
	Life-Tek	Manufacturing	Human Resources		WorkLink				
	Morgon	Tooling/Manufacturing	Human Resources		WorkLink				
	Morgon	Tooling/Manufacturing	Human Resources		WorkLink				
	RBC AeroStructures	Manufacturing	Human Resources		WorkLink				
	Borg Warner	Manufacturing	Human Resources		WorkLink				
	Otto	Chemical Production/Manufacturing	Human Resources		WorkLink				
	Sandvik	Manufacturing	Production Supervisor		WorkLink				
	Sandvik	Manufacturing	Human Resources		WorkLink				
	Ventiv	Manufacturing	Human Resources		WorkLink				
	Vendox	Manufacturing	Human Resources		WorkLink				
	PCA	Manufacturing	Production Manager		WorkLink				
	Central Textiles	Textiles Manufacturing	Human Resources		WorkLink				
	Cypress/Safed Air	Manufacturing	Training Coordinator		WorkLink				
	BASF-Seneca	Chemical Production/Manufacturing	Human Resources		WorkLink				
	Greenfield	Manufacturing	Human Resources		WorkLink				
	Bloch	Manufacturing	Human Resources		WorkLink				
	Allegiant	Manufacturing	Human Resources		WorkLink				
	Sargent Metals	Tooling/Manufacturing	Human Resources		WorkLink				
	Sargent Metals	Manufacturing	Human Resources		WorkLink				
	Electrolux	Manufacturing	Human Resources		WorkLink				
	Electrolux	Manufacturing	Human Resources		WorkLink				
	Clarion	Manufacturing	Human Resources		WorkLink				
	Heavy Metal Products	Manufacturing	Human Resources		WorkLink				
	US Engine Valve	Manufacturing	Production Manager		WorkLink				
	Iron	Manufacturing	Human Resources		WorkLink				
	Cornell Dublier	Manufacturing	Human Resources		WorkLink				
	Chomatat North America	Manufacturing	Human Resources		WorkLink				
	Plastic Onium	Manufacturing	Human Resources		WorkLink				
	logi								
	Borg Warner	Manufacturing	Engineering Manager	UMN Convener					
	Abbott	Manufacturing	Site Director	UMN Convener					
	Latco	Manufacturing	Sr. HR Generalist	UMN Convener					
	Shelco Engineer	Manufacturing		UMN Convener					
	Skiken	Manufacturing	HR Manager	UMN Convener					
		Manufacturing	2025 Chair of the SME Upstate	UMN Convener					
	Nisca Chemical	Manufacturing	Plant Operations Manager	UMN Convener					
				UMN Convener					
	Milko Tea Company			UMN Convener					
	TechM Solutions			UMN Convener					
	Wauson Machine			UMN Convener					
	Staudt								
	Industrial Motor Service								



**UPSTATE
MANUFACTURING
NETWORK**

QUARTERLY MEETING

MARCH 2025

Connect. Reflect. Act.

WELCOME

PLEASE INTRODUCE YOURSELF

- Name
- Title
- Organization
- What does your organization do/make?
- How did you hear about UMN?
- How have you engaged with UMN in the past 6 months?

Please keep your introduction to less than 2 minutes.



PURPOSE



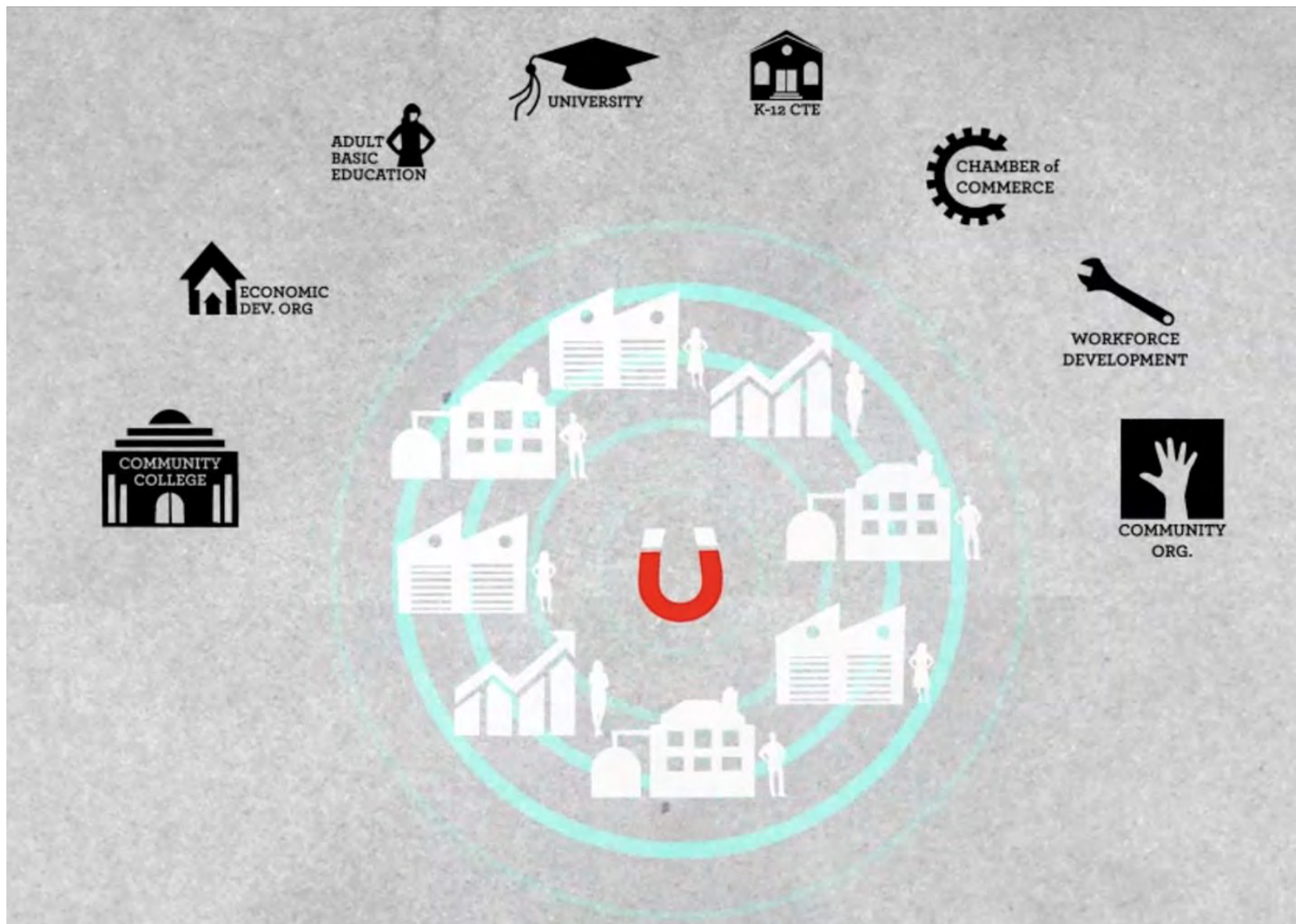
The Upstate Manufacturing Network (UMN) is a self-convened network of manufacturing industry leaders in Upstate South Carolina who aim to shape the future of manufacturing in the Upstate. With the support of our public partners, including workforce development, education, economic development, and our K-12 system, we aim to drive positive change and advance manufacturing towards a brighter future for our economy and community. We work collectively to harness the opportunities of the Upstate region and solve issues that not one of us alone could tackle.

PURPOSE

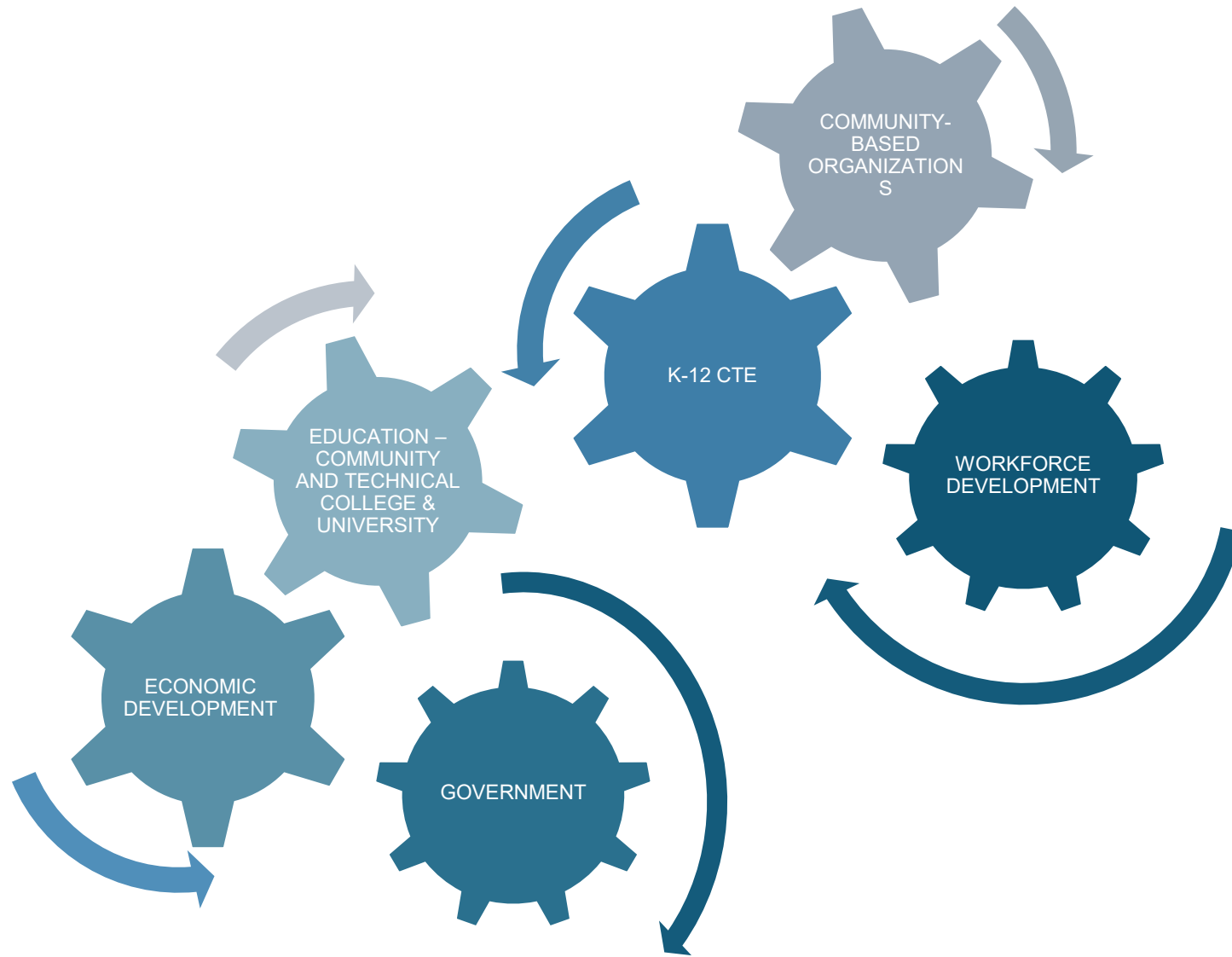


CONNECT.
REFLECT.
ACT.

CONNECT | PUBLIC PARTNERS



CONNECT | PUBLIC PARTNERS



HOW IS THIS DIFFERENT?



Next Generation Sector Partnerships are **partnerships of businesses, from the same industry and in a shared labor market region, who work with education, workforce development, economic development and community organizations** to address the workforce and other competitiveness needs of the targeted industry.

HOW IS THIS DIFFERENT?



Industry-Driven. Business leaders come together to define a shared agenda based on the priorities that most impact the vitality and competitiveness of their industry—not the agenda of public programs. In a Next Gen Partnership, business leaders also drive the action. They personally champion priorities, volunteering on task teams to push for outcomes and results.



Community-Supported. Next Gen Sector Partnerships rely on a coordinated team of support partners including workforce development, economic development and education who work together to respond to industry needs. The partnership acts as a "shared table" for business leaders to collaborate with a range of public partners and for public partners to work together to align programs to industry needs.

CONNECT | 2025 OPPORTUNITIES

NEW PROCESS | NEW TECH | AI

- Industry 4.0
- Condition-based monitoring
- IoT
- Circular economy (repair)
- Digitalization & automations to repurpose workforce
- Incorporate AI for learning and process improvement
- AI will change the way we program our equipment (robotics, PLC's, IT systems)
 - Need to change the way we train our workforce
- New tech means new demands
- New tech integration into processes

COMMUNITY | INFRASTRUCTURE

- Manufacturing industries are growing
- Population growth
 - Positive migration to the SE US
- Policy changes leading to expanded offerings
 - Improving infrastructure in the region to make doing work/getting to work easy and safe
- Balance: lifestyle/community
- Population Diversity & relocation opps
- Foreign direct investment

TRAINING

- Development of work ethic for the upcoming generation
- Common or unified apprenticeship programs starting in Career Centers
- Provide employment opportunities to students
- Change the way we train our workforce

B2B

- Network/sharing of opportunities/availability
- Identify methods to help decision manager gain more time
- Set plan in motion to get students engaged in manufacturing
- Increase/improve our services

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

- Talent
- Creative compensation
- Efficient use of professional labor
- Open house tours for students and parents
- Career Pathway Development

RESOURCE MAPPING ACTION TEAM

- Resources: time, money, personnel, motivation, support systems
- Resources & stakeholders
- Bandwidth & teamwork
- Plan to help time management
- Have a primary outlet to let manufacturing leaders know where they can get help o AI, robotics, \$\$, automation transition
- Use AI to capture tribal knowledge and best practices in a virtual, living document/repository

BUSINESS-TO-BUSINESS NETWORKING ACTION TEAM

- Identify methods to help decision manager gain more time
- Get students engaged in manufacturing
- Increase/improve our staff capacity via training as well as our products & services

TRAINING

- Forward thinking/collaborative training
- AI programming added to school programs we pull from
- Career Pathway Development

MOVING INTO 2025

Realistic, attainable, 30-, 60-, 90- day deliverables with, or directly from, Support Partners.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

- Talent
- Creative compensation
- Efficient use of professional labor
- Open house tours for students and parents
- **Career Pathway Development**

RESOURCE MAPPING ACTION TEAM

- Resources: time, money, personnel, motivation, **support systems**
- **Resources & stakeholders**
- Bandwidth & teamwork
- Plan to help time management
- **Have a primary outlet to let manufacturing leaders know where they can get help**
 - AI, robotics, \$\$, automation transition
- Use AI to capture tribal knowledge and best practices in a virtual, living document/repository

BUSINESS-TO-BUSINESS NETWORKING ACTION TEAM

- Identify methods to help decision manager gain more time
- **Get students engaged in manufacturing**
- **Increase/improve our staff capacity via training** as well as our products & services

MOVING INTO 2025

Realistic, attainable, 30-, 60-, 90- day deliverables with, or directly from, Support Partners.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

Strengthening Connections with Education Systems

Key Priorities Identified

- Strengthen connections with middle and high school systems.
- Focus on cohesive and meaningful engagement strategies.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

2024 Action Team Focus

- Attempted to conduct surveys of teachers, students, parents, and stakeholders.
- Desire to gain insights into perceptions of:
 - Manufacturing careers
 - The manufacturing industry as a whole
- **OUTCOME:** Identified key support partners as critical connectors to educational systems.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

Commitment Reaffirmed

- December meeting reinforced focus on:
 - Continuing engagement efforts.
 - Organizing a collective UMN effort for Manufacturing Month/Week events in October.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

Current gaps identified

- Lack of a unified engagement strategy as a partnership
- Varied levels of connection to:
 - Career and Technical Education (CATE) Centers.
 - Regional Workforce Advisors (RWAs).
- Recognition of existing impactful efforts by these programs.

