

# SC WORKS

CATAWBA

**Annual Report**  
Catawba Regional Workforce Investment Board



July 2011 — June 2012

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A special thanks to Catawba WIA staff who contributed reports for 2011—2012



**Catawba  
Regional**  
Council of Governments

[WWW.SCWORKSCATAWBA.COM](http://WWW.SCWORKSCATAWBA.COM)

# Regional Impact

**PY 11 (7/2011 – 6/2012)**

Workforce Investment Act Funds for Adults  
and Dislocated Workers

**\$ 2,020,446**

Funds utilized for Youth Services

**\$ 1,101,812**

Funds utilized for Intensive Services and Training

**\$ 1,638,532**

American Recovery & Reinvestment Act  
Funding for Dislocated Workers

**\$ 115,300**

## Comparison of Program Year 2010 Performance to 2011 Program Year Performance

Performance Measure	Group	PY'10 Goal	80% of Goal	PY'10 Actual	PY'11 Goal	80% of Goal	PY'11 Actual
Placement in Employment or Education	Youth (14-21)	61.0	48.8	52.0	61.0	48.8	52.5
Attainment of Degree or Certificate	Youth (14-21)	55.0	44.0	50.4	55.0	44.0	57.4
Literacy or Numeracy Gains	Youth (14-21)	45.0	36.0	45.1	45.0	36.0	55.5
Entered Employment Rate	Adults	60.0	48.0	54.0	60.0	48.0	57.5
	DW	64.0	51.2	58.6	64.0	51.2	70.0
Employment Retention Rate	Adults	82.0	65.6	82.2	82.0	65.6	82.3
	DW	87.8	70.2	84.6	87.8	70.2	89.8
Six-Months Average Earnings	Adults	\$10,818	\$8,654.40	\$10,454	\$9,613	\$7,690	\$10,843
	DW	\$13,725	\$10,980	\$13,437	\$12,400	\$9,920	\$16,048
Per USDOL Definitions		Exceeded Goal		Met Goal		Did Not Meet Goal	

## *Vision*

**Partnering to develop and maintain a globally competitive workforce that enhances regional growth and improves the quality of life for area citizens.**

## *Mission Statement*

**To create, modify, and sustain a local system of cooperation and collaboration among all workforce development entities to ensure that the employment-related needs of employers, incumbent workers, and job seekers are met.**

## **The Catawba Workforce System**

The Catawba Workforce Investment Area (WIA) was created by consortium agreement between the three counties of Chester, Lancaster, and York. The Catawba Regional Council of Governments (CRCOG) was designated by the consortium to be the Administrative Entity for the local WIA. The Catawba Regional Workforce Investment Board (CRWIB) has policy and oversight responsibilities for all activities under the Federal Workforce Investment Act of 1998.

The SC Works Centers bring together in one location numerous agencies to integrate all workforce development services into a comprehensive system. This system serves as the focal point for all local workforce development initiatives in order to advance the economic well-being of the local workforce. ResCare, a national provider of workforce system operations and services, continues responsibility of the SC Works operations for the Catawba Region. ResCare manages the day-to-day operations of the SC Works Centers; to include, intensive training services for WIA participants.

Although signs indicate a modest economic recovery, the Catawba Region continues to have high unemployment. We continue to stress the importance of basic skills, computer skills, problem solving skills and job search skills to participants that we serve. As a result of a continuing decline in WIA funds, the Catawba Regional Workforce Investment Board (WIB) is faced with decisions related to managing the workforce system, allocating funds effectively, and making the most impact upon the local workforce.

During Program Year 2011, the Catawba WIB focused on better serving our business community. The business services staff contacted 258 new business customers, provided a total of 26,160 services to 2,041 companies –to include 1,456 job placements. These services included referrals of job candidates, hosting hiring events for area businesses at the SC Works Centers, and placing On-the-Job Training (OJT) candidates in meaningful jobs with area companies. The Catawba WIB has remained steadfast in its mission to assist job seekers as they refresh their job hunting skills, learn new skills, and increase their value to a prospective employer in today's job market. The Catawba WIB's goal is for SCWORKS Catawba to become the region's premier employment agency.



# Leading the Catawba Region Forward

The Catawba Regional Workforce Investment Board consists of volunteer members charged with ensuring that the local workforce development system is market-driven and responsive to the employment and training needs of businesses and job seekers. The Board implements the Workforce Investment Act of 1998 in partnership with local service providers through a comprehensive OneStop system. The Catawba system works to remove barriers to employment by addressing education deficiencies, allowing job seekers to gain more marketable job skills, improving current workers' skill levels, and assisting area businesses with training costs.

