

# GREENVILLE COUNTY



# ORIENTATION

*An overview of the One-Stop Career System's resources and services.*

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice telephone numbers may be reached using TTY/TDD equipment via the South Carolina Relay Service by dialing 711.

**IMPORTANT!**

**CUSTOMER ACKNOWLEDGEMENT—PLEASE READ**

PRIOR TO RECEIVING STAFF-ASSISTED SERVICES WITHIN THE ONE-STOP CENTER AND/OR PRIOR TO RECEIVING EMPLOYMENT AND TRAINING SERVICES MADE AVAILABLE THROUGH THE WORKFORCE INVESTMENT ACT (WIA) PROGRAM, ONE-STOP NEEDS TO INSURE THAT YOU HAVE BEEN PROVIDED WITH A GENERAL ORIENTATION ON AVAILABLE PROGRAMS/SERVICES AND HOW TO ACCESS THEM.

AFTER REVIEWING THIS ORIENTATION BOOKLET, PLEASE SIGN THE ACKNOWLEDGEMENT BELOW. KEEP THE ACKNOWLEDGEMENT FORM ON HAND IN THE EVENT YOU NEED TO PRODUCE IT TO A ONE-STOP REPRESENTATIVE.

PLEASE SPEAK WITH A ONE-STOP REPRESENTATIVE IF YOU NEED HELP WITH READING AND/OR UNDERSTANDING THE CONTENTS OF THIS ORIENTATION BOOKLET.

**ACKNOWLEDGEMENT**

**My signing below attests that I have received an orientation to the One-Stop Career System's services:**

Customer Printed Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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- Greenville County One-Stop Partner Co-Location Schedule

## WELCOME!

Welcome to the Greenville County One-Stop Career System! We appreciate your visit. This orientation has been created to provide you with information on the One-Stop Center resources and programs. A printed copy of this orientation and other information is available within the center for you to take as needed.

One-Stop Systems were created under the federal law called the Workforce Investment Act of 1998 (WIA), which enables communities to establish locations where workers may find various tools and programs related to getting and keeping jobs. As a result, many programs and organizations participate within the One-Stop system to offer career help and other benefits through one central point or location.

## ONE-STOP CENTER OVERVIEW

We realize that it may take longer to find a job today than it did years ago:

**More workers are entering the job market** *(There is a larger pool of available workers).*

**As technology advances, new skills must be attained** *(Lifelong learning is important).*

**Employers prefer people who have not experienced long periods of unemployment** *(A current work history helps).*

One-Stop has lots of information and resources to help workers address issues like these and more! Most people visit the One-Stop to:

**Apply for unemployment insurance benefits.** Weekly benefits are provided to eligible workers who have a qualifying separation from a previous job.

**Apply for Training Services.** Workforce Investment Act (WIA) and Trade Adjustment Act (TAA) training programs help workers learn new work skills.

**Conduct Job Search Activities.** Creating resumes, cover letters, completing self-assessments, searching the web, and researching the labor market.

**Access Information on Other One-Stop Programs.** We offer many programs through One-Stop. Please see our [Greenville County One-Stop Partner Co-Location Schedule](#) for more information. The partner schedule is located within this orientation booklet.

Our One-Stop menu has 3 levels of service. Based on your personal needs, you may be eligible to receive one or all of the following:

1. **Core Services**
2. **Intensive Services**
3. **Training Services**

The customer's first step is **Core Services**. Core Services are self-directed activities that are customer driven and include activities such as creating resumes or cover letters, searching and applying for jobs, attending job fairs, or seeking information on and applying for other needed One-Stop programs.

## **CORE SERVICES**

Core Services may be the only service you need if:

**You are able to successfully conduct job search activities.** With little to no help, you are able to operate a computer in order to create resumes and cover letters, able to navigate the Internet to apply for jobs, etc.

**You meet the minimum requirements for the job.** Your skills and qualifications are a match to the job and you are able to pass any pre-employment activities such as drug tests, criminal background and/or credit checks.

**Personal matters do not affect your ability to work.** You have reliable transportation, child-care, etc.

As you participate in Core Services to look for work, we recommend that you use the following job search resources:

**SC Job Link** ([www.scjoblink.org](http://www.scjoblink.org)) – a website administered by the SC Employment Security Commission. Workers may conduct pre-employment activities, search for jobs, and apply for initial unemployment benefits.