Examples of current aligned initiatives

- Industry tours
- Career awareness and exploration events
- Teacher mentorships and hands-on training
- Classroom presentations.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

Spotlight Session

- Hosted by the Upstate Sector Strategies Team
- Highlighted the work of RWAs and CATE Centers
- Focused on:
 - How to engage with these programs effectively
 - Leveraging their strengths for Manufacturing Month/Week 2025



CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

SPOTLIGHT SESSION:

Regional Workforce Advisors & Continuing and Technical Education (CATE) Centers

<https://upstatemanufacturingnetwork.org/middle-and-high-school-engagement>

MANUFACTURING WEEK/MONTH PREPARATION
is happening now!

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

Future Opportunities

- Develop career pathway visuals and resources
- Explore creative compensation models
- Share work ethic and industry cultural norms with students and youth

CONNECT | ACTION AREAS

TALENT PIPELINE ACTION TEAM



WHAT IS NEXT?

MOVING INTO 2025

Realistic, attainable, 30-, 60-, 90- day deliverables with, or directly from, Support Partners.

CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

RESOURCE MAPPING

- Time, money, personnel, motivation, support systems, AI, robotics, \$\$, automation transition: bandwidth & teamwork
- Have a primary outlet to let manufacturing leaders know where they can get help
- Who are the stakeholders who provide resources?
- Use AI to capture tribal knowledge and best practices in a virtual, living document

BUSINESS-TO-BUSINESS NETWORKING

- Working together strategically
- Increased collaboration from all – there is value in this network

CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

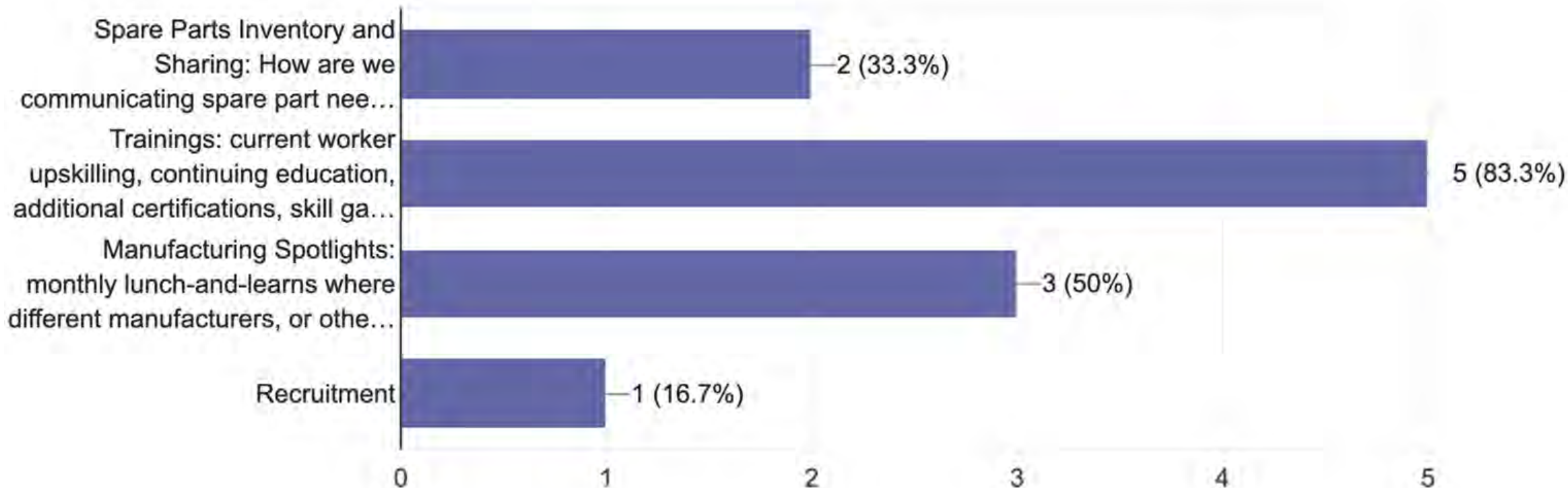
JOINT ACTION TEAM SURVEY: *to gather more information from a broader set of industry leaders to help focus which resources to map and under what context business-to-business networking should happen. This was done to reduce duplication in efforts and so industry leaders only had to response to one Q1 UMN survey.*

CONNECT | ACTION AREAS



What focus area would be most beneficial to you to engage in, learn from, and contribute to?

6 responses

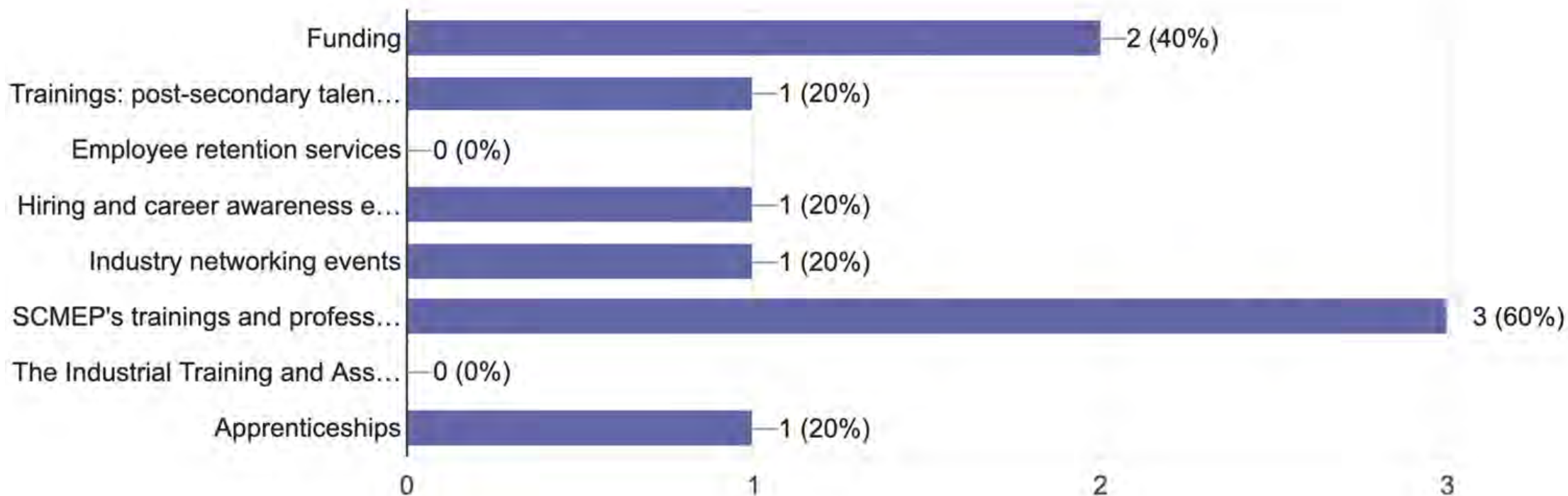


CONNECT | ACTION AREAS



What resources are you currently taking advantage of? You can see a more in depth list of the resource available to Upstate Manufacturers on our website.

5 responses

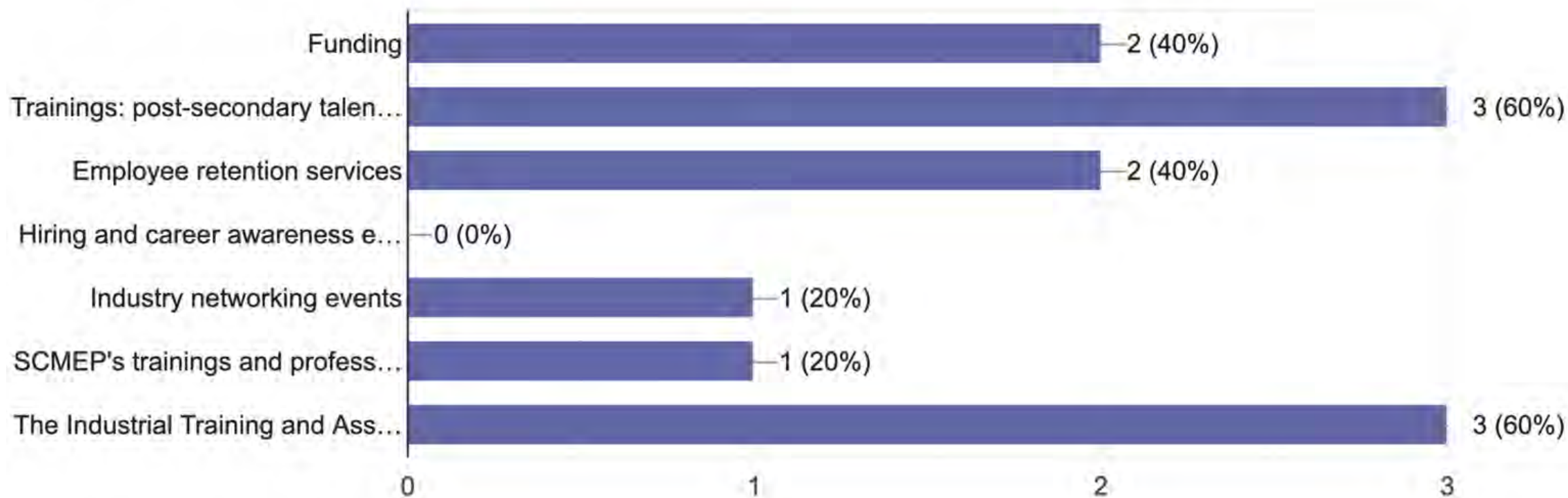


CONNECT | ACTION AREAS



What resources do you want to learn more about?

5 responses

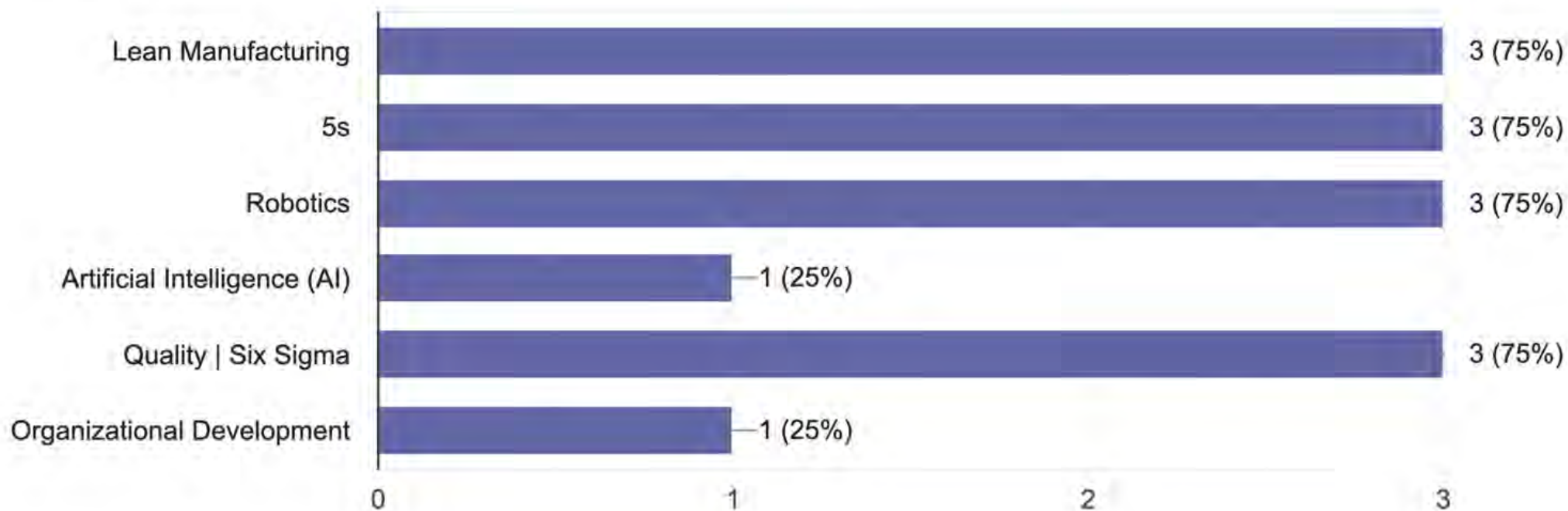


CONNECT | ACTION AREAS



What Continuous Improvement initiatives are you engaged in?

4 responses

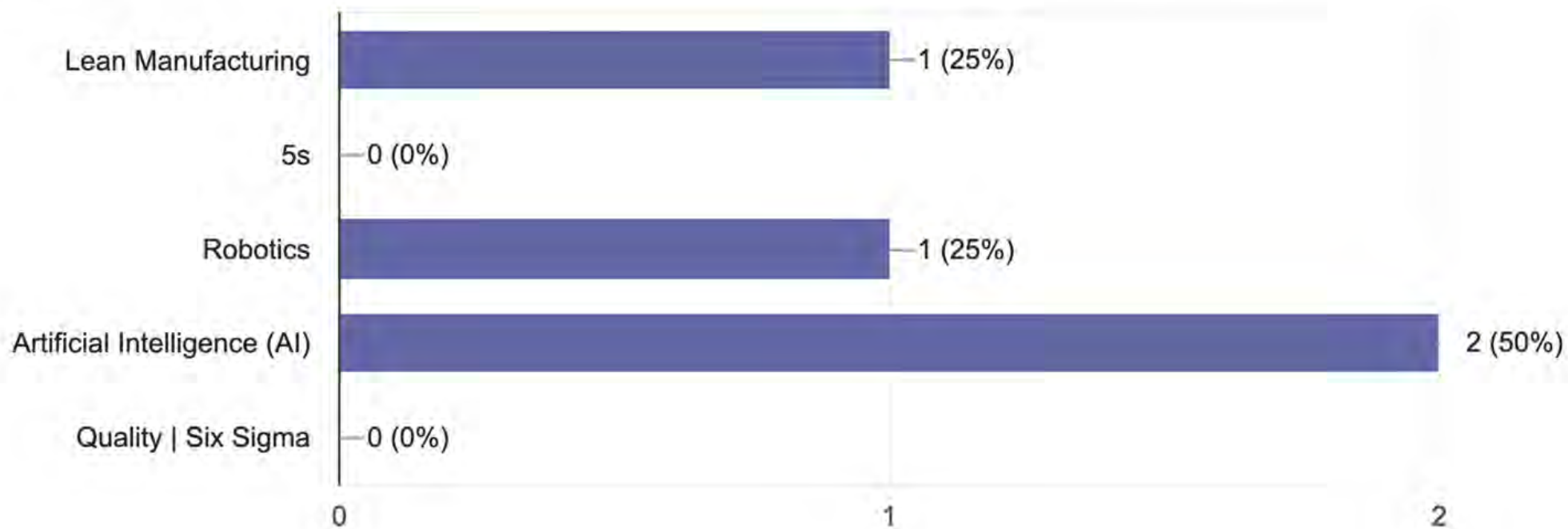


CONNECT | ACTION AREAS



What Continuous Improvement initiatives would be interested in learning more about?

