

Central Workforce Development Board

Minutes of January 27, 2021

Conducted by Google Meet

Chairman T.R. Dudley called the meeting to order at 10:00 a.m.

CWDB members in attendance were T.R. Dudley, Betty Jo Sydenstricker, Sharon Gibson, Kathy Groves, Peter Callan, Ray Crouch, Dewey Thompson, Elizabeth Perkins, David Miller, Jennifer Taylor, Jacob Crismon, Sue Kmet, Matt Hurley, Kathy Groves, Patrick Kelly, and Tamara Tateosian.

CWDB members absent were Denise Boeckmann, Mark Maasen, Curtis Koelling, Brad Dorris, and Julie Littrell.

Caucus members in attendance were Gary Jungermann.

CWDB staff in attendance were Amy Sublett, Donna Smith, Carly Siedlick, Korin Ell, Kevin Stadler, and Lisa Elrod.

Others in attendance were Trish Rogers, Patricia Barnes, Steven McCann, Nichelle Pool, Katie Shofler, Scott Sloan, and Susan McKnight.

Approval of Agenda

T.R. Dudley entertained a motion to approve the agenda. Motion made by Kathy Groves, seconded by Dewey Thompson. All in favor, none opposed, the agenda was approved as presented.

Approval of Minutes

T.R. Dudley asked if there was any discussion on the November 18, 2020 minutes. There was none. He entertained a motion to approve the minutes. Motion made by Kathy Groves, seconded by Dewey Thompson. All in favor, none opposed, the minutes were approved as presented.

Introduction of New Board Member

Jacob Crismon of Smart Local 36 was introduced as a new board member. Jacob represents organized labor and replaces Russel Unger, who recently resigned from the board after near twenty years. Jacob provided information on his background. His current position as the Director of Marketing for Local 36 involves trying to find individuals that are interested in a career in sheet metal work and helping them enter the apprenticeship program.

New CWDB Employee

Amy Sublett introduced Lisa Elrod, a new CWDB employee. Lisa Elrod has joined the CWDB as the Manager of Compliance and Special Projects.

Lisa recently retired from the Office of Workforce Development and will bring a valuable perspective to the board.

Monitoring Update

Amy Sublett provided an update on programmatic and financial monitoring. The CWDB and all regions are monitored regularly by the state in programmatic and financial areas. This is in addition to the financial audits that are conducted.

A programmatic audit began on February 26, 2021 and will be completed in a month or two. Early reports showed much improvement over the previous monitoring. One finding will be that we are not current with the financial audit.

CWDB is also going through a financial audit conducted by Wipfli, who is contracted with the Office of Workforce Development. The results of the audit will be provided to the board.

Audit Update

Amy Sublett provided an update on financial audits. The board previously approved the 2018 audit conducted by Evers and Company; it was a no-opinion audit. Donna Smith, the new CWDB financial officer has made great progress reconciling bank statements and is almost finished with fiscal year 2019. As soon as a bid is awarded for the preparation of the 2019 audit, probably mid-February, work can begin on the 2019 audit. It is estimated that the 2019 audit can be completed in June 2021 and the 2020 audit this fall. At that point we will be caught up and will come off of corrective action. Work will then begin on the 2021 audit.

Business Services

Amy Sublett provided an overview on business services. She stated that she would appreciate the board's input on how the job centers and public workforce system can engage and serve businesses in a valuable and meaningful way.

CWDB has a business services team, but it has not been engaged.

CWDB is focusing on sharing information, such as what business needs are, who is hiring, and who is interested in apprenticeships and workplace learning. CWDB wants to expand the team to include Adult Education and Literacy and Vocational Rehabilitation. There is a pilot program in Camdenton with Vocational Rehabilitation that we will be reporting on at a board meeting.

Amy Sublett requested that the board email her with any thoughts on business engagement.

Financial Update

The financial report was provided; it is a work in progress to show where the board is financially.

CWDB staff met virtually with David Miller and Peter Callan on January 25, 2021 to design the report.

Donna Smith provided a narrative of the financial report. She stated that the goal is to stay at a ratio of 70% operational expenditures and 30% program expenditures. Moving forward the state goal is to maintain a ratio of 60% operational and 40% program. Donna Smith asked that the board send any comments or questions to her by email.

A report from the MIP system was presented showing expenditures to date.

T.R. Dudley said the report was excellent and heading in the right direction.

