

SC WORKS

CATAWBA

Annual Report

Catawba Regional Workforce Investment Board
July 2010—June 2011

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A special thanks to Catawba WIA staff who contributed reports for 2010—2011

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**Catawba
Regional**
Council of Governments

An affiliate of the Catawba Regional Council of Governments

Regional Impact

PY 10 (7/2010 – 6/2011)

Workforce Investment Act Funds for Adults
and Dislocated Workers

\$ 2,914,696

Funds utilized for Youth Services, including
the Summer Youth Employment Program

\$ 1,439,264

Funds utilized for Intensive Services and Training

\$ 1,200,168

American Recovery & Reinvestment Act
Funding for Adults and Dislocated Workers

\$ 698,391

Funds utilized for Incumbent Worker
Training and On-the-Job Training

\$ 479,997

Comparison of Program Year 2009 Performance to 2010 Program Year Performance

Performance Measure	Group	PY'09 Goal	80% of Goal	PY'09 Actual	PY'10 Goal	80% of Goal	PY'10 Actual
Placement in Employment or Education	Youth (14-21)	67.0	53.6	35.4	61.0	48.8	52.0
Attainment of Degree or Certificate	Youth (14-21)	55.0	44.0	40.9	55.0	44.0	50.4
Literacy or Numeracy Gains	Youth (14-21)	45.0	36.0	36.5	45.0	36.0	45.1
Entered Employment Rate	Adults	70.0	56.0	46.2	60.0	48.0	54.0
	DW	70.5	56.4	47.6	64.0	51.2	58.6
Employment Retention Rate	Adults	82.0	65.6	77.9	82.0	65.6	82.2
	DW	87.8	70.2	83.1	87.8	70.2	84.6
Six-Months Average Earnings	Adults	\$10,818	\$8,654.40	\$9,280	\$10,818	\$8,654	\$10,454
	DW	\$13,725	\$10,980	\$11,620	\$13,725	\$10,980	\$13,437
Per USDOL Definitions		Exceeded Goal		Met Goal		Did Not Meet Goal	

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, previously referred to as OneStop Centers and established by the Workforce Investment Act, 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, assumed responsibility of the SC Works operations for the Catawba Region effective July 1, 2011. ResCare manages the day-to-day operations, intensive, and training services for WIA participants.

Challenges for the Catawba Region continue to be high unemployment even though some area businesses are seeing signs of modest recovery. The region's workforce also continues to struggle with skill gaps, in particular, "soft skills" (work ethic, attitude, attendance) and basic skills (math, reading, computer). An additional challenge for the region is continuing to provide training and assistance to a large unemployed and underemployed workforce population with ever declining funds. In the coming year, the Catawba Regional Workforce Investment Board will face even more critical decisions of how to manage the workforce development system, assist the region's workforce with skill attainment, and support area business needs.

The CRWIB has remained steadfast in its mission to assist dislocated workers as they select new career paths, refresh their job search skills, retool themselves with new skills, and become more adapt marketers in today's competitive job market. Many of the region's workforce find themselves under-skilled and under-educated in a rapidly changing job market. Today's job candidates must possess problem solving skills, teamwork skills, computer skills, flexibility and adaptability skills, and multi-tasking skills. The focus for CRWIA will be to become the region's premier employment agency—helping area citizens locate and obtain jobs and thrive in an ever changing economic climate.

Whatever the employment challenges are in the future, the Catawba Regional WIB will remain a strategic partner and convener to assist businesses with their workforce needs.



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

Joanie Winters, Chester County, Attorney

John Sageser, Chester County, GAF Materials Corporation

James Nichols, Chester County, SCDSS

Lance Clark, Chester County, Guardian

Dean Faile, Lancaster County, Chamber of Commerce

Bruce Barre, Lancaster County, Proctor & Gamble

Monica Craig, Lancaster County, Phillips Staffing, Vice-Chair

Jerry Witherspoon, Lancaster County, Housing Authority

Keith Tunnell, Lancaster County, LC Economic Development

Skip Pawul, Lancaster County, PCI Group

Kenneth Gaither, York County, Tri-District Adult Education

Michael Rallings, Labor, Resolute Resources

Carolyn Stewart, PhD, York County, York Technical College

Kathy Tinney, York County, AARP Senior Employment Services

Phyllis Williams, York County, SC Indian Development Council

Kristin Malbasa, York County, MacLean Power Systems

Diana Eastep, York County, DentalOne Partners, Chairperson

Teresa Curtice, York County, YC Economic Development

Mark Cable, Labor, Resolute Resources

Gary Blevins, York County, Sherer Dental Labs

Barry Waddell, York County, SC Vocational Rehabilitation

Tom Drumwright, York County, ArvinMeritor

Lonnie Harvey, York County, Jesclon Group

Karen Craig, York County, Schaeffler Group



WIA Youth Attend Youth Forum

The Catawba area WIA Youth Forum was held on Friday, May 6, 2011 at York Technical College. The full day event included a guest speaker, lunch, workshops and door prizes. All active and follow up WIA Youth students were invited to participate in the event.