4 responses



CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

<https://upstatemanufacturingnetwork.org/training>

South Carolina Manufacturing Extension Partnership (SCMEP) - <https://scmep.org/>

For Greenville County contact Chris Rauch crauch@scmep.org

For Spartanburg, Cherokee, and Union Counties contact Art Crider acrider@scmep.org

Spartanburg Community College - <https://www.sccsc.edu/academics/cce/customized-training-and-workforce-development/>

Contact Nikki Burgess burgessn@sccsc.edu

CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

<https://upstatemanufacturingnetwork.org/training>

Greenville Technical College -

https://ce.gvltec.edu/index.html?_gl=1*2fb7h1*_gcl_au*MTc3MjI1OTc1MS4xNzM5NDc4MzQy

Contact Glenn Templeton glenn.templeton@gvltec.edu

Tri-County Technical College - <https://www.tctc.edu/programs/corporate-and-community-education/>

Contact Andrea Adams aadams20@tctc.edu

CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

<https://upstatemanufacturingnetwork.org/training>

South Carolina Manufacturing Extension Partnership (SCMEP)

- Can do a competitiveness review
- Provide incumbent worker training

Spartanburg Community College, Greenville Technical College, and Tri-County Technical College

- Provide incumbent worker training
- Craft specialized training plans
- Academic services

CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

WAYS TO PLUG IN



CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

WAYS TO PLUG IN | APRIL & MAY 2025

SC WORKS GREATER UPSTATE COLLEGE & CAREER FAIR: April 11th, 2025, 10 am - 2 pm at Cleveland Park's Community Center in Spartanburg (141 N, Cleveland Park Drive). **Registration Deadline is March 28, 2025.** *Are you currently hiring? If so, this event will put your business in front of entry-to-experienced level job seekers. There is no cost to participate in this event. A table and two chairs will be provided for you. Bring whatever you would like job seekers to have (info, swag, applications, etc.). To register, email Kayla Kirby at kkirby@scworksgreaterupstate.com and confirm your space.*

UNION COUNTY JOB FAIR: April 1st, 2025, 10 am - 1 pm at Main Street Junction located at 107 E. Main Street in Union. *There is no cost to attend. Businesses interested in participating can reach out to Jessica Farley at jfarley@scworksgreaterupstate.com. The event is open to the public.*

CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

WAYS TO PLUG IN | APRIL & MAY 2025

SPARTANBURG COMMUNITY COLLEGE SPRING CAREER FAIRS

April 15, 2025: 10 am - 1 pm on the Giles (Spartanburg) Campus

April 22, 2025: 11 am - 2 pm on Cherokee County Campus

April 29, 2025: 10 am - 1 pm on the Union County Campus

*All **registration deadlines are April 7, 2025.** There is no cost to attend, but businesses interested in participating must be registered with Handshake. This event is outdoors, so bring your own 6' outdoor tent and anything else you want students to have. The event is open to the public.*

CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

WAYS TO PLUG IN | APRIL & MAY 2025

CLEMSON UNIVERSITY EVENTS

- **Summer Job Fair:** April 1st (in-person) – *part-time jobs, summer camps and UPIC opportunities*
- **Accelerate to Industry (A2i):** April 4th (in-person) *at the Madren Center - practice networking event for graduate students*
- **Spring Virtual Fair:** April 16th (virtual) – *internships and full-time positions*

TRI-COUNTY TECHNICAL COLLEGE CAREER FAIR: May 22, 2025, 3:00 pm - 6:00 pm. Employers have the opportunity to host exhibitor tables and to speak with attendees about job opportunities; in addition, the College and various community workforce partners will also be on hand to speak with attendees who do not already have the appropriate skills to get hired immediately about short-term training opportunities at the College and support services available during training.

CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



WAYS TO PLUG IN... *planning for the future*

- What do you want to see in the future?
- How frequently would you like these updates?
- What mode do you prefer (website, LinkedIn, email, etc.)?

2025 OPPORTUNITIES

What could drive growth in the next few years?

- New process, New tech, AI
- Policy changes
- Community
- Training
- B2B

REFLECT



What is going to be required to capitalize on these opportunities?

What are the top requirements, that business and community partners need to make sure are in place, to unlock the potential growth of this industry in our region?

REFLECT



ARE THESE STILL THE RIGHT ACTION TEAMS?

**TALENT PIPELINE
ACTION TEAM**

**BUSINESS-TO-BUSINESS
NETWORKING ACTION TEAM**

**RESOURCE MAPPING
ACTION TEAM**

REFLECT



1. REALISTIC

2. ACHIEVABLE: *Think 30-, 60-, 90- day deliverables*

PUBLIC PARTNERS ARE READY TO **ACTIVATE!**

ACT



What are you committed to doing?

Which Action Area speaks to you?

Where can you lend your time, leadership, and ideas to harness the opportunities in your region with your fellow Manufacturing leaders?

**TALENT PIPELINE
ACTION TEAM**

**BUSINESS-TO-BUSINESS
NETWORKING ACTION TEAM**

**RESOURCE MAPPING
ACTION TEAM**

ACT | NEXT STEPS



What you can expect from the Upstate Sector Strategy Team?

- Meeting summary
- Highlights on LinkedIn and UMN website
- 45-minute follow-up meetings in your calendar for mid- to end-of April
- **Please share and forward!**



**UPSTATE
MANUFACTURING
NETWORK**

**THANK YOU FOR YOUR LEADERSHIP
AND CIVIC ENTREPRENEURSHIP**

Connect. Reflect. Act.

Business Services Standards – Standard 4

- 4. The Business Services Team operates from a written LWDA Combined Operational and Business Engagement Plan (COBE Plan) that is made available to all Business Services Team staff.**
 - a. The Business Services Team targets and serves businesses according to the COBE Plan.

Yes, the detailed strategic plan is attached and can be referenced

- b. WIOA, WP, TAA and JVSG staff use SCWOS to track delivery of employer services.

Yes, the Business Services Team is expected to meet goals identified in the statement of work and metrics determined by the operator. (# of contacts, OJT contracts, job profiles, etc.) All business services provided by the local area WIOA, WP, TAA, and JVSG staff are entered into SCWOS. It would be immensely helpful if Adult Education and SCVR were also required to enter business services activities into SCWOS for tracking purposes and to eliminate duplication as much as possible and to enhance the overall experience for the business partner.

How we target local employers within the Top 5 industries:

We have ongoing relationships and are forming new relationships with local employers in the top 5 industries. We engage them by going out and meeting with them to determine where their pain points are in hiring, training, and retention, and we share the WIOA program information with them regarding our on-the-job training (OJT) and our incumbent worker training (IWT), we also offer workshops where employers can learn more about these programs. Additionally, we discuss the other services that employers/job seekers can take advantage of through SC Works such as Adult Education, Veterans Services, Work Opportunity Tax Credits (WOTC), Federal Bonding, SNAP, TANF, and supportive services. We let employers know that we can plan hiring events for them, include them in on the list of employers we invite to multi-employer events, help them post jobs, screen candidates, and a multitude of other related services. Our outreach strategy includes, but is not limited to: social media, local news media, radio, partner events, resource room recruitment, in house events, and speaking engagements. If employers have additional special needs that require other, more tailored, business solutions, we have the ability to reach out to other resources and convene introductions and meetings.

Services Provided Employer Reports - List

LWDB/Region: Greenville

Filter By Date: Actual Date

Start Date: 07/01/2024

End Date: 06/30/2025

Report Run Time: 03/31/2025 10:12:48 AM

Emp. ID	Company Name	Industry	Contact	Location	County	Service Code	Staff Reported	Create Date	Actual Date	Schedule Date	Last Edit Date	Comments	Employer Status
		611110 - Elementary and secondary schools		Greenville, SC US	Greenville	E02 - Provided Job Fair/Hiring Event Services	Bailey, Christy	07/02/2024	07/01/2024	07/02/2024			Enabled
		611110 - Elementary and secondary schools		Greenville, SC US	Greenville	E07 - Promotional Contact	Farley, Jessica	07/01/2024	07/01/2024	07/01/2024			Enabled
		611110 - Elementary and secondary schools		Greenville, SC US	Greenville	E42 - LinkedIn Recruiter - Marketing	Farley, Jessica	07/01/2024	07/01/2024	07/01/2024			Enabled
		611110 - Elementary and secondary schools		Greenville, SC US	Greenville	E62 - LinkedIn Recruiter - Promotion	Farley, Jessica	07/01/2024	07/01/2024	07/01/2024			Enabled
				Spartanburg, SC US	Spartanburg	E07 - Promotional Contact	Farley, Jessica	07/01/2024	07/01/2024	06/24/2024			Enabled
		424720 - Other petroleum merchant wholesalers		Piedmont, SC US	Anderson	E37 - Employer SCWOS Password Reset Code	Farley, Jessica	07/01/2024	07/01/2024	07/01/2024			Enabled
		339112 - Surgical and medical instrument manufacturing		Greer, SC US	Greenville	E03 - Provided Job Order Assistance and Follow-up	Bailey, Christy	07/02/2024	07/01/2024	07/02/2024			Enabled
		339112 - Surgical and medical instrument manufacturing		Greer, SC US	Greenville	E07 - Promotional Contact	Farley, Jessica	07/01/2024	07/01/2024	07/01/2024			Enabled
		561439 - Other business service centers		Greenville, SC US	Greenville	EJO - Automatic Service - Job Order Created	Bailey, Christy	07/01/2024	07/01/2024	07/01/2024	07/01/2024		Enabled
		561439 - Other business service centers		Greenville, SC US	Greenville	EJO - Automatic Service - Job Order Created	Bailey, Christy	07/01/2024	07/01/2024	07/01/2024	07/01/2024		Enabled
		561439 - Other business service centers		Greenville, SC US	Greenville	EJO - Automatic Service - Job Order Created	Bailey, Christy	07/01/2024	07/01/2024	07/01/2024	07/01/2024		Enabled
		561439 - Other business service centers		Greenville, SC US	Greenville	EJO - Automatic Service - Job Order Created	Bailey, Christy	07/01/2024	07/01/2024	07/01/2024	07/01/2024		Enabled
		561439 - Other business service centers		Greenville, SC US	Greenville	EJO - Automatic Service - Job Order Created	Bailey, Christy	07/01/2024	07/01/2024	07/01/2024	07/01/2024		Enabled
		561439 - Other business service centers		Greenville, SC US	Greenville	EJO - Automatic Service - Job Order Created	Bailey, Christy	07/01/2024	07/01/2024	07/01/2024	07/01/2024		Enabled
		561439 - Other business service centers		Greenville, SC US	Greenville	EJO - Automatic Service - Job Order Created	Bailey, Christy	07/01/2024	07/01/2024	07/01/2024	07/01/2024		Enabled
		561439 - Other business service centers		Greenville, SC US	Greenville	EJO - Automatic Service - Job Order Created	Bailey, Christy	07/01/2024	07/01/2024	07/01/2024	07/01/2024		Enabled
		5211 - Monetary authorities - central bank		Travelers Rest, SC US	Greenville	E03 - Provided Job Order Assistance and Follow-up	Shuman, Deric	07/08/2024	07/02/2024	07/02/2024			Enabled
				Atlanta, GA US	Fulton County	E03 - Provided Job Order Assistance and Follow-up	Bailey, Christy	07/03/2024	07/03/2024	07/03/2024	07/03/2024		Enabled
				Spartanburg, SC US	Spartanburg	E07 - Promotional Contact	Farley, Jessica	07/03/2024	07/03/2024	07/03/2024			Enabled
		621999 - Miscellaneous ambulatory health care services		Okatie, SC US	Beaufort	E03 - Provided Job Order Assistance and Follow-up	Shuman, Deric	07/03/2024	07/03/2024	07/03/2024	07/03/2024		Enabled
		811111 - General automotive repair		Greenville, SC US	Greenville	E03 - Provided Job Order Assistance and Follow-up	Shuman, Deric	07/03/2024	07/03/2024	07/03/2024	07/03/2024		Enabled
		62133 - Offices of mental health practitioners		Columbia, SC US	Richland	E03 - Provided Job Order Assistance and Follow-up	Bailey, Christy	07/03/2024	07/03/2024	07/03/2024	07/03/2024		Enabled

		72231 - Food service contractors		Greenville, SC US	Greenville	E03 - Provided Job Order Assistance and Follow-up	Bailey, Christy	07/03/2024	07/03/2024	07/03/2024	07/03/2024		Enabled
		5211 - Monetary authorities - central bank		Travelers Rest, SC US	Greenville	E37 - Employer SCWOS Password Reset Code	Shuman, Deric	07/08/2024	07/05/2024	07/05/2024			Enabled
				Greenville, SC US	Greenville	E90 - Referred Qualified Applicants	Farley, Jessica	07/08/2024	07/08/2024				Enabled
		611110 - Elementary and secondary schools		Greenville, SC US	Greenville	E07 - Promotional Contact	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024			Enabled
		611110 - Elementary and secondary schools		Greenville, SC US	Greenville	E90 - Referred Qualified Applicants	Farley, Jessica	07/08/2024	07/08/2024				Enabled
		621999 - Miscellaneous ambulatory health care services		Greenville, SC US	Greenville	E03 - Provided Job Order Assistance and Follow-up	Shuman, Deric	07/08/2024	07/08/2024	07/02/2024			Enabled
				Spartanburg, SC US	Spartanburg	E38 - Employer SCWOS Messaging Code	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
				Spartanburg, SC US	Spartanburg	E42 - LinkedIn Recruiter - Marketing	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		336310 - Motor vehicle gasoline engine and parts mfg.		Fountain Inn, SC US	Laurens	E07 - Promotional Contact	Bailey, Christy	07/08/2024	07/08/2024	07/08/2024			Enabled
		561990 - All other support services		Columbia, SC US	Richland	E38 - Employer SCWOS Messaging Code	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		561990 - All other support services		Columbia, SC US	Richland	E42 - LinkedIn Recruiter - Marketing	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		333612 - Speed changer, drive, and gear manufacturing		Lyman, SC US	Spartanburg	E07 - Promotional Contact	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024			Enabled
		488119 - Other airport operations		Greer, SC US	Greenville	E38 - Employer SCWOS Messaging Code	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		488119 - Other airport operations		Greer, SC US	Greenville	E42 - LinkedIn Recruiter - Marketing	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		561310 - Employment Placement Agencies		Greenville, SC US	Greenville	E07 - Promotional Contact	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024			Enabled
		327390 - Other concrete product manufacturing		Greenville, SC US	Greenville	E07 - Promotional Contact	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024			Enabled
		531312 - Nonresidential property managers		Mount Pleasant, SC US	Charleston	E03 - Provided Job Order Assistance and Follow-up	Bailey, Christy	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		332710 - Machine shops		Cincinnati, OH US	Hamilton County	E07 - Promotional Contact	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024			Enabled
		611110 - Elementary and secondary schools		Fairfax, SC US	Allendale	E07 - Promotional Contact	Bailey, Christy	07/08/2024	07/08/2024	07/08/2024			Enabled
		56131 - Employment placement and executive search		Greenville, SC US	Greenville	E38 - Employer SCWOS Messaging Code	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		56131 - Employment placement and executive search		Greenville, SC US	Greenville	E42 - LinkedIn Recruiter - Marketing	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		99 - Unclassified		Greenville, SC US	Greenville	E38 - Employer SCWOS Messaging Code	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		99 - Unclassified		Greenville, SC US	Greenville	E42 - LinkedIn Recruiter - Marketing	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		23 - Construction		Taylors, SC US	Greenville	E51 - SBOP - New Account Creation	Bailey, Christy	07/08/2024	07/08/2024	07/08/2024			Not Verified
				Simpsonville, SC US	Greenville	E07 - Promotional Contact	Bailey, Christy	07/08/2024	07/08/2024	07/08/2024			Not Verified
		326199 - All other plastics product manufacturing		Fountain Inn, SC US	Laurens	E07 - Promotional Contact	Bailey, Christy	07/08/2024	07/08/2024	07/08/2024			Not Verified
		326112 - Plastics packaging film and sheet mfg.		Greenville, SC US	Greenville	E03 - Provided Job Order Assistance and Follow-up	Bailey, Christy	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Enabled
		31-33 - Manufacturing		Greer, SC US	Greenville	E07 - Promotional Contact	Farley, Jessica	07/08/2024	07/08/2024	07/08/2024	07/08/2024		Not Verified

Business Services Standards – Standard 5

5. There is a link between the activities of the Business Services Team, economic development, and education entities.

- a. There is evidence that the Business Services Team maintains partnerships with the appropriate education and economic development agencies. Such evidence includes:

Strategies outlined in the board four-year plan in response to workforce supply and demand. Rapid response services – matching

- b. The relevant economic development and educational entities are engaged in strategic planning sessions and business forums.

