

MINUTES OF THE C-WIB YOUTH COUNCIL

December 19, 2012

The Youth Council meeting was held prior to the Executive Committee Meeting. The report will be discussed during the Executive Committee meeting.

MINUTES OF THE C-WIB EXECUTIVE COMMITTEE

December 19, 2012

Chairman Jim Dickerson called the Executive Committee to order at 11:21 a.m.

Executive Committee members present were Betty Jo Brooks, Jim Dickerson, Sarah Gallagher, Harold Haldiman, Earl Horsefield, Janet Kinnett, David Miller, Nancy Montgomery, Vicki Nelson, Tina Sooter, and Russ Unger.

C-WIB members in attendance were Bill Debo, Sharon Gibson, Mary Hughes, and John Vaughn.

C-WIB staff in attendance included Executive Director Jan Vaughn, Alex Blackwell, Alan Galindo, Linda Gray, Jacque Moreland, and Kevin Stadler.

Other attendees included Joyce Davis of Central Missouri Community Action (CMCA), Paula Curtman of Lake of the Ozarks Employment Services (LOES), Amy Heyer of Central Ozarks Private Industry Council (COPIC), Pat McBride (DWD), and Wayne Hakes and Stacie Gurin of the Department of Labor.

Hostess Layoff and NEG

Alex Blackwell reported on the Hostess layoff. There are 158 individuals in the Central Region laid off. We are going to apply and participate in the NEG plan the state is putting together for these individuals, and is due to the state by close of business today.

We will be able to charge back to the beginning of October on this grant which was when these individuals started getting laid off. It runs through June 30, 2014. Alex will be building a two-year budget to serve these individuals.

Mary H. asked where we were on the survey results. Alex B. stated she has received 114 survey results as of this morning, and she is still analyzing it, but based on what information was provided a lot of them went to seek immediate employment so we are hoping we can get some of those folks into OJT's and things of that nature, and then also provide some classroom occupational training (COT) for folks who need additional training.

We have some folks who chose not to answer their educational status on the surveys. That may or may not indicate less than a high school diploma. There are five that have indicated they have less than a high school diploma. The majority of them do have a high school diploma or GED's. There are some post graduates and some undergraduates as well, and some who do have some college with no degree.

Alex B. reported that right now the state is doing a lot of Rapid Response meetings and doing a lot of calling trying to get the individuals involved and engaged and get them into the career centers, and signing up for the workshops. Alan G. has been beating the pavement going to Rapid Response meetings and has also been at every workshop that has been held.

Alan G. handed everyone a written report in addition to the report that was included in the board packets.

Jim D. asked Alex if there was going to be any money for staffing? Alex B. stated yes. She has been talking with Joyce D. about staffing needs and they have actually given us a line item which is not always included on the NEG budgets. They have also given us a line item for program staff.

Alex B. stated she has everything put together and just needs to finalize the training plan. She will be meeting with Joyce D. after this meeting to work on a few more figures. Nancy M. asked what was the total amount of the grant? Alex stated right now it is about \$766,000.

Jim D. asked Joyce what kind of shape are we in with the AEL classes in the Boonville area? Joyce D. stated Boonville has AEL classes. They had a job fair and about thirty of these people came. We tried to get the school to be there but they didn't, however, they are willing to work with us. I think there are going to be more individuals that may have a high school diploma, but not real high functioning. I do think some of them are definitely going to need some remedial education. We had several companies show up for the job fair, but the trouble is a lot of them are not hiring right now. At least the ones that showed up got some exposure to those employers.

Jim D. stated it is not just the diploma or lack of diploma, we see that in all the closings. You may have your diploma but if you got it forty years ago there has been so many changes that your skills are rusty and you may need some remedial anyhow.

Jim D. stated we have this push on OJT's right now and I really don't have a problem in providing those laid off workers with some kind of a marketing tool for OJT that they could present to an employer when they apply for a job to give them a leg up. Because my understanding is that a bunch of those people up in that area were bakery people and they are probably going to need some retraining. Jim said the managers might want to think about that for their OJT coordinator.

Nancy M. stated so design some type of flyer for the applicant so the employer knows they have qualified for some OJT. Jim D. said right.

Jim D. stated that he, Jan and Alex were on a conference call with DWD on the NEG. There is going to be an application submitted but it has kind of been indicated on the phone by the DWD people that they have already had some discussions with Washington about the NEG and have strong reason to believe it will be approved.

RFP Update

Jim D. reported we are having to re-RFP. I have discussed in previous meetings that the state was reviewing the process. They ended up finding some issues that we've been discussing back and forth. They asked that we re-RFP.

They claimed we could use the RFP that we have if we don't have to vote on it again. Which would have required a full board meeting, and we could change the date on the RFP. I think you've got in your packet a timeline. Under discussion with the state the new RFP will go out January 7, 2013. You might recall that I had mentioned in previous meetings that one of the bidders asked why we didn't have a bidders conference.