Participants were very excited about the guest speaker, Mike Minter, former Carolina Panthers football player. He talked to the group about the importance of education and how to keep a dream alive when the odds are stacked against you. He encouraged each person to go after their dreams and expressed the importance of dedication, discipline, and determination. After his motivating speech, Mike took a few minutes to sign autographs, meet the youth, and take pictures.

There were three rotating workshops throughout the day so everyone would get a chance to attend each one. The workshops focused on job applications/resumes, interviewing techniques/appearance, and financial reality. After lunch, the group gathered together and names were drawn for door prizes that were donated by local area businesses.

Each youth provider recognized an outstanding student that overcame obstacles to be successful in his/her educational goals and the WIA program. Case managers presented each outstanding student with a certificate for exceptional accomplishments. Many of the students were grateful for the opportunity to attend and expressed that they learned a lot from the workshops. This event is something the Catawba area would like to have annually since it was such a success.

Students Receive Outstanding Achievement Awards

Provider	Case Manager	Participant
York Technical College	Linda Lee	Nancy Lee
York Technical College	Amanda Baker	Ashley Hagood
York Technical College	Eldridge Herrin	Karina Contreras
Success Academy	Sharon Street	Troy Lewis
Communities in Schools-Lancaster	Lynn Moorefield	Luke Chesser
Carolina Community Actions	Damien Ward	Chase Martin
Carolina Community Actions	Bibi Mohamed	Owolabi Oguntimehin
Carolina Community Actions	Gwen Harris	Sharuita Stevenson

Catawba WIB Youth Council

Dennis Joiner, Chester County Department of Social Services

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

Terrell Blackmon, Chester Housing Authority

Jerry Witherspoon, Lancaster County Housing Authority

Donna Bender, Lancaster County Partners for Youth

Robin Miller, Job Corps

Kathleen Powell, Lancaster County, Proctor & Gamble

Kenneth Gaither, York County, Tri-District Adult Education



Chester SC Works Center



Lancaster SC Works Center

SC Works Centers

Chester • Rock Hill • Lancaster

SC Works Centers were created for job seekers to have a central location to file unemployment benefits, seek employment opportunities, and upgrade their skills. The Centers provide accessible, customer-focused services as they are needed. Each center has resources for job seekers; such as, computer labs, free workshops, career guidance, and training opportunities. SC Works Centers are a great resource for individuals who are in transition, in school, laid off from a job, unemployed, or underemployed. Each Center's goal is to connect job seekers with their next position or career.

The Catawba Area SC Works Centers and partners offer many basic services to customers at no charge. Some educational training programs have fees. Services include:

Job Placement Assistance

Using the SC Works Online Services (SCWOS), the SC Works staff can assist job seekers in gaining employment through job referrals.

Internet Access

For job related activities, high speed internet is available.

Community Resource Referrals

If the individual has additional needs, referrals and information can be made and provided about other agencies/resources in the community.

Labor Market Information (LMI)

This information is available to the job seeker through the SC Works Online Services System (SCWOS) at www.scworks.org.

Fax/Phone Services

A telephone and a fax machine are available for job related purposes.

Unemployment Insurance

If the job seeker lost a job due to no fault of his/her own, the SC Works' staff can assist the individual with eligibility requirements for unemployment benefits.

WorkKeys

Tutorial programs are available for job seekers to prepare for WorkKeys assessments and improve skill levels. This is a key service for individuals desiring to enhance their job opportunities.

The Centers also offer many workshops that are very informative and interactive. Job seekers are encouraged to join a Job Club and participate in a wide array of workshops and networking opportunities. Workshops are held weekly at the SC Works Centers in Chester, Lancaster, and York Counties.