The BST currently advocates through the Upstate Manufacturing Network to K-12 Educators, Students, and Administrators. There has also been strong support from the local RWA to plan joint events in Greenville. Local Economic Development Directors collaborate with the Board Staff and Project Director.

- c. Information on new companies locating to the area, leaving the area, expanding, and contracting, and the occupations/industries expected to expand or decline, is shared with the Business Services Team.

SC Works Greater Upstate also currently makes applicant referrals for new companies and for expansions with ReadySC as a partner. As an integral part of the SC Technical College System, ReadySC works with the 16 technical colleges to prepare South Carolina's workforce to meet the needs of local companies.

Established in 1961, ReadySC is one of the oldest and most comprehensive workforce training programs in the United States. Its mission is to promote the economic and workforce development in the state of South Carolina. It provides customized training for new and expanding businesses and industries across the state. This training is provided at little to no cost to qualifying companies. ReadySC works very closely with the technical college system to prepare South Carolina's workforce to meet the needs of the businesses. The training and education provided through ReadySC helps to build a competitive workforce ready for today's demands and tomorrow's challenges.

ReadySC is reflective of the marketplace and has served industries such as, aerospace, automotive, biotech, call centers, chemicals, distribution, food and food processing, metal, plastics, textiles and much more.

SC Works Greater Upstate also works with businesses who are locating or expanding in the Upstate who are ineligible for ReadySC services. SC Works Greater Upstate Business Services focuses on providing assistance with recruitment, retention and training. Services may include customized recruitment strategies, labor exchange, on the job training grants, incumbent worker training grants, referrals to partnering agencies such as Apprenticeship Carolina or other services.

COMMUNITY & CAREER FAIR

FRIDAY, APRIL 25TH, 2025

9AM-1PM

SULLIVAN CENTER LIFELONG FOR LEARNING
206 WILKINS ST. GREENVILLE SC 29605

Jobs, colleges, and community resources

Join us OUTDOORS behind the Sullivan Center.

Bring your resume! Employers may interview on the spot!



ANDERSON
Automotive Group
Car dealerships

CompX
NATIONAL

FedEx



THE BLOOD[®]
CONNECTION
Your Community Blood Center



city of
greenville

PRISMA
HEALTH



PRECISION
LANDSCAPE MANAGEMENT

Bojangles



SALSARITA'S
FRESH MEXICAN GRILL



EVENT
PARTNERS

MP MARKETPLACE
PROFESSIONAL STAFFING

Always Best Care
senior services



DSS SOUTH CAROLINA
Department of Social Services



SOUTH CAROLINA
CCR&R
Child Care Response & Referral



An equal opportunity employer/program

Auxiliary aids and services available upon request to individuals with disabilities.

<http://www.greenvillewb.com/stevens-amendment-notice/>

www.dew.sc.gov/funding TTY: 771

American Job Center



UPSTATE SECTOR STRATEGY

**SUPPORT PARTNERS
QUARTERLY MEETING**

MARCH 28th, 2025

PLEASE INTRODUCE YOURSELF

Name

Organization

How you engage with industry in the Upstate?

Please keep your introduction to less than 1 minute



OUR GUIDING PURPOSE

We are support partners working together to be aware of regional initiatives and programs, so when we engage with industry, we can respond timely to industry needs.



AGENDA

- Transition announcement
- Next Gen: The landscape of our work & partnership
- Conceptualizing how we work together
- UMN updates
- How are you **activating**?
- Final



TRANSITION

*Thank you for your
partnership!*



THE LANDSCAPE OF OUR WORK



YOU & YOUR PURPOSE:

- What is your role in the organization? In your community?
- What is the purpose of your work?
- Who is the target of your work?



OUTPUT:

- List the specific programs, initiatives, tracks, projects, grants, etc. you are working on.
- What is the overall purpose of your programs, initiatives, tracks, projects, grants, etc.?



OUTCOME:

- How is success measured?
- What is the outcome of your work?



OUTPUTS & OUTCOMES

THE DIFFERENCE BETWEEN OUTPUTS AND OUTCOMES

OUTPUTS

Outputs are **the stuff we make**

An output involves a **process** as in production

Outputs are typically designated as the **accomplishment or product** of an activity, program or project

Outputs relate to "**what we do**" (**what**)

Example: products, services, programs, trainings, workshops, revenue, profit

Outputs are the **quantity of stuff** that is produced

Outputs, like revenue, fund outcomes

OUTCOMES

Outcomes are **the difference our stuff makes**

An outcome is the **result** of an action

The output of a factory is 20 cars an hour, but the outcome of replacing the manager is that the output rises to 25 per hour

Outcomes refer to "**what difference is there in the world**" (**why**)

Example: For a highway construction project, outputs are the project design specs and the number of highway miles built and repaired. Outcomes of the project are better traffic flow, shorter travel time, fewer accidents.

Outcomes create **benefits**, meanings, relationships, and differences

Without outcomes, there is no need for outputs

WHAT ARE WE TRYING TO DO?

FOR BUSINESSES

- Direct benefits from increased business-to-business networking
 - More direct access to coordinated network of public partner programs
 - Improved internal operations
 - Improved talent management and advancement practices
 - Reduced time-to-hire for critical occupations
 - Increased staff retention
 - Shared costs of employee training
- New product lines, services or markets

FOR STUDENTS, JOB SEEKERS & WORKERS

- Increased awareness by students of careers and opportunities in regional industries
- More opportunities for work-based experiences like internships
 - Increased attainment of industry-relevant credentials
 - Increased placement into jobs in target industries
- Evidence of advancement with associated pay and benefits increases
- Improved job quality (wage, benefits, equity)



WHAT ARE WE TRYING TO DO?

FOR COMMUNITY DEVELOPMENT

- Unexpected community projects
 - More businesses investing in community
 - Shifts in community identity
- Improvements to social support systems like transportation, childcare

ON PUBLIC PROGRAMS

- Evidence of reduced duplication by public and community-based organizations
 - Specific examples of system coordination (shared advisory boards, co-staffing of shared initiatives)
- Increased collaboration between industry and local high schools and CTE programs
 - New cross-system career pathways
- Formal policies that align programs across secondary, post-secondary and workforce
 - Blended program funding



WHAT ARE WE TRYING TO DO?

FOR REGIONAL ECONOMY

- New jobs created
- More local people hired for local jobs
- New companies recruited to the region
- More companies retained in the region
- More companies stabilized in the region
- Improvements in regional infrastructure including transportation, technology

FOR SYSTEMS CHANGE

- Formal mechanisms established for multiple systems and jurisdictions to agree and coordinated industry engagement via shared sector partnerships
- Partnership acts as a shared regional education advisory board, replacing many, smaller education advisory boards



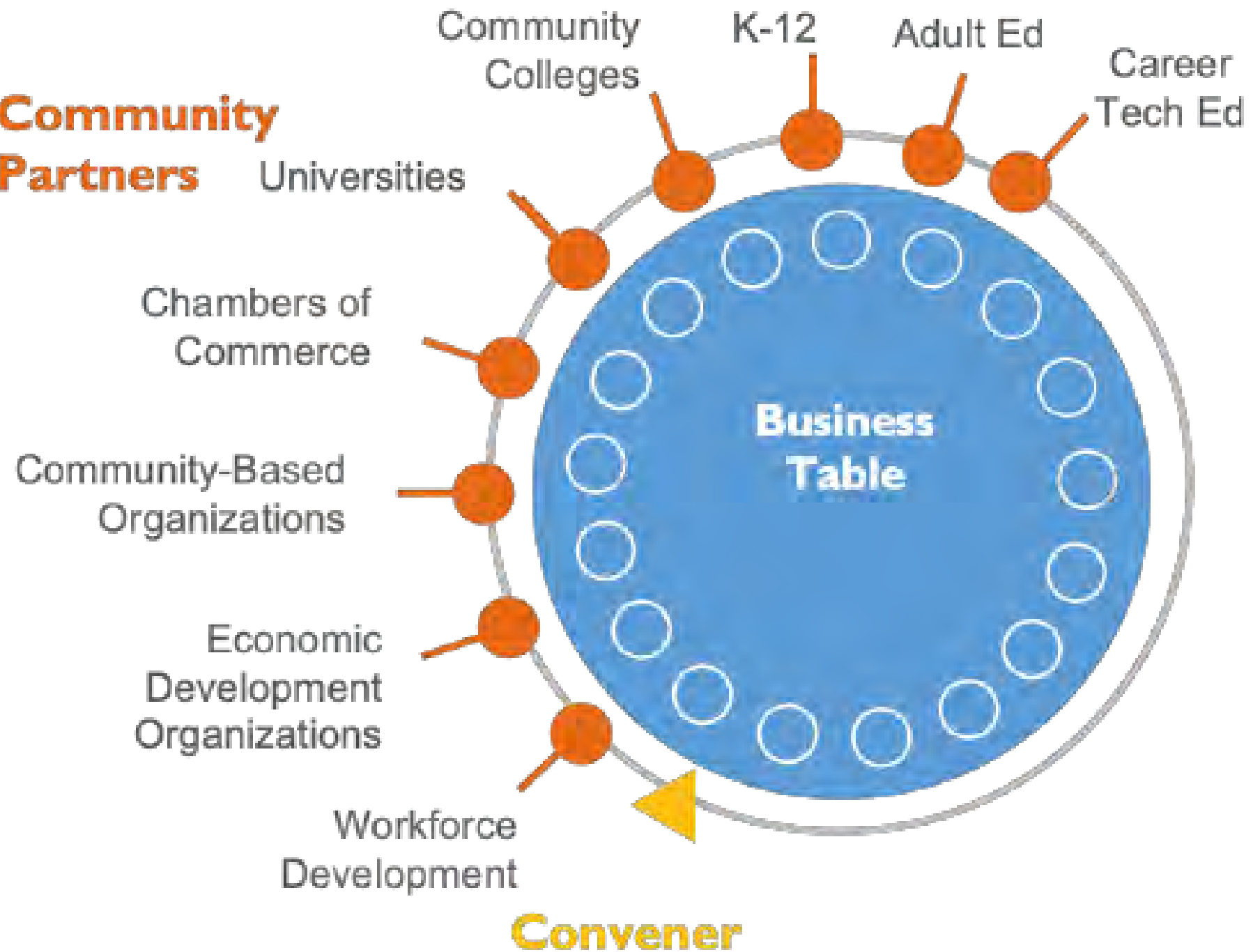


Next Generation Sector Partnerships are **partnerships of businesses, from the same industry and in a shared labor market region, who work with education, workforce development, economic development and community organizations** to address the workforce and other competitiveness needs of the targeted industry.





**Community
Partners**



NEXT GENERATION SECTOR PARTNERSHIPS ARE...



Industry-Driven. Business leaders come together to define a shared agenda based on the priorities that most impact the vitality and competitiveness of their industry—not the agenda of public programs. In a Next Gen Partnership, business leaders also drive the action. They personally champion priorities, volunteering on task teams to push for outcomes and results.



Community-Supported. Next Gen Sector Partnerships rely on a coordinated team of support partners including workforce development, economic development and education who work together to respond to industry needs. The partnership acts as a "shared table" for business leaders to collaborate with a range of public partners and for public partners to work together to align programs to industry needs.

FUTURE TRAINING OPPORTUNITY

NEXT GEN 101 WORKSHOP

FALL 2025: 9am -12:30pm PT/12pm - 3:30pm ET

FALL 2025: 9am -12:30pm PT/12pm - 3:30pm ET

An intensive, virtual training for education, workforce development and economic development partners to learn the nuts & bolts of building and sustaining effective Next Gen Sector Partnerships.

- Are you looking for practical tools and strategies to build sector partnerships that achieve sustained impact on jobs and the economy?
- Are you an experienced Next Gen practitioner with new staff or colleagues who need an intensive orientation to Next Gen?
- In need of a refresh yourself?

Join this virtual two-part intensive Next Gen 101 Workshop, both parts 3.5 hours long. Please note that these are not repeat sessions but intended to build on each other. Registrants should plan to attend both parts.

The training will be hosted via Zoom. Plan to participate with cameras on as the training will be highly interactive.

ORGANIZATIONAL SHIFTS TO SUSTAIN SECTOR PARTNERSHIPS

Examples of how various types of organizations have shifted their mission to support sector partnerships.

WIBs/Workforce	Economic Development	Community Colleges/ Education	New Organizations	Cities or Counties
<p>Blends, braids and leverages internal and external funding streams to increase flexibility</p> <p>Partners closely with economic development and clarify roles/ responsibilities, increasing authority to respond to real business needs</p> <p>Uses the WIB to institute a policy of using sector partnerships as organizing mechanism to serve critical clusters</p> <p>Repurposes business services staff to coordinate individual sector partnerships</p> <p>Other:</p>	<p>Shifts the business model to orient around critical clusters, bringing focus to business operations</p> <p>Dedicates staff persons to each critical cluster</p> <p>Blends, braids and leverages internal and external funding streams to increase flexibility</p> <p>Other:</p>	<p>Offers testing lab, incubator, and research facilities as part of partnership's service menu (potentially offering fee-for-service testing labs)</p> <p>Keeps any university agenda separate from partnership</p> <p>Creates an arm's-length Foundation to support partnership</p> <p>Blends, braids and leverages internal and external funding streams to increase flexibility</p> <p>Ensures communication between advisory boards and sector partnership</p> <p>Dedicates staff to supporting and convening partnership</p> <p>Other:</p>	<p>Business supported (via dues-paying membership or fee-for-service)</p> <p>Partners with public program to help staff the partnership</p> <p>Blends, braids and leverages internal and external funding streams to increase flexibility</p> <p>Other:</p>	<p>Uses influence of Mayor's Office to bring programs together to co-convene</p> <p>Blends and braids multiple public funding sources to support partnership</p> <p>Dedicates staff to supporting and convening partnership</p> <p>Other:</p>



UPSTATE MANUFACTURING NETWORK UPDATES



OPPORTUNITIES

NEW NEW
TECH PROCESS

A.I.

Industry 4.0, Condition
Based monitoring, IoT,
Circular economy
(Repair)

Taylor

Digitalizations
+
Automations to
Repurpose Workforce
S. James

Opportunities Jeff
- Incorporate AI for
learning & process
improvement
Silver

Taylor A.I. will change
the way we learn and
work.
- DGS
- IT systems
Proposed - We need to change the
way we think and
work.

POLICY
CHANGES

Tariffs

- Josh Diaz

INFRASTRUCTURE
COMMUNITY

Manufacturing
industries
are growing

Positive
Migration to
Southeast

- Josh Diaz

POPULATION
GROWTH

Policy changes leading
to expanded offerings
M. Scott

Improving infrastructure
in the region to make
doing work / getting to work
easy and safe.