**SC Virtual One-Stop System** ([www.sconestop.org](http://www.sconestop.org)) – a website administered by the SC Department of Commerce and the Workforce Investment Act (WIA) program. Workers may conduct pre-employment activities, search for jobs, and pre-register for the WIA program in the event that future Training Services are needed.

**Job Fairs** – One-Stop hosts job fairs and special recruitment events for local employers. Informational flyers will be posted within the One-Stop Center to announce these events.

We also recommend using other Core Services such as:

**Labor Market Information** – researching employment patterns and trends will help you choose a demand occupation and to project future training needs.

**Self-Assessments** – using computerized and Internet-based programs to help determine your basic skill levels and career interests.

**WIA Eligibility Determination** – in the event you need staff to help with your job search or require Training Services, applying for the WIA program as a Core Service will save you time in the long run. A copy of the **WIA Customer Pre-Application Package** is included within this Orientation Booklet for your convenience.

**Free Workshops** – sign up to attend workshops and networking opportunities. Career topics are covered such as job search techniques, credit counseling, financial planning, etc.

## **INTENSIVE SERVICES**

If you are not able to successfully find a job after using the available Core Services, then **Intensive Services** may be provided through the WIA program. A Career Specialist will be assigned to help you plan for and participate in a combination of activities leading to employment such as:

**Pre-employment workshops** – seminars and classroom instruction on topics such job hunting, marketing your skills, etc.

**Specialized assessments** – conducting a review of your skills using evaluation tools like WorkKeys, TABE, etc.

## **TRAINING SERVICES**

After participating in Intensive Services and you are not able to find or keep a job, the Career Specialist may recommend you for **Training Services**.

In general, Training Services may include activities such as basic literacy skills training (including GED), English as a Second Language (ESL), and/or vocational skills training. The Career Specialist will help you to select the right training program or combination of training programs based on your needs. Vouchers will be issued to training participants to pay the costs for tuition, books, and supplies. More detail on the WIA program and requirements is addressed in the **WIA Customer Pre-Application Package**.

A statewide list of approved WIA training programs may also be viewed over the web at: <http://www.workforcesouthcarolina.com/provider>

Types of WIA Training Programs:

**Occupational Skills Training** – classroom instruction and vocational training provided through local technical colleges and community training providers.

**Work Experience** can be accompanied by Occupational Skill Training and pays an hourly stipend to assist the participant with obtaining valuable work experience.

**On-the-Job (OJT) and Apprenticeship Training** – this is an earn as you learn opportunity where employers hire and train eligible workers while on the job. The employer may qualify for financial incentives to reduce their cost for providing the training.

**Entrepreneurial Training** – a great opportunity for those who want to start their own business. Did you know that small businesses make up the majority of the companies in SC?

## **ONE-STOP SYSTEM**

The Workforce Investment Act mandates that certain programs be made accessible through the One-Stop System and that physical locations (One-Stop Centers) are established locally. Please check out the [Greenville County One-Stop Partner Co-Location Schedule](#) to see the list of participating organizations and co-location schedules. The One-Stop Centers may be designated as:

**Comprehensive One-Stop Centers** – a location that offers access to the mandated programs via co-located staff within the One-Stop center.

**Satellite One-Stop Center** – a location that offers access to the mandated programs via electronic referral tools but there is no co-located staff within the One-Stop center other than WIA staff.

**One-Stop Extension Sites** – locations that offers access to the mandated programs via kiosk stands and/or electronic referral tools but there is no co-located staff. Additionally, extension sites are not centers and will differ from the comprehensive and satellite locations as the site may be physically located within lobbies, common areas, and other placements within an organization. Extension sites are intended to provide general information only. Please visit a comprehensive or satellite center in order to fully access the array of services offered by the One-Stop.

## **ONE-STOP CENTER LOCATIONS (Comprehensive)**

### **McAlister Square One-Stop**

McAlister Square Mall  
225 S. Pleasantburg Drive, Suite C-16  
Greenville, SC 29607  
Phone: (864) 467-8080  
Fax: (864) 467-8151  
Hours: Monday – Friday  
8:30 a.m. – 5:00 p.m.

### **SC Employment Security Commission**

**One-Stop**  
706 Pendleton Street  
Greenville, SC 29601  
Phone: (864) 242-3531  
Fax: (864) 232-0151  
Hours: Monday—Friday  
8:30 a.m.—5:00 p.m.