Rock Hill SC Works Center



Catawba Regional Council of Governments

Incumbent Worker Training Grants Help Local Employees Gain Additional Skills

The Catawba Regional Workforce Investment Board (CRWIB) awarded twenty-one **Incumbent Worker Training Grants** to local employers totaling \$259,600 for the program year of 2010-2011. Funding for these grants is provided by the Workforce Investment Act of 1998 and is administered at the state level by the SC Department of Employment & Workforce - State Workforce Development Board. Each employer used the grant to upgrade the skills of their current workforce and to increase their competitive advantage in each company's marketplace.

Businesses that have at least one full-time employee and are current on all state tax obligations can receive reimbursements for training expenses for their current workforce upon application and approval. Priority is given to manufacturing businesses in the region. Incumbent worker training can range from basic academic skills to company-specific skills and industry certifications.

Grant recipients included BI-LO, Chemtrade Logistics, Lexington Precision, Wikoff Color, Chester Wood Products, CVS, Sherer Dental Lab, Meritor, Possehl Connector Services, Chester Regional Medical Center, Transaxle America, Lloyd & McKenzie, Daimler Trucks North America, The Schaeffler Group, Composite Resources, Martins Machine, Ajax Rolled Ring & Machine, Haile Gold Mine, PBI Performance Products, ATS Carolina, and Proctor & Gamble—Duracell.

Employees received training in a variety of courses including basic computer skills, lean manufacturing, Six Sigma, 5S, leadership development, supervisory training, instrumentation, ISO certification, manufacturing maintenance, and other industry specific courses.

Since the beginning of the program in 2004, the Catawba Region's companies have received \$1.54 million in Incumbent Worker Training Grant funds.

Martins Machine Company Obtains ISO Certification

Incumbent Worker Training Grants Aid Companies to Position Themselves for Growth

Martins Machine Co., Inc. is a high quality precision machine shop manufacturer located in Lancaster, S.C. The company is owned and operated by Joao and Pamela Martins. Martins Machine became ISO 9001:2008 certified on July 20, 2011. The certification is a reality after a fifteen year dream that was always delayed due to the company's small size and the cost of the process. The lack of ISO certification was consistently a roadblock to the small operation's attempt to expand its customer base. "We have been turned down by so many potential customers because we were not certified, and now we are able to go back to them and show that we have advanced and made major changes in our facility and operations," stated Pamela Martins, President of Martins Machine Co., Inc.

"We just wanted to personally thank the Catawba Workforce Investment Board and all of those involved at the Catawba Regional Council of Governments for the Incumbent Worker Training Grant. It has allowed us to receive and complete ISO training and certification. Had it not been for the grant funds, we would not have been able to achieve certification at this time."

Martins Machine worked with the South Carolina Manufacturers Extension Partnership (SCMEP) to complete the training and certification process. Even in the short time since Martins Machine received their official notice, they have received positive feedback from potential customers, as well as current customers.

Martins Machine's Certificate Number is 4649 and was obtained through American Systems Registrar, LLC.

Lloyd & McKenzie Obtains ISO Certification through an Incumbent Worker Training Grant

What happens when a company has a great product for the automotive industry but can't get its foot in the door because it isn't ISO certified? The company struggles behind the scenes as a Tier 3 or 4 supplier to other companies that do have their foot in the door. As a result, growing the business and increasing sales is difficult and the company just "hangs on." That was the dilemma facing Red Caldwell, President of Lloyd & McKenzie.

Lloyd & McKenzie is a Chester County manufacturer of specialty adhesives and coatings for fabric. Like Martins Machine, the company was constantly dealing with the results of not being ISO certified. Customers, once they found out about the lack of certification, immediately closed the door. It was impossible to even think of moving higher in the food chain and becoming a Tier 1 or 2 supplier with an automotive manufacturer.

Working with Rhonda Huskins from SCMEP and Catawba Regional WIA staff, Lloyd & McKenzie received an Incumbent Worker Training (IWT) grant through the Catawba Regional Workforce Investment Board. The grant assisted the company with the necessary training to become ISO certified. Mr. Caldwell stated, "As a result of the ISO Certification, we have shipped an order of a new product to a major automotive manufacturer to be used in their seating and have been placed in their engineering specifications as a replacement supplier. Without the certification, the engineers would not have tested our product let alone adopted it. The yearly potential is not huge, but, it will allow us to establish a reputation and open up potential sales of our products. Without the help of the Catawba WIB and SCMEP, we would still be looking in versus being an approved supplier. We are very optimistic for 2012."



CATAWBA WORKFORCE INVESTMENT STAFF

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Phyllis Anderson	Program Specialist
Ashley Rescigno	Workforce Development Specialist
Kathy Rice	WIA Finance Coordinator
Reid Baker	Business & Industry Services Manager