TRAINING

Development of work
ethic for the upcoming
generation
Liam Lewis

Common or unified
Apprenticeship
programs starting in
the service centers

Mentorship
Opportunities

Scornard

Provide Employment
Opportunities to
Students

Andrew Spencer

Change the way
we train our
workforce

- Herman

B2B

Network -
Sharing of Opportunities
Availability

Tony Wallace

1- I'd like to help
2- set plan in motion to
3- show companies how to get
help with the change

Increase/Improve
our Services

Andrew Spencer

Balance - Work / Community
Population Diversity &
Relocation
FDI - Foreign Direct
Investment
New tech / New Demands
Tech Integration
Emily Goodrich



UPSTATE MANUFACTURING NETWORK UPDATES

- Energetic start to 2025 planning
- Four new action items!
 1. Resource Mapping
 2. Business-to-Business
 3. Talent Pipeline
 4. Training



CONNECT | 2025 OPPORTUNITIES



NEW PROCESS | NEW TECH | AI

- Industry 4.0
- Condition-based monitoring
- IoT
- Circular economy (repair)
- Digitalization & automations to repurpose workforce
- Incorporate AI for learning and process improvement
- AI will change the way we program our equipment (robotics, PLC's, IT systems)
 - Need to change the way we train our workforce
- New tech means new demands
- New tech integration into processes

COMMUNITY | INFRASTRUCTURE

- Manufacturing industries are growing
- Population growth
 - Positive migration to the SE US
- Policy changes leading to expanded offerings
 - Improving infrastructure in the region to make doing work/getting to work easy and safe
- Balance: lifestyle/community
- Population Diversity & relocation opps
- Foreign direct investment

TRAINING

- Development of work ethic for the upcoming generation
- Common or unified apprenticeship programs starting in Career Centers
- Provide employment opportunities to students
- Change the way we train our workforce

B2B

- Network/sharing of opportunities/availability
- Identify methods to help decision manager gain more time
- Set plan in motion to get students engaged in manufacturing
- Increase/improve our services

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

- Talent
- Creative compensation
- Efficient use of professional labor
- Open house tours for students and parents
- Career Pathway Development

RESOURCE MAPPING ACTION TEAM

- Resources: time, money, personnel, motivation, support systems
- Resources & stakeholders
- Bandwidth & teamwork
- Plan to help time management
- Have a primary outlet to let manufacturing leaders know where they can get help o AI, robotics, \$\$, automation transition
- Use AI to capture tribal knowledge and best practices in a virtual, living document/repository

BUSINESS-TO-BUSINESS NETWORKING ACTION TEAM

- Identify methods to help decision manager gain more time
- Get students engaged in manufacturing
- Increase/improve our staff capacity via training as well as our products & services

TRAINING

- Forward thinking/collaborative training
- AI programming added to school programs we pull from
- Career Pathway Development

MOVING INTO 2025

Realistic, attainable, 30-, 60-, 90- day deliverables with, or directly from, Support Partners.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

- Talent
- Creative compensation
- Efficient use of professional labor
- Open house tours for students and parents
- **Career Pathway Development**

RESOURCE MAPPING ACTION TEAM

- Resources: time, money, personnel, motivation, **support systems**
- **Resources & stakeholders**
- Bandwidth & teamwork
- Plan to help time management
- **Have a primary outlet to let manufacturing leaders know where they can get help**
 - AI, robotics, \$\$, automation transition
- Use AI to capture tribal knowledge and best practices in a virtual, living document/repository

BUSINESS-TO-BUSINESS NETWORKING ACTION TEAM

- Identify methods to help decision manager gain more time
- **Get students engaged in manufacturing**
- **Increase/improve our staff capacity via training** as well as our products & services

MOVING INTO 2025

Realistic, attainable, 30-, 60-, 90- day deliverables with, or directly from, Support Partners.

CONNECT | ACTION AREAS



TALENT PIPELINE ACTION TEAM

Spotlight Session

- Hosted by the Upstate Sector Strategies Team
- Highlighted the work of RWAs and CATE Centers
- Focused on:
 - How to engage with these programs effectively
 - Leveraging their strengths for Manufacturing Month/Week 2025



WHAT IS NEXT FOR THE TALENT PIPELINE ACTION TEAM?

NEED:

1. Purpose statement
2. “How you can benefit from being on this team” statement
3. Definition of success
4. Quantitative metrics that measure impact and success: what is our ROI

IDEAS

1. Manufacturing Week/Month engagement
2. Subgroup: High school/entry level pipeline
3. Streamline ways to engage with entry level high school talent: panels, industry tours, workshop speakers, events(?), etc.



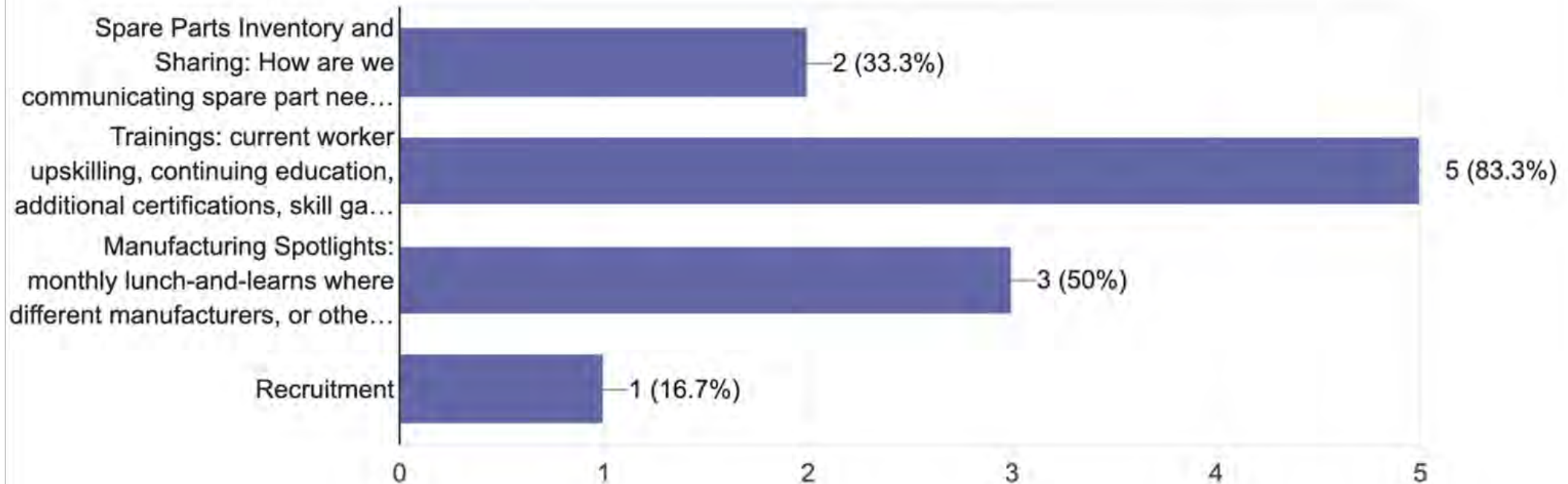
CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



What focus area would be most beneficial to you to engage in, learn from, and contribute to?

6 responses



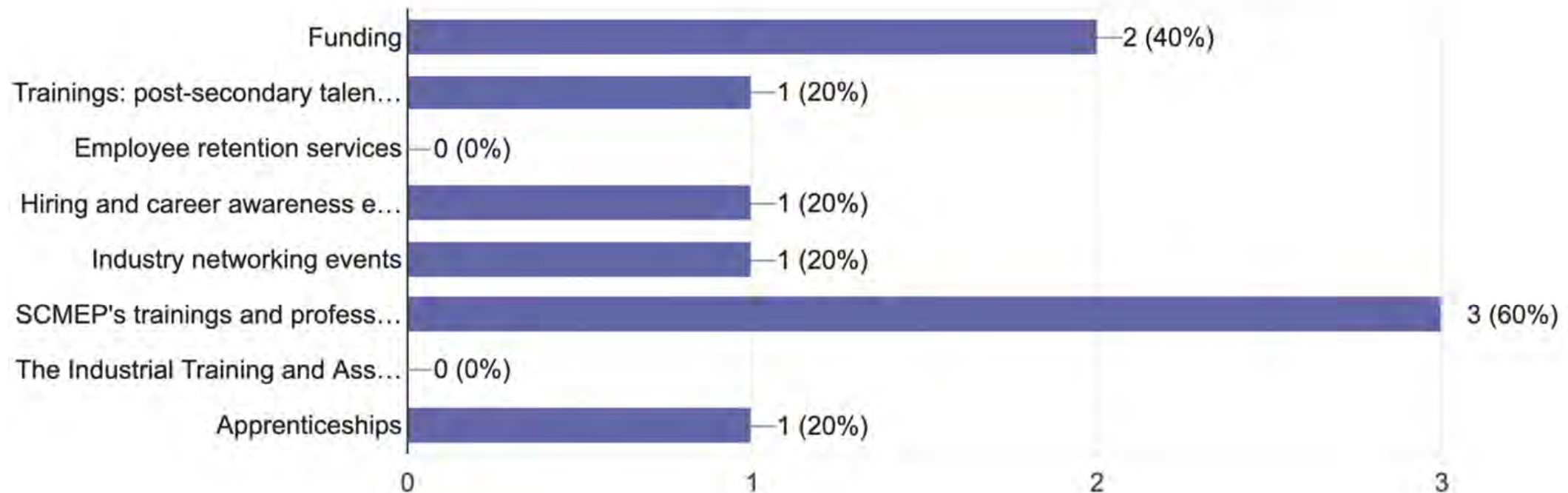
CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



What resources are you currently taking advantage of? You can see a more in depth list of the resource available to Upstate Manufacturers on our website.

5 responses



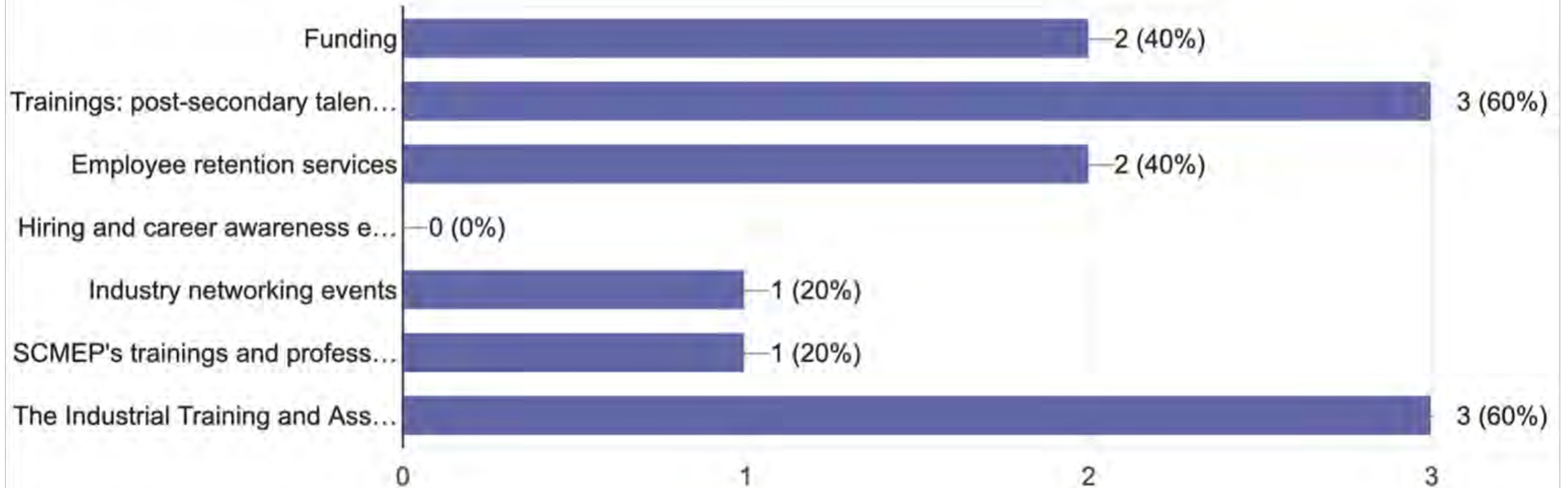
CONNECT | ACTION AREAS



BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS

What resources do you want to learn more about?

5 responses



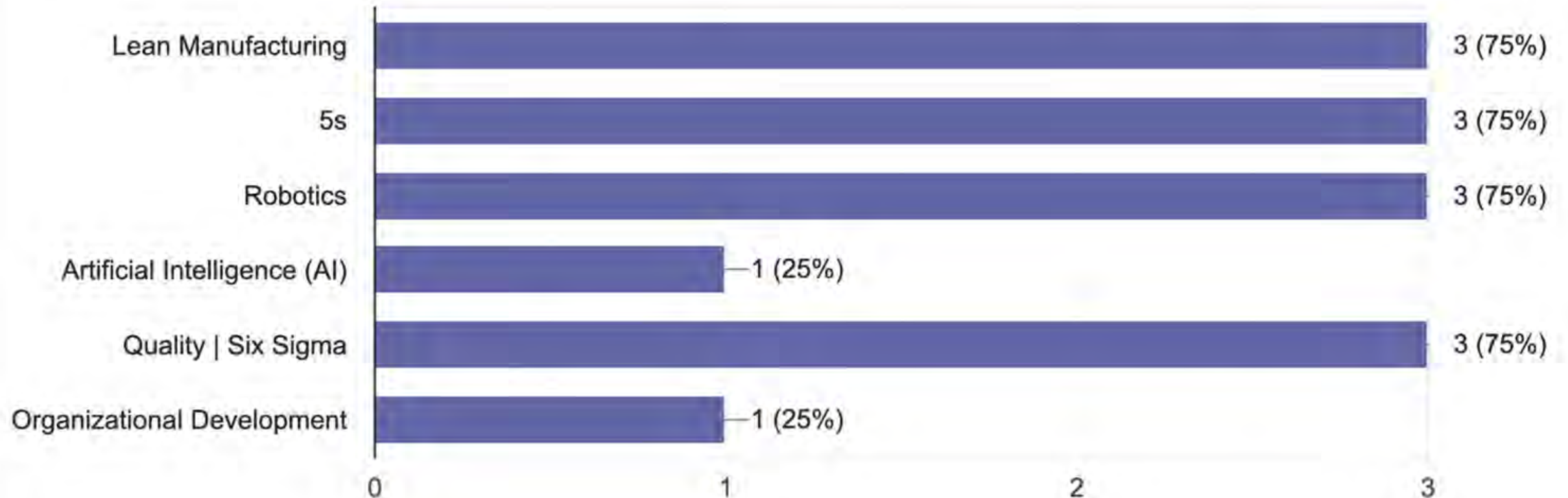
CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



What Continuous Improvement initiatives are you engaged in?