The Board consists of representatives from private businesses and industries within the region, along with representatives from education, economic development, labor, community-based organizations, and SC Works partner agencies such as: Vocational Rehabilitation, Adult Education, Housing and Urban Development, Department of Employment & Workforce, and Department of Social Services.

## Catawba Workforce Investment Board

<b>Joanie Winters</b>	<b>Chester County</b>	<b>Winters Law/Attorney</b>
<b>John Sageser</b>	<b>Chester County</b>	<b>GAF Materials Corporation</b>
<b>James Nichols</b>	<b>Chester County</b>	<b>SC Department of Social Services</b>
<b>Lance Clark</b>	<b>Chester County</b>	<b>Guardian</b>
<b>Dean Faile</b>	<b>Lancaster County</b>	<b>Chamber of Commerce</b>
<b>Bruce Barre</b>	<b>Lancaster County</b>	<b>Proctor &amp; Gamble</b>
<b>Monica Graham</b>	<b>Lancaster County</b>	<b>Phillips Staffing, Vice-Chair</b>
<b>Jerry Witherspoon</b>	<b>Lancaster County</b>	<b>Housing Authority</b>
<b>Keith Tunnell</b>	<b>Lancaster County</b>	<b>Lancaster County Economic Development</b>
<b>Amy Harned</b>	<b>Lancaster County</b>	<b>Springs Memorial Hospital</b>
<b>Kenneth Gaither</b>	<b>York County</b>	<b>Tri-District Adult Education</b>
<b>Carolyn Stewart, PhD</b>	<b>York County</b>	<b>York Technical College</b>
<b>Constance Larson</b>	<b>York County</b>	<b>SC Indian Development Council</b>
<b>Kristin Malbasa</b>	<b>York County</b>	<b>MacLean Power Systems</b>
<b>Diana Eastep</b>	<b>York County</b>	<b>Atlas Copco, Chairperson</b>
<b>Teresa Curtice</b>	<b>York County</b>	<b>York County Economic Development</b>
<b>Walter Kellogg</b>	<b>York County</b>	<b>Carolina Community Actions</b>
<b>Kathleen Allen</b>	<b>York County</b>	<b>SC Vocational Rehabilitation</b>
<b>Tom Drumwright</b>	<b>York County</b>	<b>ArvinMeritor</b>
<b>Monique Ramseur</b>	<b>York County</b>	<b>Robinson Funeral Home</b>
<b>Karen Craig</b>	<b>York County</b>	<b>Schaeffler Group</b>
<b>Michael Haselrig</b>	<b>York County</b>	<b>Platinum Imaging</b>
<b>Tracy Wimmer</b>	<b>York County</b>	<b>Resolute Forest Products</b>
<b>Grey Parks</b>	<b>York County</b>	<b>SC Dept. of Employment &amp; Workforce</b>
<b>Ernest Chisholm</b>	<b>York County</b>	<b>AARP Senior Employment Services</b>
<b>Mark Cable</b>	<b>Labor</b>	<b>Resolute Resources</b>
<b>Michael Rallings</b>	<b>Labor</b>	<b>Resolute Resources</b>

# Catawba Regional Job Fair is a Huge Success!

## 953 Job Seekers come to York Tech's Baxter Hood Center in search of employment

A job fair sponsored by the Catawba Region's three SC Works Centers - Chester, Lancaster, and Rock Hill — drew 953 job seekers to York Technical College's Baxter Hood Center on Thursday, May 24, 2012. Christine Turner, SC Works Rock Hill Center Manager, and her team organized the four-hour event. The fair focused on companies located in the three-county region and was attended by twenty-eight employers with advertised job openings ranging from assembly, welding, warehousing, and operator jobs to customer sales and service positions.

In addition to meeting area employers, participants were able to attend workshops that covered a critique of resumes, preparations for a job fair, procedures for expunging criminal records, veteran's career opportunities, job fair follow-up tips, and an employer panel that focused on what employers seek in potential job candidates. Computers were available for attendees to apply for jobs on-line. One hundred twenty-seven participants secured interviews as a result of the job fair.

According to one participant, "The workshops were interesting and I learned new things like how to



properly follow-up with an employer after a job fair and an interview."

Many participants secured "second interview" opportunities with several area employers as a result of the fair. One employer stated, "Wonderful job fair—probably one of the best! We had so many qualified people come through. I have so many resumes to review. I could really tell the ones who went through the pre-job fair classes and was impressed on how well they presented themselves."