## **ONE-STOP CENTER LOCATIONS (SATELLITE)**

### **County Square One-Stop**

301 University Ridge, Suite 750

Greenville, SC 29601

Phone: (864) 467-7501

Hours: Monday – Friday

8:30 a.m. – 5:00 p.m.

## **ONE-STOP PARTNER PROGRAMS**

### **American Association of Retired Persons (AARP) Foundation**

Greenville County Square

301 University Ridge, Suite 5550

Greenville, SC 29601

Phone: (864) 467-3325

Fax: (864) 467-3328

[www.aarp.org/scep](http://www.aarp.org/scep)

Description: After meeting eligibility guidelines, provides employment assistance to individuals ages 55 and over.

### **Experience Works, Inc.**

ESC Workforce Center

706 Pendleton Street

Greenville, SC 29601

Phone: (864) 242-3531, ext. 319

Description: After meeting eligibility guidelines, provides employment assistance to individuals ages 55 and over.

### **Department of Social Services**

Greenville County Square

301 University Ridge, Suite 7700

Greenville, SC 29601

Phone: (864) 467-7700

[www.state.sc.us/dss](http://www.state.sc.us/dss)

Description: Administers programs such as Food Stamps and Temporary Assistance to Needy Families (TANF).

**Greenville Literacy Association**

McAlister Square Mall

225 S. Pleasantburg Drive, Suite C-10

Greenville, SC 29607

Phone: (864) 467-3456 Fax: (864) 467-3558

[www.greenvilleliteracy.org](http://www.greenvilleliteracy.org)

Description: Empowers adults to participate more effectively by providing quality instruction in reading, math, and speaking English.

**Greenville County Workforce Development**

Greenville County Square

301 University Ridge, Suite 1500

Greenville, SC 29601

Phone: (864) 467-7220 Fax: (864) 467-5963

[www.greenvillewib.com](http://www.greenvillewib.com)

Description: Provides oversight of the One-Stop System on behalf of the Greenville County Workforce Investment Board. Administers Workforce Investment Act (WIA) programs and Trade Adjustment Assistance (TAA) employment and training activities to eligible adults, dislocated workers, and youth.

**Greenville Technical College**

McAlister Square Mall

Admissions and Business Office

225 S. Pleasantburg Drive

Greenville, SC 29607

Phone: (864) 250-8111

[www.greenvilletech.com](http://www.greenvilletech.com)

Description: Provides post-secondary education programs.

**Greenville Technical College**

Buck Mickel Center

216 S. Pleasantburg Drive

Greenville, SC 29607

Phone: (864) 250-8800

Description: Provides quality continuing education instruction.

**Goodwill Industries**

115 Haywood Road

Greenville, SC 29607

Phone: (864) 351-0100 Fax: (864) 351-0065

[www.goodwillsc.org](http://www.goodwillsc.org)

Description: Helps people in the community with disabilities and special needs become independent citizens through education, training, and career placement services.

**The Housing Authority of the City of Greenville**

16 Ashley Avenue

Greenville, SC 29603

Phone: (864) 467-4250 Fax: (864) 467-2613

[www.ghanc.net](http://www.ghanc.net)

Description: Provides stable, quality affordable housing for low and moderate income persons.

**School District of Greenville County Lifelong Learning**

61 Isbell Lane

Greenville, SC 29607

Phone: (864) 355-6088 Fax: (864) 355-6077

[www.greenville.k12.sc.us/lifelong](http://www.greenville.k12.sc.us/lifelong)

Description: Provides academic (GED, HS Diploma) and pre-employment education and training opportunities for adults to achieve success.

**South Carolina Employment Security Commission**

706 Pendleton Street

Greenville, SC 29601

Phone: (864) 242-3531 Fax: (864) 232-0151

[www.sces.org](http://www.sces.org)

Description: Administers programs such as unemployment insurance, job service, veterans workforce programs, federal bonding, Work Opportunity Tax Credits (WOTC)

**South Carolina Army National Guard**

McAlister Square One-Stop

225 S. Pleasantburg Drive, Suite C-16

Greenville, SC 29607

Phone: (864) 320-0214 Fax: (803) 806-1167

[www.rick.hughes2@us.army.mil](mailto:www.rick.hughes2@us.army.mil)

Description: Recruits individuals for the US Army Reserves.