4 responses



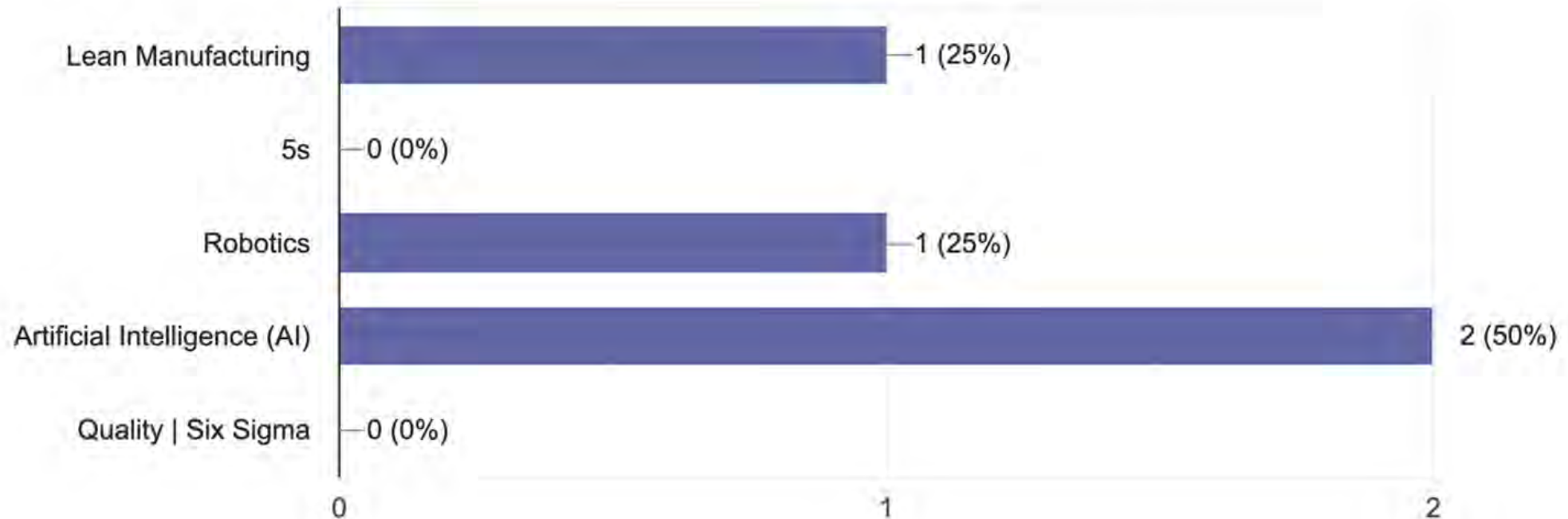
CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



What Continuous Improvement initiatives would be interested in learning more about?

4 responses



WHAT IS NEXT FOR THE B2B & RESOURCE MAPPING ACTION TEAM?

NEED:

1. Purpose statement
2. “How you can benefit from being on this team” statement
3. Definition of success
4. Quantitative metrics that measure impact and success: what is our ROI

IDEAS

1. Focus on Training: incumbent worker and continuing education opportunities
2. Spotlight sessions, website updates, LinkedIn call outs
3. Continue with “Ways to Plug-In” - just give us the options to plug in, do not make us come up with them on our own.
4. Continue with monthly newsletter
5. Combine Business-to-Business and Resource Mapping Action Teams



WHAT IS NEXT FOR THE TALENT PIPELINE ACTION TEAM?

Is your organization missing from the “Training and Continuing Education Resources” page?

<https://upstatemanufacturingnetwork.org/training>

Contact Mary Beth Walters



CONNECT | ACTION AREAS

BUSINESS-TO-BUSINESS & RESOURCE MAPPING ACTION TEAMS



**UPSTATE
MANUFACTURING
NETWORK**

FEBRUARY WAYS TO PLUG-IN

The Upstate Sector Strategies Team has some amazing opportunities for you, our Manufacturing Industry Leaders, to plug into in the month of February. Explore what your team is up to and click, email, or call the appropriate contact to find out how you can plug-in and benefit!

1. REVERSE CAREER FAIR – February 11: Pickens County Career and Technology Center is hosting this opportunity to connect with soon-to-graduate seniors who have completed their training, as well as work-ready juniors. Breakfast will be provided as you connect with upcoming talent from the Automotive, Electricity, Logistics, Machining, Mechatronics, and Welding programs. All students will be either 1) Work-Based Learning eligible or 2) graduating in May and ready for full-time opportunities. For more information contact: Jeromy Arnett at jarnett@alliancepickens.com or (864) 630-3937.

2. CLEMSON UNIVERSITY SPRING CAREER FAIR – February 17-20: At Littlejohn Coliseum, this is an opportunity for employers to meet and recruit graduating students. In 2024, there were more than 10,000 students in attendance. [Click here to register.](#)

3. AOP SHOWCASE – February 18-19: This event, hosted by the Anderson County Economic Development Office, gives students exposure to the idea of Manufacturing in 8th grade which allows for the students realize their interest before scheduling their High School classes and pathways. It also opens the eyes of the teachers and chaperones. The last day targets 100 selected High School seniors, who have completed specific training through their career centers, and is a key component of attracting the immediate workforce in addition to planting those seeds with the future workforce.

4. ENGINEERING CAREER FAIR – February 19: For upcoming 2025 Graduates in both Mechanical and Electrical Engineering, will be hosted by Anderson University on 3:00pm - 5:00pm. Any employer interested in participating can contact Ann Stoddard at astoddard@andersonuniversity.edu or call 864-223-2164.

5. LAUNCHGVL – deadline to sign up is February 21: Connects high school juniors and seniors with paid internship experiences. LaunchGVL will 1) Expand your recruiting reach by giving you the opportunity to tap into a diverse talent pool; 2) Build a skilled workforce by cultivating an experienced talent pipeline; 3) Bring fresh perspectives as students with drive and passion infuse innovative ideas and energy into your team; and 4) Keeps talent local as you invest in your community by investing in local talent. For questions, please contact Lori Hoyer at lhoyer@greenvillechamber.org.

6. WIN JOB ANALYSIS – Developed as a thorough and unbiased job analysis model that helps employers' source the right candidates, set appropriate selection standards, and hire and advance the most suitable individual for the job. Interested employers are eligible to receive a minimum of one job analysis and up to a maximum of five job analyses to assess different positions within their company. SCDEW is offering free WIN Job Analyses on a first-come, first-serve basis until funding is exhausted. To learn more or start your WIN Job Analysis today, contact scareerreadiness@dew.sc.gov or Paul L. Connerty, WIN Job Analyst, at paulc@kcaconsulting.net or 843-609-9562.

Connect. Reflect. Act.



ACT



What are you committed to doing?

Which Action Area speaks to you?

Where can you lend your time, leadership, and ideas to harness the opportunities in your region with your fellow Manufacturing leaders?

**TALENT PIPELINE
ACTION TEAM**

**BUSINESS-TO-BUSINESS
NETWORKING ACTION TEAM**

**RESOURCE MAPPING
ACTION TEAM**

ACT | NEXT STEPS



What you can expect from the Upstate Sector Strategy Team?

- Meeting summary
- Highlights on LinkedIn and UMN website
- 45-minute follow-up meetings in your calendar for mid- to end-of April
- **Please share and forward!**

HOW CAN YOU ACTIVATE?

WHAT CAN YOU DO/WHAT CAN WE DO...

TO START ADDRESSING THE OPPORTUNITIES
INDUSTRY LEADERS IDENTIFIED AS THE MOST
IMPORTANT FOR THIS REGION IN THIS MOMENT?



UPSTATE MANUFACTURING NETWORK

PROPOSED NEXT STEPS

1. Talent Pipeline

1. Resource Mapping:
○ *industry & support partner*



**USS
Support
Partner
Deep Dive
Meeting?**

mid-April?





UPSTATE SECTOR STRATEGY

THANK YOU FOR YOUR PARTNERSHIP!

Connect. Reflect. Act. 3/27/25

NAME	EMAIL	TITLE	BUSINESS
Dana Hudgins	dana@upstatewb.org	Associate Director	Upstate WB
Steve Meene	stevemeene@yq400.com	Instructor	Supply Chain Master
Kayla Kirby		BSC	Equus
Mary Beth Walters		BST Lead	Equus
Michael Morris	Michael.Morris@ZF.com	Director	ZF
Katie Fletcher	kfletcher@drinkmiles.com	TA Partner	Milo's Tea
Susan Mason			reliable Sprinkler
Andrew Spencer	aspencer@sew-eurodrive.com	Regional Engineering Manager	SEW-Eurodrive



**UPSTATE
MANUFACTURING
NETWORK**

Business Services Standards – Standard 6

6. Satisfaction with both processes and outcomes is measured for existing business customers.

- a. The LWDA has implemented an employer feedback system that measures employer outcomes and satisfaction.

A business satisfaction feedback system (survey tools, methods, and protocol) is outlined in the LWDA COBE Plan. Business satisfaction metrics include a measurement of:

- ***staff responsiveness***
- ***industry representation***
- ***access point for services***
- ***completion of purpose for access***
- ***usefulness of information received by staff***

- b. The LWDA COBE Plan outlines the survey tools, methods and protocols used to implement the employer feedback system.

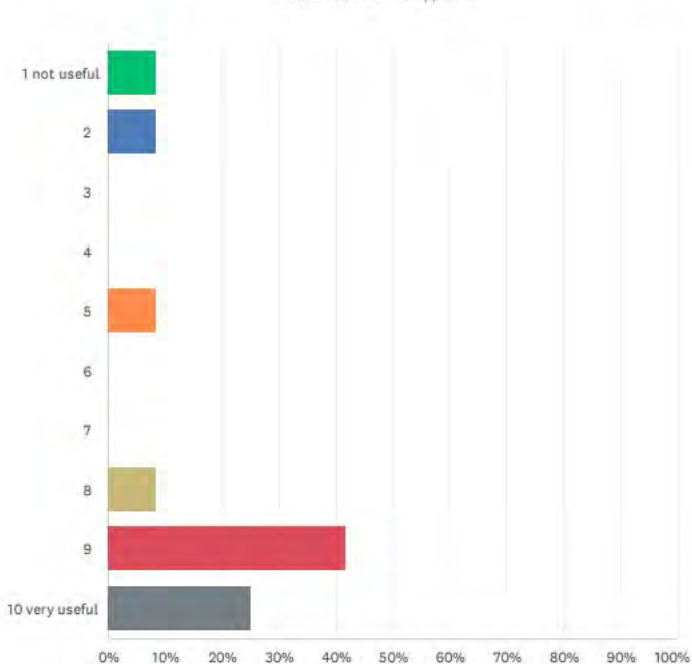
The LWDA COBE plan can be found attached here

- c. The LWDA disaggregates the data for analysis and action by LWDA.

The raw data is shared with LWDA staff monthly, and the LWDA staff disaggregates the data and shares that on a quarterly basis.

Q7 How useful was the information you received in these services?

Answered: 12 Skipped: 3



Customer Feedback

1. What methodologies are used in your LWDA to gauge employer and jobseeker satisfaction?

There is an established policy/procedure for measuring our customer/job seekers satisfaction with the service provided in the centers, from Resource Room to Workshops. Monthly Customer and Workshop Survey Reports (SOP 1701) detail the procedures required to effectively gather, monitor and if needed, assign correction actions for resolution.

All employers attending job fairs or recruitment events are offered a satisfaction survey to complete onsite. Additionally, a separate follow up survey is conducted by the LWDB via email monthly.

2. How does the LWDA turn responses into actionable improvements of the system?

We have an employee that works to follow up on survey responses. If there is a survey where the submission is dissatisfied or something was not followed up on or completed, those items are followed up on by the correct staff member to "make good" on a complaint. These survey responses are provided monthly, and all complaints are taken seriously and if the response is an actionable issue, then we work to build that into our customer service plan to make sure it does not become a regular issue for the people that utilize the centers' services and so staff may address these situations correctly as they occur.

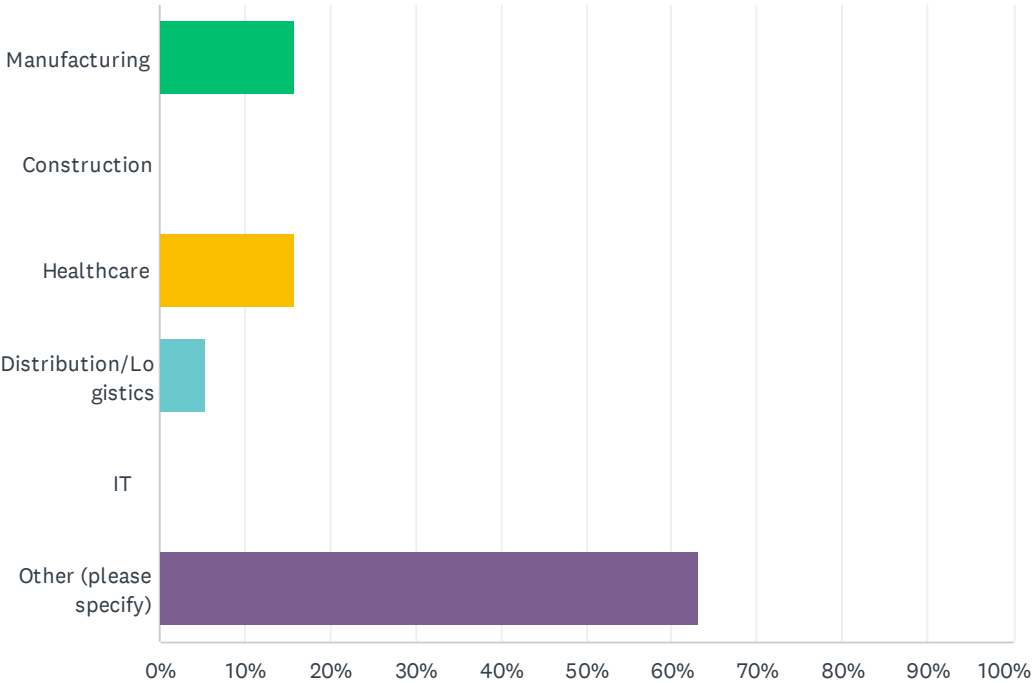
Also, where the Business Services Team is concerned, when we hold events, we provide employers with an exit survey to fill out and return before the event is over, and it addresses such questions as: 1. Did you enjoy the job fair/hiring event? 2. Did you meet good candidates? 3. Was the event: Too short, too long, or just right? 4. Do you have suggestions for how we can make future events better. We also have a similar survey for job seekers to get their feedback on what kind of events they would like to see in the future. With all the responses, we meet as a team and discuss the surveys and make plans to elevate and implement actionable items into the events to engage jobseekers and employers better.

Q1 Company Name

Answered: 19 Skipped: 0

Q2 What industry does your company represent?

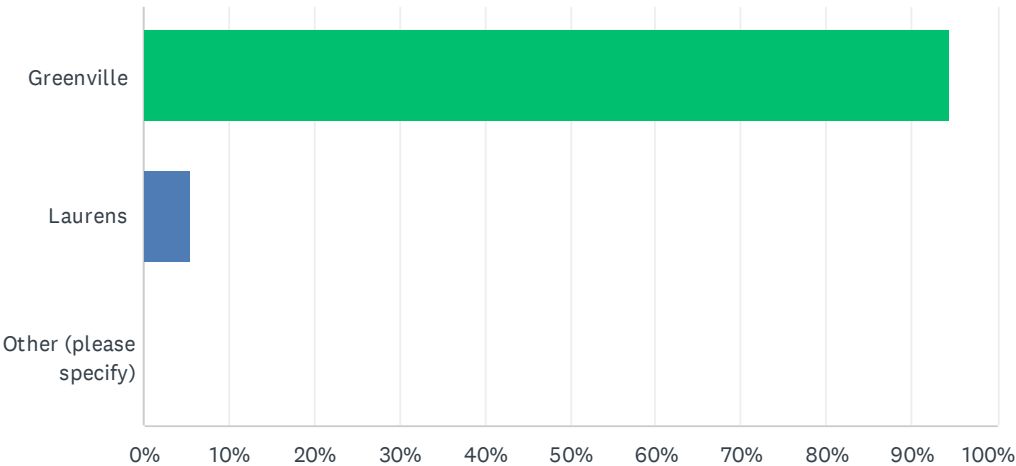
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Manufacturing	15.79%	3
Construction	0.00%	0
Healthcare	15.79%	3
Distribution/Logistics	5.26%	1
IT	0.00%	0
Other (please specify)	63.16%	12
TOTAL		19

Q3 Which county is your company located in?