The majority of the job fair attendees represented the region as follows:

- Chester County — 17%
- Lancaster County — 13%
- York County—66%

Other regions and counties also had attendees as well — participants came from Camden, Winnsboro, Columbia, and Ruby, SC, as well as, Charlotte and Gastonia, NC.

Companies attending the job fair were: Aerotek, UPS, ATI Allvac, Atlas Copco, Carolina Recruitment, City of Rock Hill, Guardian

Industries, Haile Gold Mine, InChem, Lap Tech Industries, Agape Senior, Maclean Power, New Hope Carolinas, Nutramax Laboratories, Oerlikon Balzer, Oldcastle Building Envelope, Phillips Staffing, Principal Financial, Proctor & Gamble-Duracell, Resolute Forest Products, SC Department of Corrections, Sodexo for Piedmont Medical Center, Supermetal, TE Connectivity, and York County Endoscopy Center.

The fair also provided attendees an opportunity to connect with SC Help representatives and apply for mortgage loan assistance if needed. United Way was a key sponsor for the Job Fair and was available to connect participants that needed services as they deal with unemployment.

One employer summed up his experience at the fair, "This was an excellent opportunity to reach many interested candidates. My experience was great!" SC Works plans to host additional job fairs in the future.



# WIA Youth Programs



The 2nd Annual Youth Forum for Catawba area youth was held on Friday, May 4, 2012 at York Technical College's Baxter Hood Center. The all-day event featured Herbert C. Crump, Jr. of Freedom Temple Ministries as the guest speaker. Mr. Crump emphasized to the attendees the importance of remaining focused on their goals, building a solid foundation, and having a strong faith in their lives. As a positive role model, he served as a source of inspiration to the youth and as an example of what can result from turning one's life in a positive direction. Catawba WIA's youth partners - Carolina Community Actions, Success Academy, York Technical College, and Communities in Schools - were in attendance.

Participants attended three workshops, a luncheon, and an awards ceremony. Workshop topics included: "Creating and Keeping a Positive Online Reputation", "Jazzing Up Your Resume and Application", and "Top 10 Things to Do to Land Your Job."

## WIA Youth Receive Outstanding Achievement Awards

Provider	Case Manager	Participant
York Technical College	Linda Lee	Jalesia Poag
York Technical College	Diala Curbeam	Christopher Walden
York Technical College	Michelle Lucas	Jessica Benton
York Technical College	Tamara Nichols	Devin O'Toole
Success Academy	Sharon Street	Jacob Robbins
Communities in Schools	Jackie Brandon	Dewayne McGill & Elijah White
Carolina Community Actions	Damien Ward	Kathryn Michelle Caldwell
Carolina Community Actions	Bibi Mohamed	Amber Passmore
Carolina Community Actions	Gwen Harris	Kiandria Waiters