Performance Scorecard

Lisa Elrod presented a performance scorecard that the state sends out quarterly. The report shows what the state sees as active issues, promising practices, and our regional performance. There are five measures that need to be met. We are missing performance in the employment rate 4th quarter after exit for WIOA Adults and Youth and for credential rate for Youth and measurable skills gain across the board. The report may not be 100 percent correct; sometimes activities are not posted correctly by staff and this creates a negative effect on our performance.

CWDB is working with COPIC to review files and make corrections, which will help with performance goals.

Training is also being rolled out to staff to improve accurate reporting which will have a positive effect on performance.

Amy Sublett reported there are some data and coding errors. The scorecard gives us a heads-up early in the year so there is still time to make corrections.

Amy Sublett said there was one performance measure that she wants to share with the board. CWDB is struggling with the Youth credential rate. We have missed that measure the previous two years. In WIOA regulations, if a region misses a performance measure three years in a row, the state may disband the workforce board. That is the measure we are watching the closest. Across the state, almost every region is missing it. However, we have to find a way to meet this measure. This is the performance measure that causes the most concern. The performance level changes day by day as participants are served and more participants enter the equation. Earlier in the year we were meeting this measure.

Amy Sublett addressed the issue on the Scorecard that the region did not monitor eligible training providers as required, and is catching up on that.

Amy Sublett addressed the issue of staff turnover on the Scorecard; she reported that at the board level we have had staff turnover. COPIC has also had turnover. This turnover affects performance and Amy Sublett and Trish Rogers are working on this.

Trish Rogers pointed out that the Scorecard is based on when participants exited the program. There are 4th quarter and 2nd quarter reports. Some of these participants were enrolled in 2016, 2017, and 2018 prior to COPIC having the contract. COPIC is working hard to find as much information as possible

to report accurately. Some participants reflected on the Scorecard are COPIC participants, but others were enrolled prior to COPIC's contract.

Amy Sublett commented that this is a residual effect of the past and does not just rest on COPIC.

T.R. Dudley said the Scorecard is a great tool and it was a great to report to the board. This will keep us from scrambling at the end to meet goals.

Office of Workforce Development Report

Jennifer Taylor made a comprehensive presentation to the board on programs and initiatives.

Job seeker satisfaction surveys for program years 2020 and 2021 thus far were presented.

Columbia and Lebanon receive the most survey responses.

Employer satisfaction surveys were presented; good comments have been received from employers. Covid-19 has limited in-person services, which affects the number of surveys completed.

Jennifer Taylor said the Lebanon job center is our shining star with employer services. Staff are very integrated in the local community and know many of the employers. There are a lot of job openings and interaction with employers. The center has done many job hiring events and works very closely with employers.

A regional profile was presented with information from Missouri Economic Research Center (MERIC).

A report on job center call volume, in-person traffic, and RESEA appoints was presented for each job center. Many of the calls are related to unemployment claims and are handled by OWD staff.

OWD staff make outreach calls to individuals on unemployment to make them aware of programs available at the job center as time permits.

Job centers are still operating on appointment-only due to Covid. This reduces in-person traffic. Much more is being done to serve individuals virtually.

RESEA (Reemployment Services and Eligibility Assessment) appointments are set by division of employment security and take about 90 minutes.

RESEA is a pool of people who have filed for unemployment insurance. Based on how they answer questions, such as - do they anticipate returning to work and demographics, they are selected for appointments to help them get back to work quicker. People who are at the greatest risk of long-term unemployment are selected for individual services. These individuals have been found to return to work quicker than others.

Job Centers of the Future was presented; it is the newest initiative. The effort is to deliver services in a variety of ways.

The job centers have conducted business the same way for a long time. The idea is to make sure the job centers are providing services in a variety of ways to provide services to more people.

We have been a brick and mortar operation for a long time. Business is changing from the old model and is evolving to other ways of accessing services. New ways of delivering service are being explored such as, virtually, over the phone, WebEx or Zoom meetings with customers. One good thing that has come from Covid is that staff have learned that services can be provided in different ways.

Service hours have been extended and are available from 7-6 Monday through Friday except holidays.

CompTIA Mentored Learning – OWD is offering a free program to learn about IT careers. It offers certificates to assist people in getting a job or to advance in their job. Statewide, 64 people are enrolled; the goal is 500 by the end of May. In our region Rebecca Lockhard and Heather Kowalski are handling the referrals and enrollments. People do have to be assessed to make sure they are a good fit for the program. It is 16 weeks of mentored learning and they have a year to complete.