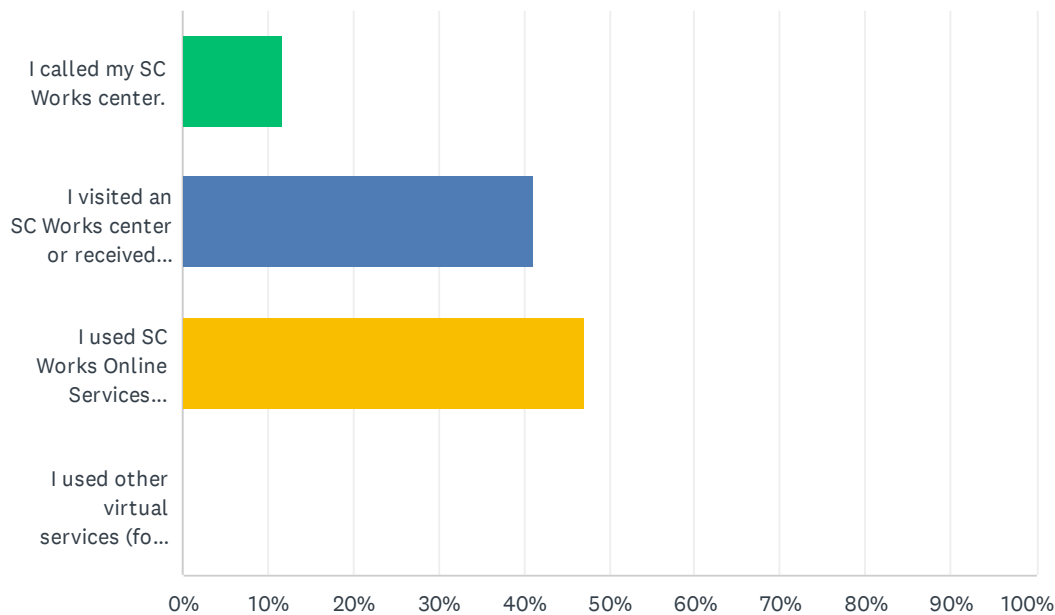
Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES	
Greenville	94.44%	17
Laurens	5.56%	1
Other (please specify)	0.00%	0
TOTAL		18

Q4 Thinking about your most recent experience, in what way did you access SC Works services?

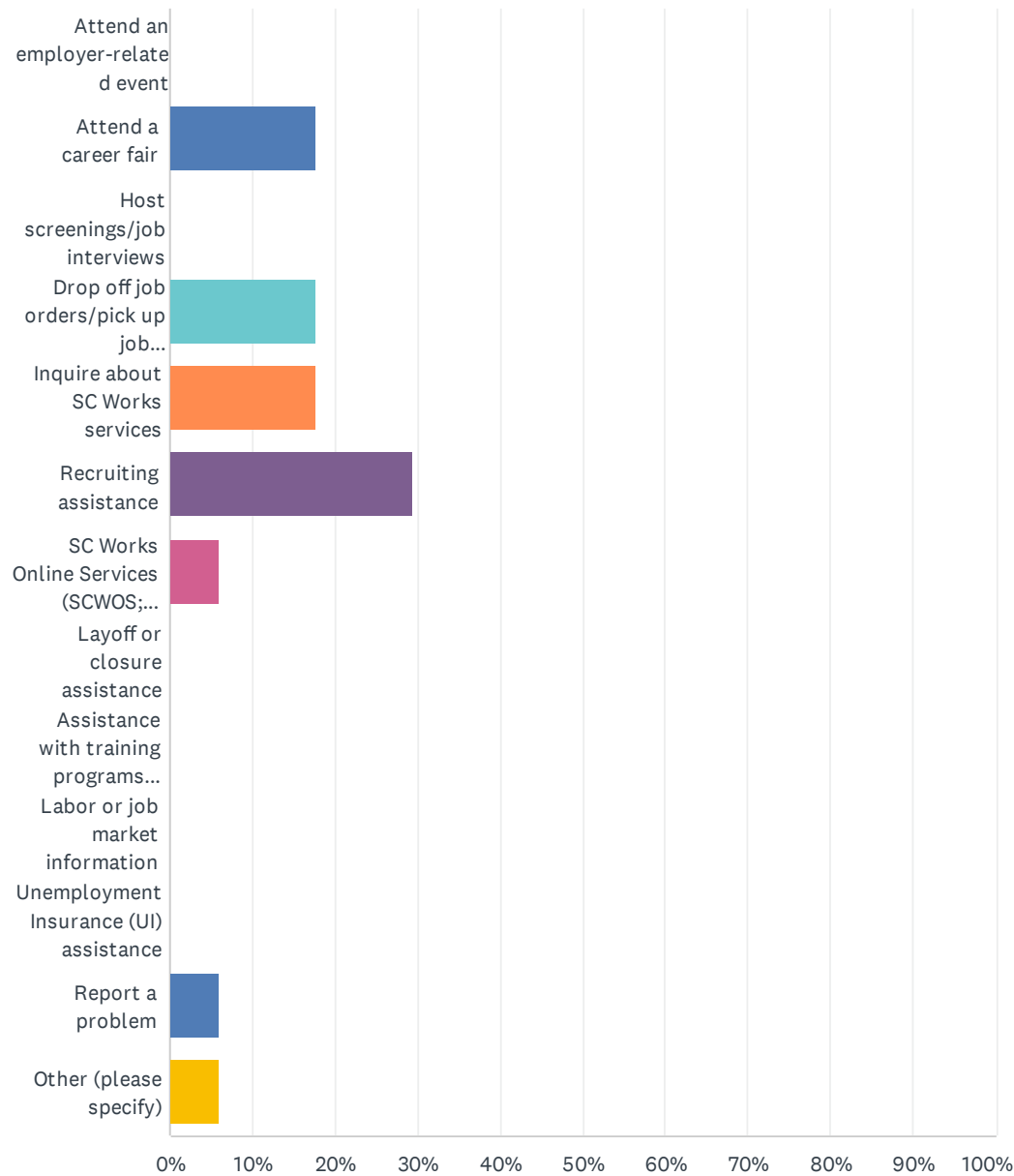
Answered: 17 Skipped: 2



ANSWER CHOICES	RESPONSES	
I called my SC Works center.	11.76%	2
I visited an SC Works center or received in-person services outside of an SC Works center.	41.18%	7
I used SC Works Online Services (jobs.scworks.org).	47.06%	8
I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).	0.00%	0
TOTAL		17

Q5 What was your reason(s) for accessing SC Works services?

Answered: 17 Skipped: 2

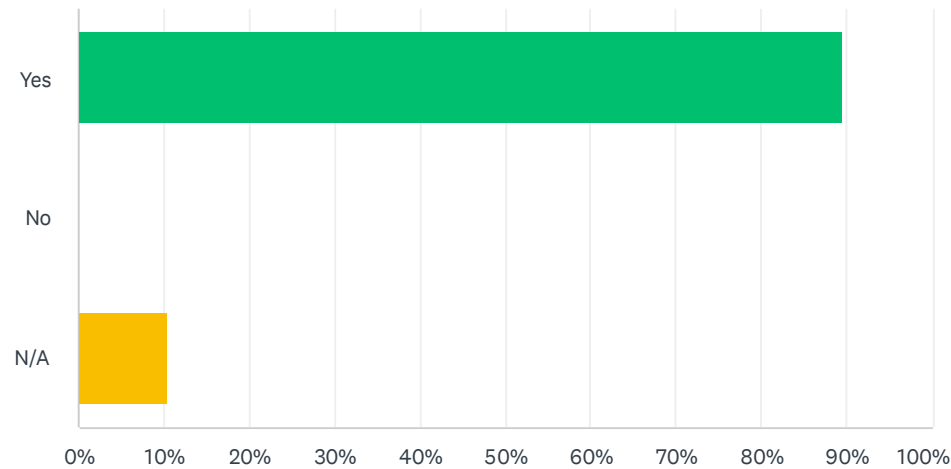


February 2025 Employer Survey- Greenville

ANSWER CHOICES	RESPONSES	
Attend an employer-related event	0.00%	0
Attend a career fair	17.65%	3
Host screenings/job interviews	0.00%	0
Drop off job orders/pick up job applications	17.65%	3
Inquire about SC Works services	17.65%	3
Recruiting assistance	29.41%	5
SC Works Online Services (SCWOS; jobs.scworks.org) assistance	5.88%	1
Layoff or closure assistance	0.00%	0
Assistance with training programs (on-the-job training [OJT], apprenticeship, customized training for workers)	0.00%	0
Labor or job market information	0.00%	0
Unemployment Insurance (UI) assistance	0.00%	0
Report a problem	5.88%	1
Other (please specify)	5.88%	1
TOTAL		17

Q6 Were you able to complete the purpose of your visit/use of SC Works services?

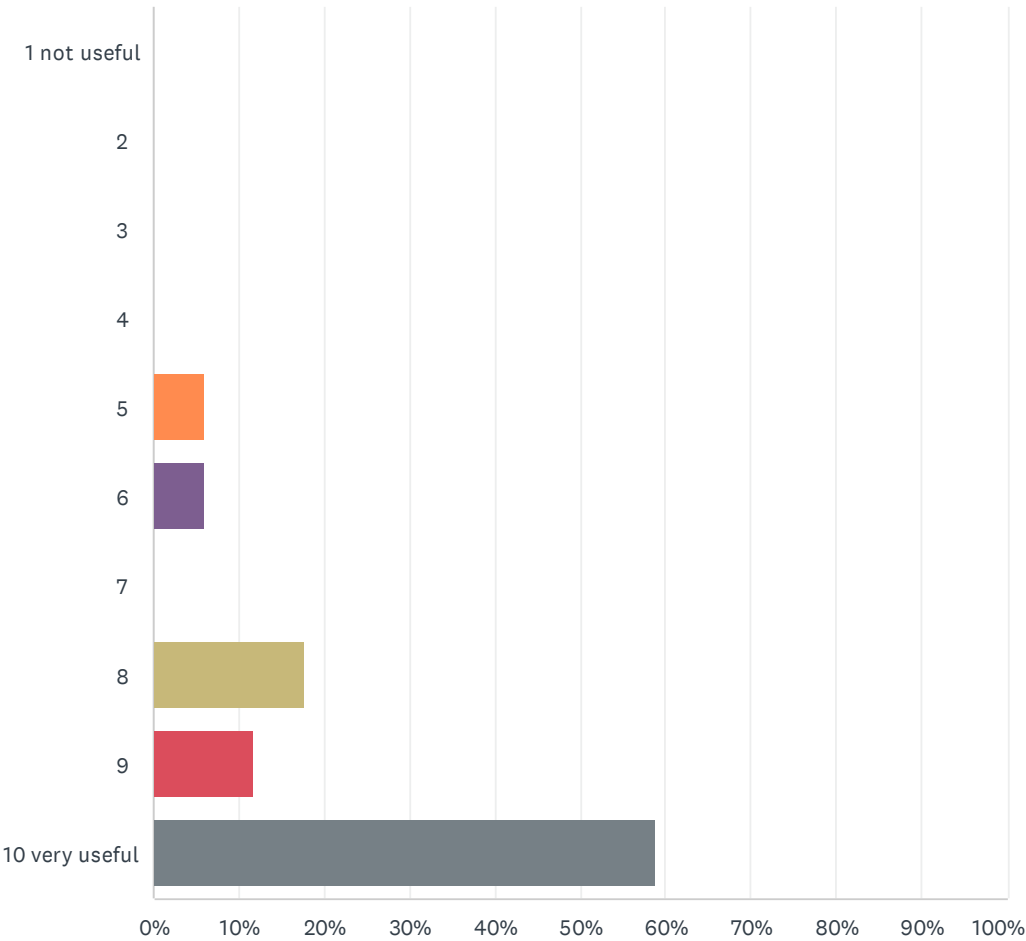
Answered: 19 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		89.47%	17
No		0.00%	0
N/A		10.53%	2
TOTAL			19

Q7 How useful was the information you received in these services?

Answered: 17 Skipped: 2

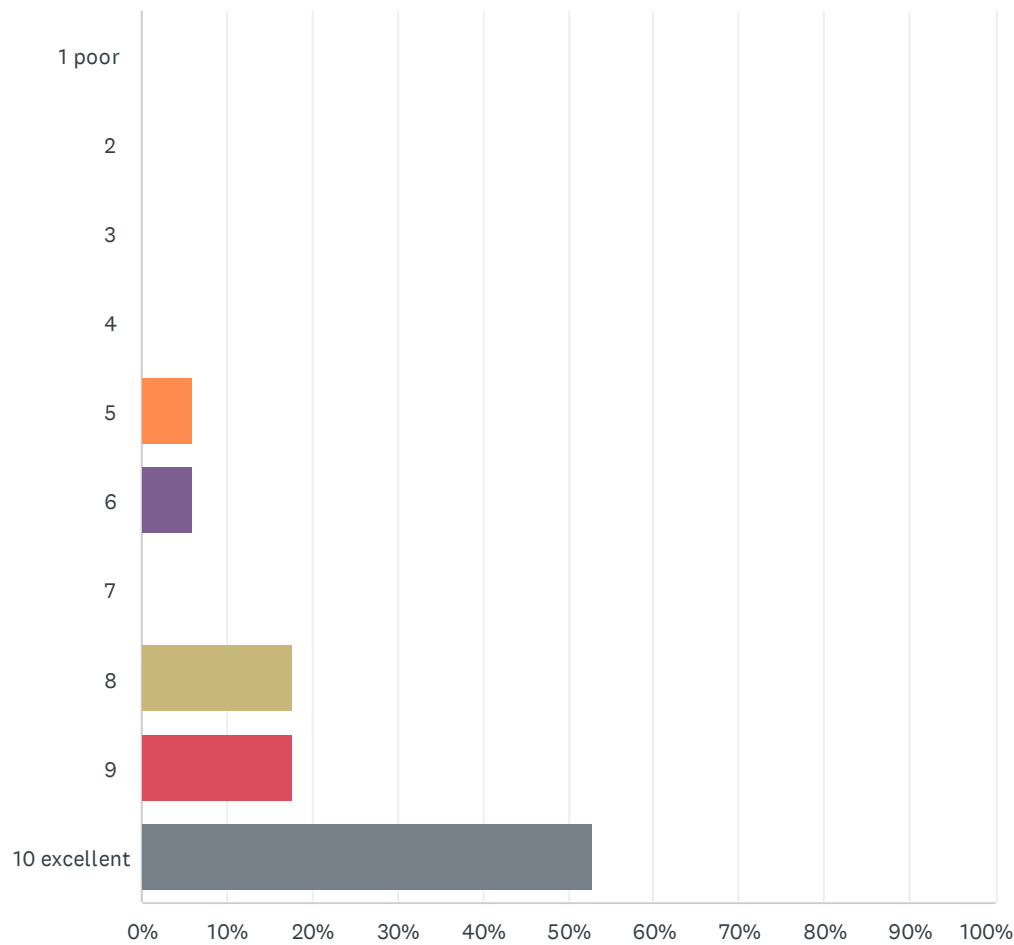


February 2025 Employer Survey- Greenville

ANSWER CHOICES	RESPONSES	
1 not useful	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	5.88%	1
6	5.88%	1
7	0.00%	0
8	17.65%	3
9	11.76%	2
10 very useful	58.82%	10
TOTAL		17

Q8 Overall, how would you rate your experience using SC Works services?