**South Carolina Department of Vocational Rehabilitation**

105 Parkins Mill Road

Greenville, SC 29607

Phone: (864) 297-3066 Fax: (864) 675-9144

[www.scvrd.net](http://www.scvrd.net)

Description: Assists eligible individuals with disabilities to prepare for, achieve and maintain competitive employment.

**Sunbelt Human Advancement Resources, Inc. (SHARE)**

1200 Pendleton Street

Greenville, SC 29603

Phone: (864) 269-0700 Fax: (864) 296-6151

[www.sharenc.org](http://www.sharenc.org)

Description: Administers a wide variety of employment, training, and support service programs designed to improve the educational, emotional, and physical well being of children and adults.

**CUSTOMER SERVICE**

We pride our ability to provide all One-Stop visitors with prompt and courteous services. Please complete a One-Stop survey each time you visit us so that we know whether our services were helpful to you and where improvements are needed. Should you feel the need to make a written compliment or complaint regarding a service received through the Greenville County One-Stop System, please deliver or mail to:

**Workforce Investment Board (WIB) Director  
301 University Ridge, Suite 1500  
Greenville, SC 29601**

Or send an email to: [info@greenvillewib.com](mailto:info@greenvillewib.com)

**THANK YOU!**

Thank you for visiting the One-Stop today and for taking time to review this brief Orientation. Should you have questions about any of our services or need help with locating a resource or tool, please feel free to ask a staff person for assistance. We look forward to serving you again!

# Greenville County One-Stop Partner Co-location Schedule

Updated 10/14/09

Partner Agency	Monday	Tuesday	Wednesday	Thursday	Friday
<b>ESC One-Stop (706 Pendleton Street)</b>					
<b>AARP</b> Robert Cheatham	8:30AM – 2:30PM	8:30AM – 2:30PM	8:30AM- 2:30PM	-----	-----
<b>ESC</b> Various Staff	8:30AM-5:00PM	8:30AM-5:00PM	8:30AM-5:30PM	8:30AM-5:00PM	8:30AM-5:00PM
<b>Greenville Tech. College</b> Various Staff	-----	-----	-----	8:30AM-12:00PM	-----
<b>Lifelong Learning</b>					
<b>Goodwill Industries</b> Nicholas Janauskovic	-----	-----	9:00AM-5:00PM	-----	-----
<b>Vocational Rehabilitation</b> Shirley Forist	8:30AM-5:00 PM	8:30AM-11:30AM	8:00AM-12:00PM	-----	8:00AM-4:30PM
<b>Experience Works, Inc.</b> Shirley Brown Delores Frazier	-----	9:00AM-2:00PM	-----	9:00AM-2:00PM	-----
<b>Workforce Development</b> Tommy Gore Lisa “Ren” Manley  Karen Smith	8:30AM-5:00PM  By Appointment	8:30AM-5:00PM  By Appointment	8:30AM-5:00PM  By Appointment	8:30AM-5:00PM  By Appointment	8:30AM-5:00PM  By Appointment
<b>County Square One-Stop (301 University Ridge)</b>					
<b>Workforce Development</b> E’Lois Watson Pat Massey	8:30AM-5:00PM	8:30AM-5:00PM	8:30AM-5:00PM	8:30AM-5:00PM	8:30AM-5:00PM
<b>Greenville Housing Authority</b> Shawn Hollister					1:00PM-4:00PM
<b>DSS-SNAP</b> Anthony Vitale	1:00PM-4:00PM				
<b>McAlister Square One-Stop (225 S. Pleasantburg Drive)</b>					
<b>Workforce Development</b> Cynthia Johnson	8:30AM-5:00PM	8:30AM-5:00PM	8:30AM-5:00PM	8:30AM-5:00PM	8:30AM-5:00PM
<b>Greenville Literacy Assoc.</b>	-----	2:00-4:00 PM	-----	-----	-----
<b>ESC</b> Karen Sewell	-----	-----	-----	8:30AM-5:00PM	-----
<b>SCARNG</b> Rick Hughes	8:30AM-5:00PM	8:30AM-5:00PM	8:30AM-5:00PM	8:30AM -5:00PM	8:30AM-5:00PM
<b>Greenville Tech. College</b> Karen Goodson	-----	-----	-----	10:00AM-12:00PM	-----
<b>Greenville Housing Authority</b> Hope Jeter	-----	9:00AM-12:00PM	-----	-----	-----