Jennifer Taylor reported that they are working on an apprenticeship action plan, focusing on apprenticeships, and OJT, and work experience to expand on the use of those programs. Earn while you learn, work-based learning programs are great. Jennifer Taylor elaborated on the value of apprenticeship programs. They are a win-win for the employer and job seeker.

TR Dudley complimented Jennifer Taylor on the presentation. He asked if we can have a YouTube university. Jennifer Taylor reported that Chris Link of COPIC has developed several virtual workshops that are available on YouTube. The courses are all linked to the CWDB website.

Job Center Certification.

Sue Kmet provided an overview of the job center certification process.

Capital City has been certified by the Office of Workforce Development. Camdenton and Lebanon are under review. Columbia and Rolla will be submitted by February 1, 2021. The review team worked very hard to make sure it was done in a timely manner.

Participant Highlight

Sundi Jo Graham made a presentation featuring a participant at the Tipton Correctional Center, Dennis Gafney. When he was released from prison he went to Missouri Welding Institute and is now a certified welder. The participant said this has changed his life after being in prison for eight years.

Central Ozarks Private Industry Council

Trish Rogers provided a report on COPIC's activity.

Staffing has been difficult due to dealing with Covid-19. COPIC has experienced turnover, but is now fully staffed.

CARES Act funding allowed the hiring of an employment specialist in Columbia who will conduct outreach to employers.

Information was provided on the overall budget, amount of obligations, expenditures to meet the required rate, and a projection on how they will meet expenditures.

WIOA In-School Youth obligations are low at 17%. However, they are engaged in a special project with Vocational Rehabilitation to enroll 10 youth from the Lake Area Vocational Training School; this will raise the obligation rate to 91%.

Out- of- School Youth is 50% obligated; plans are in place to raise that to 80%. Covid has made the Youth program particularly difficult, since staff are unable to go to the schools.

A report on WorkKeys, SkillUp, and Job League programs was presented.

Elizabeth Perkins asked about a joint program between Vocational Rehabilitation and COPIC, the Camp Wonderland project. The program was cancelled last year due to Covid, but there is the hope it can take place this year.

T.R. Dudley expressed his appreciation to Trish and her staff for their adaptability and work during this difficult time.

Trish Rogers expressed her appreciation for the support of the board during this difficult time.

Board Schedule

The board meeting schedule for 2021 was reviewed.

Dewey Thompson suggested that when possible, based on Covid restrictions, the board meet in person, or have hybrid meetings where members can attend in-person or virtually. The board was generally in favor of this. However, it was noted that the virtual meetings save a great deal of time by not requiring travel. Peter Callan said that the meeting today will take two hours; if it was held in-person, the meeting would have taken most of the day.

The board agreed to keep the schedule that was presented. The consensus is to return to in-person meetings when possible with the opportunity to join virtually.

T.R. Dudley commented that the meeting schedule that is in place was designed for specific reasons.

T.R. Dudley entertained a motion to approve the meeting schedule for 2021 as presented and the plan to meet in-person with the option to connect virtually when the virus is under control. Motion made by Dewey Thomson, seconded by Tamara Tateosian. All in favor none opposed.

Board Committees

Discussion was held on the board's committees; the board bylaws were referenced for the committee structure.

The Board needs to review committees and their purposes and goals.

T.R. Dudley said it is time to re-envision the committees and review the bylaws.

Dewey Thompson said he thinks more work is accomplished through an ad-hoc committee than the standing committees. Board discussion supported the idea of having as-needed committees rather than standing committees.

Elizabeth Perkins commented that we have had partner staff assist with a committee that were not board members. That is something that needs to be considered. Dewey Thompson supported that idea and said an ad hoc committee would provide more flexibility and include members from other partners in the community.

Amy Sublett proposed that we may consider having three or four standing committees and then create ad-hoc committees that may include external partners/members.

Elizabeth Perkins mentioned having a WIOA partner committee. The partners discuss how they are working together and would help with alignment of services, common performance measures. Elizabeth believes St. Charles is doing that and meets quarterly.

T.R. Dudley supported that idea and referred to the partner meeting held last year in Jefferson City in preparation for the infrastructure cost share.

T.R. Dudley agreed with the board comments and said we need to re-envision the committee structure.

T.R. Dudley complimented CWDB and COPIC staff for their work during the pandemic.

T.R. Dudley entertained a motion to adjourn. Motion made by Dewey Thompson, seconded by Ray Crouch. All in favor none opposed. The meeting was adjourned at 11:50 a.m.