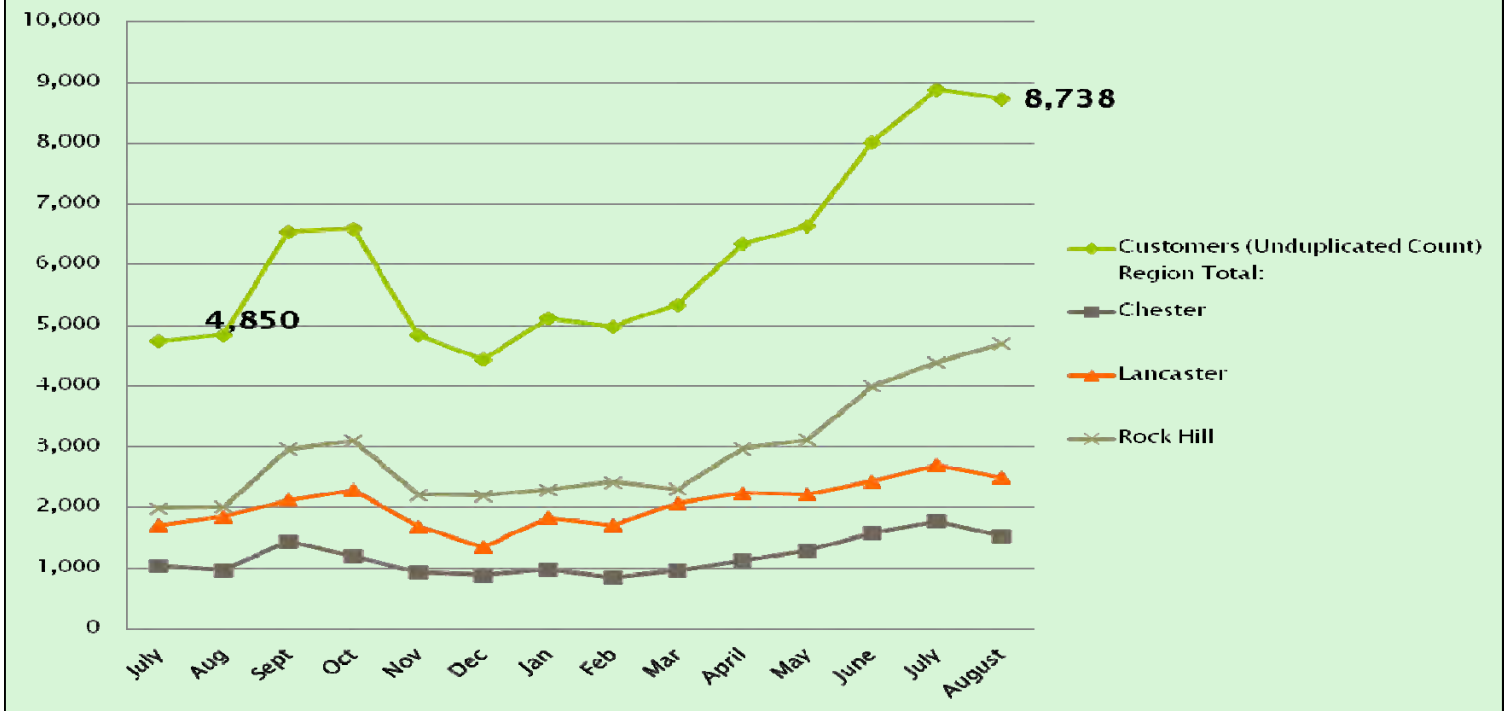
## Catawba WIB Youth Council

Richard Wessinger	SC Department of Juvenile Justice
Susan Snipes	Lancaster County Department of Social Services
Mary Reid	Carolina Community Actions
Max Melton	Communities in Schools – Lancaster County
David Drennan	York County Department of Social Services
Kristin Malbasa	MacLean Power Systems
Jerry Witherspoon	Lancaster County Housing Authority
Donna Bender	Lancaster County Partners for Youth
Robin Miller	Job Corps
Kenneth Gaither	York County, Tri-District Adult Education
James Nichols	Chester County, SC Department of Social Services
Rashelle Jennings	Chester County Housing Authority
Kim Linton	Lancaster County Adult Education
Joanie Winters	Attorney at Law
Lonnie Harvey	Jesclon Group
Tracy Wimmer	Resolute Forest Products
Kathleen Allen	SC Vocational Rehabilitation