Answered: 17 Skipped: 2

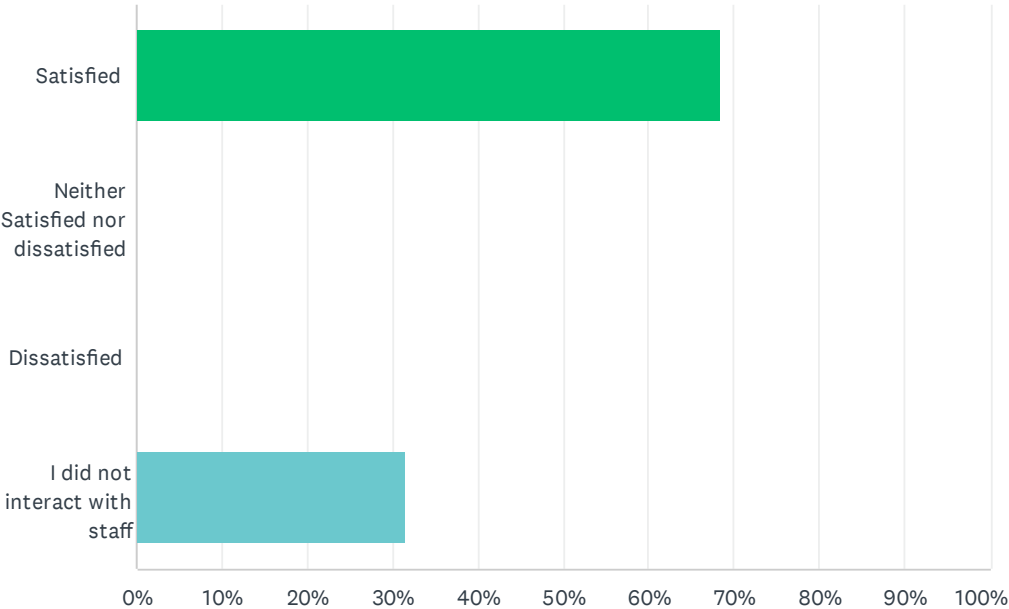


February 2025 Employer Survey- Greenville

ANSWER CHOICES	RESPONSES	
1 poor	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	5.88%	1
6	5.88%	1
7	0.00%	0
8	17.65%	3
9	17.65%	3
10 excellent	52.94%	9
TOTAL		17

Q9 How satisfied are you with the level of professionalism and staff responsiveness?

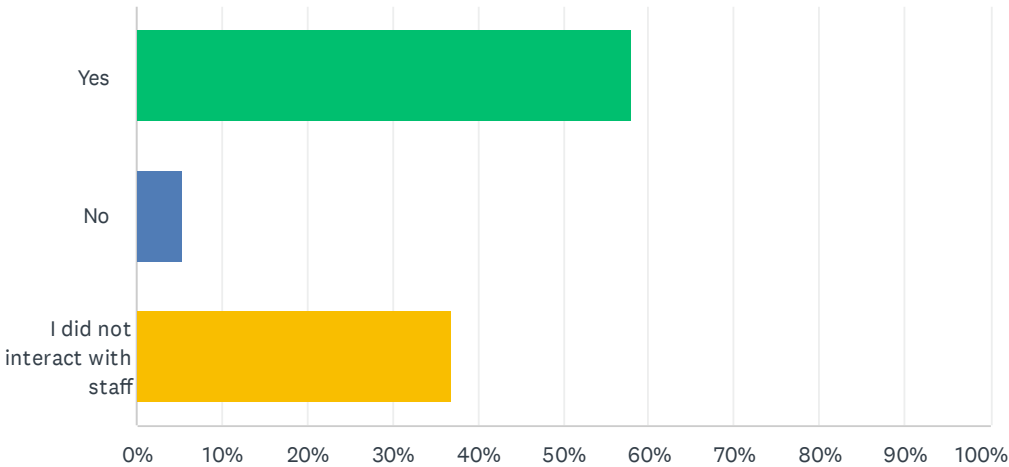
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Satisfied	68.42%	13
Neither Satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
I did not interact with staff	31.58%	6
TOTAL		19

Q10 Did staff assist you in determining next steps (additional services) that could benefit your company?

Answered: 19 Skipped: 0



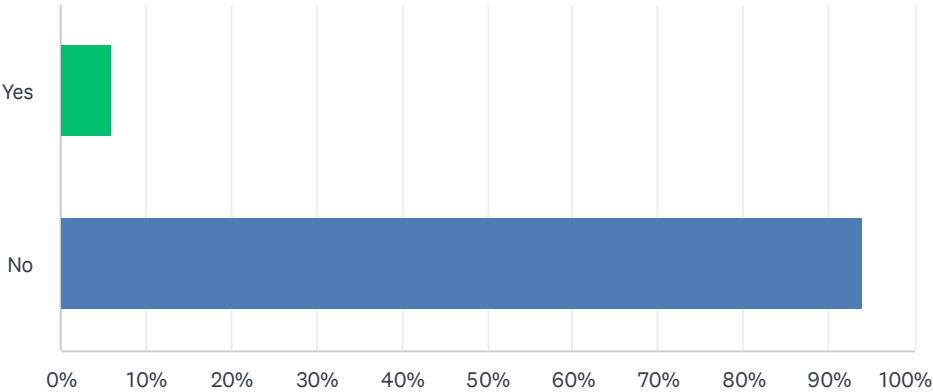
ANSWER CHOICES	RESPONSES	
Yes	57.89%	11
No	5.26%	1
I did not interact with staff	36.84%	7
TOTAL		19

Q11 Please share your comments and suggestions on how we can improve SC Works services.

Answered: 0 Skipped: 19

Q12 Would you like to be contacted regarding your response to this survey?

Answered: 17 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	5.88%	1
No	94.12%	16
TOTAL		17

Business Services Standards – Standard 7

7. The LWDA offers a consistent menu of demand-driven services.

- a. The SC Works Center offers a menu of basic business services.

Yes, referenced: <https://scworksupstate.com/employers/> for details.

- b. The menu of available business services is posted on the LWDA's website with links to relevant information.

Yes, visit www.scworksgreaterupstate.com for details. The workforce board site provides a link to the local SC Works site.



Interviewing facilities – provide you with a private, convenient location to interview applicants that have been pre-matched to your specific employment needs.

Veterans Recruitment Assistance – is provided by dedicated staff to help meet your job needs through screening and identifying work-ready veterans*.

For customized or specialized recruiting needs, please contact a Business Solutions Representative in your local workforce area.

*See Business Tax Credits for more information

BUSINESS TAX CREDITS INFORMATION

[Click Here to Apply: Work-Based Learning – Grant Application](#)

On-the-Job Training (OJT) – provides wage/salary reimbursements of 50-90% to employers to compensate for cost associated with training new employees. OJT offers a solution for businesses that are challenged with hiring, promoting or retaining employees who lack the specialized knowledge to perform their jobs effectively. SC Works Center staff work with you to determine needs and a customized training plan for eligible employees. The percentage and length of reimbursement varies by size of your company, specific skills to be acquired for the job, and local workforce area.

Incumbent Worker Training (IWT) – helps you stay on the cutting edge and increase productivity and quality by providing employees with needed training in order for the business to remain competitive. IWT is a training resource to help businesses respond to changing skills requirements caused by new technology, retooling, new product lines, or new organizational structuring. Contact Mary Beth Walters at 864-810-0315 for more details and funding availability.

Work Experience Program – is designed to provide job seekers having little to no work experience up to a twelve (12) week program where they work in a real-world job environment. This is intended to give them the opportunity to develop soft skills and work experience that can then be included in a resume for seeking work where experience is required or preferred by employer. All WX participants are paid SC Works Greater Upstate.

Customized Training – provides businesses with training resources that are designed to meet the specific requirements of the business. Training is conducted by the business itself or a training provider with a commitment by the business to employ/continue to employ an individual upon successful completion of training.

Training costs are reimbursed on a sliding scale based on the company size, with the business providing a matching contribution of no more than 50% of the cost of the training.

Registered apprenticeship – is a time-tested strategy for employee development that combines supervised on-the-job learning with job-related classroom education. It is an excellent training model for quickly getting new employees up to speed and maximizing the skills of the current workforce.

Apprenticeship programs can be found in a variety of industries including advanced manufacturing, information technology, energy, tourism, transportation and logistics, as well as healthcare, just to name a few. Registered Apprenticeship provides employers with the unique opportunity to grow its own workforce and the benefits are numerous:

- Higher skill level among employees
- Decreased turnover
- Improved productivity
- Structures and consistent training
- A reliable plan for the future
- State tax credit*

To find out more about Registered Apprenticeship, please call 803-896-5376 or visit www.apprenticeshipcarolina.com



You can connect with resources and services throughout the state of South Carolina.

Labor Market Information (LMI) – At the SC Works Centers, we can help you access valuable national, state, and local economic data as well as labor market information to meet your needs. Online Publications covering topics such as workforce trends, future job outlook, and services to businesses can be accessed [Here](#). Staff are available to conduct presentations and provide customized data and information based upon needs. Contact a local SC Works Center for more information.

SC Business One Stop (SCBOS) – SCBOS is a central information website with secure online transactions and a history of your previous transactions with the state and its various agencies. It conveniently allows new and existing businesses to file permits and licenses, pay taxes and unemployment insurance, and handle other business-related matters. Contact: 803-898-5690 or www.scbos.sc.gov.

Adult Education and Training

SC Department of Education, 803-734-8348 or <http://ed.sc.gov/agency/programs-services/3/>



SC Department of Commerce Assistance

Small business and entrepreneurship development, recycling market development services, etc. 803-737-7232 Toll Free, 800-737-0400 or www.sccommerce.com.

SC Department of Social Services Programs

Hiring incentives, on-the-job training assistance, etc. 800-768-5700 or www.dss.sc.gov

Technical College Training

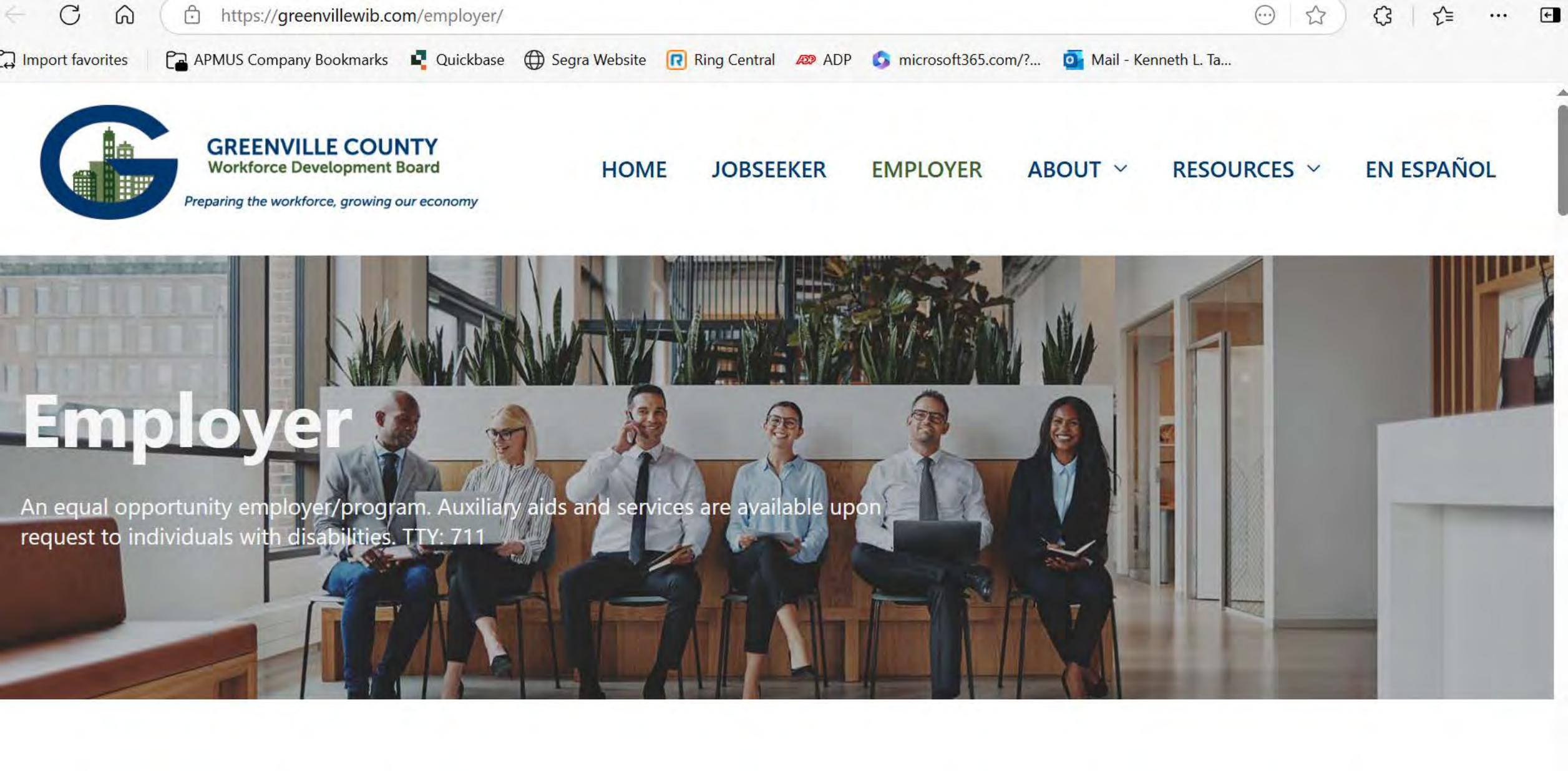
SC Technical College System, 803-896-5320 or www.sctechsystem.com

Unemployment Insurance

SC Department of Employment and Workforce
803-737-2400 (TTY 711) or www.dew.sc.gov

Vocational Rehabilitation Programs

SC Vocational Rehabilitation Department
800-832-7526 Toll Free
803-896-6500 (Columbia)
803-896-6553 (TTY) or www.scvrd.net



GREENVILLE COUNTY
Workforce Development Board

Preparing the workforce, growing our economy

HOME

JOBSEEKER

EMPLOYER

ABOUT ▾

RESOURCES ▾

EN ESPAÑOL

Employer

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: 711



Business Services!

The SC Works Greenville Business Services Team offers an array of business services to the Greenville Community through the Workforce Innovation and Opportunity Act (WIOA) and through the SC Works System. The SC Works Greenville Business Services Team prides itself on its ability to customize their services to meet each individual business's needs; from job fairs to training funds, we can help! A Business Services Representative will work directly with you to ensure your needs are met efficiently and effectively.

Contact our office today to get connected! **864-467-8080**

Ready to Serve your Business Needs

With help from South Carolina workforce system, SC Works Centers, and the SC Department of Employment and Workforce, you can be sure that no matter what happens, your company and your employees will benefit from our knowledge, experience, and extensive resources. In this Toolkit, you will find information about the following business services and available assistance:

- [Recruiting Assistance](#)
- [Training Assistance](#)
- [Transitional Assistance](#)
- [Business Tax Credits](#)
- [Other Workforce Programs and Services](#)
- Local Workforce Development Areas: [Greenville](#) and [Upstate](#)