# Catawba SC Works Centers Performance

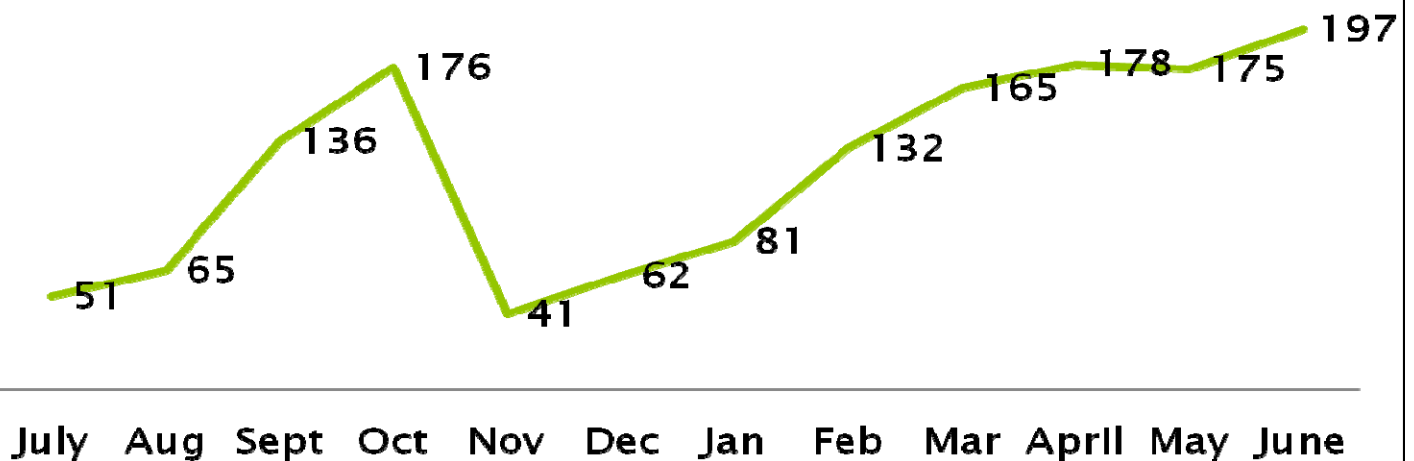
July 2011 to June 2012

**Unduplicated Customer Count Trends**



**Entered Employment**  
July 2011 to June 2012

Entered Employment





# Catawba Workforce Center Highlights—PY11

## ***Business Services Team***

- Engaged 200+ new business customers
- Completed 45 OJT contracts with \$132,000 rebated to local businesses
- Business Services staff completed State Business Services Certification Program
- Participated in area HR Roundtables and other networking events
- Conducted Hiring Events for Walmart, Rolled Alloys, Tri-State Staffing, PCI Group, Temporary Resources, Elite Resources, DMSI Staffing, Aerotek, Staff Finders, Pharr Yarns, and others.
- SC Works staff participated in an industry tour of the Meritor Plant in York, SC.
- SC Help is on-site weekly to provide mortgage assistance to citizens and conduct weekly workshops.
- Conducted employer-led workshops (Schaeffler Group, Lowes Home Improvement Centers, and others)
- Conducted a regional job fair that attracted 953 job seekers and 25+ companies

## ***Workforce Center Events***

- 5,000 clients participated in 1,200 workshops
- Implemented customer-flow procedures to accommodate increased client traffic
- Completed security training for all staff in each center
- 164 job seekers participated in Career Readiness Academy program. Attendees enrolled in Basic Computer training, Enhanced Computer Literacy, Advanced Computer Navigation, Basic Math Skills, and Achieve Global®WorkSkills

## ONE OF MANY WORKFORCE CENTER SUCCESS STORIES

**SC Works Lancaster** — Good news is often hard to find in today's job market. However, one customer of the SC Works Lancaster Center is celebrating his good news. He came to the Lancaster Workforce Center as a Department of Social Services (DSS) referral and qualified as a candidate for Workforce Investment Act (WIA) assistance. He had lost his full-time job in 2008 at the beginning of the recession and had only succeeded in finding part-time and temporary jobs. He had struggled throughout this time to locate a full-time position because of the decline in full-time job opportunities. In addition to the job market, he was faced with overcoming a lack of education—he was a high school 10th grade dropout.

Andrea Reinders, the SC Works Business Services consultant for Chester and Lancaster Counties, reviewed his work experience and referred him for a position with a company that was seeking potential On-the-Job Training (OJT) candidates. She arranged an interview with the company's Human Resources manager. The client interviewed so well, Andrea states, "the HR Manager contacted me to discuss the applicant. The manager said that he had made the decision during the interview that even though the client was not a 'perfect-fit' for the open position, he wanted to create a position to give him an opportunity to join the company and to learn."

The employer placed one condition of employment upon the client — he had to be willing to get his GED. Andrea had already had this conversation with the client (knowing the company's policy on education). The client had already realized that his lack of education was a huge barrier to success and locating a job. He was very excited about the opportunity to return to school and get his GED. Andrea and the WIA staff at the Lancaster Center arranged for the client to enroll in the Adult Education GED program. In addition, the company's management team are working with the employee by providing him with a flexible work schedule so that he can attend school as needed.

GOOD NEWS-right? This is a win-win for all concerned—the client, after many months struggling to find meaningful work and persevering through countless rejections, has a full-time job. The company has found an excellent employee and has capitalized on recouping a portion of its training costs through the SC Works OJT Program.

# Employers Provide Job Seekers with the “Real Picture”

In an effort to engage job seekers and educate them on the qualities that employers desire in potential job candidates, the local SC Works Centers have held workshops that are led by area human resources professionals. A recent workshop, “How to Stand Out in a Crowd,” was jointly moderated by Rita Revels, Schaeffler Group USA’s HR Manager for Fort Mill and Spartanburg operations, and Melissa Gladden, President of Carolina Recruitment.



All of the twenty-one job seekers who attended were required to complete a two-step registration process. Each attendee had to complete and post a resume in the SC Works Online System (SCWOS) and have the resume reviewed by an SC Works staff member. Each attendee came prepared to participate in mock interview sessions with the presenters. In addition, the participants were asked to dress professionally as if they were going to a job interview.

Melissa Gladden commented to the SC Works staff, “Thank you for reaching out to us. It was such a successful turnout! Everyone looked professional and were very well prepared. Your efforts exemplify the SC Works slogan, ‘Bringing Employers and Job Seekers Together’.”

## SC WORKS

### CATAWBA

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