At the time I wasn't aware anyone wanted a bidder's conference. We have scheduled a bidder's conference and that is where we answer any question that any potential bidder has

regarding the RFP. The bidder's conference will be held on January 24 at the Jefferson City career center. The proposal will be due by February 25, 2013. The evaluation recommendation will be completed and submitted to the full board on March 27, 2013. We will notify the bidders of the result the next day on March 28, 2013.

One significant change in the timeline is that you might recall in the previous process the state wanted us to give thirty days to a potential new contractor to get career center staff in place, and sixty days to a potential new contractor to get county office staff in place. The way this timeline has come down that would have meant eventually in the county offices that we would be reissuing what would amount to a one month contract because of June 30, 2012, which is the end of the program.

Jim D. stated he discussed it with the state and they went to Julie Gibson, and I think she possibly had some discussion with the Department of Labor and so this season any new contractor who might be chosen will be asked to start delivering services on July 1, 2013, which is the beginning of our program year. This actually falls in place and is better for us and the contractors. That would mean if there was a new contractor selected they would begin operation for us on July 1, 2013.

That is a little different than the previous one but one of the criticisms in our previous process, and it was a function of the state saying the date of September 1, that we have to have a new contractor in operation if there was one. We didn't even get the bid then and have an evaluation committee meeting until the last week of August because we were required to have it out for thirty days. So that meant a new contractor would have been notified and a few days later and would have had to start operating, which was not feasible in my mind and we would probably have had to negotiate something at that point. We have lengthened that timeframe with negotiation with the state and that is how we ended up with that timeframe of July 1.

Mary H. asked when the bids were due? Jim D. stated January 25, 2013.

Jan V. mentioned she wanted to make everyone aware that once the bidder's conference is held we can then no longer answer any questions from any potential bidder about anything in the RFP. That is the purpose of a bidder's conference. If you don't have that, then they can ask you questions right up to the minute before they submit it, that is the big difference.

Jim D. stated in one respect it might be good if they can ask questions right up to the last, but in another respect it is a bidders conference where if everybody attends they hear the same thing rather than individual inquires, and hopefully lessen any potential for a misunderstanding.

In fact I have to tell you in the last process the state told me that it was obvious to them, because we submitted all those bids to the state, that one of the bidders who happened to be a new bidder, did not understand the requirements of the RFP. That came in the fashion of they did not bid for the county offices even though the RFP had it in there.

The evaluation committee, in order to keep that bid under consideration, slid those county offices over to the side for the point system and looked at our career centers. However, this time around it will be made obvious and very clear that the county offices are included and they are in the RFP, and any bidder that does not bid county offices will have to be considered as nonresponsive.

Earl H. asked who attends the bidders conference and what is the purpose of it? Jim D. stated himself, Jan, and Jacque, and to answer any question that a perspective bidder might have regarding the RFP. In other words a bidder might ask are you going to require us to have county offices? We can answer those questions, and they might decide after they hear the answer they don't want to bid, we don't know.

Earl H. said Jim that doesn't sound like a conference to me, it sounds like a question and answer session based on helping that person bid. Jim D. and several board members said it is. Earl said that is not what he is concerned about. This letter we got here that you sent from Julie Gibson showing our evaluation. There is nothing in here about their effectiveness at all. We don't know if they are effective in their own region let alone could they be effective in ours if they took over. Jim D. stated right. Earl H. said so how can we even look at their bid without something from them saying how effective they are at getting the job done.

Jim D. stated to Earl H. as you recall in the evaluation committee meeting I did ask Jan V. to go call the region where this new bidder had previously operated WIA programs, even though they lost the program in the RFP process to Goodwill. Jan telephoned the director in the Northeast region and came back in and reported to the committee what that director said. If I recall correctly he more or less said that they were pleased with that bidders services in their region, and that it was just a function of the bidding process that they lost out. Jim D. stated he didn't recall that he had anything negative to say about the bidder. Jan V. stated right. We can't judge on how well they will do in another region. You might argue that the Northeast region is a lot different than the central region, like the size of the town and things of that nature. That's how the committee is going to have to look at it.

If you have no other organization other than our current contractors with experience with offering WIA programs in our region well then you've got to be careful or you trap yourself saying we are having a bidders process but we are going to stick with the same people we got. So if you recall our system was, and this is what the state required on the evaluation, we paired up first of all the three categories of cost, agency experience, and staff experience.

First of all the committee went through the agency experience, which was the number of years they offered, and had been involved in workforce development type job training programs. On staff experience the committee paired staff people among the competing bids that were listed in the bid and looked at the number of years of their experience that they had in workforce programming.

Jim D. stated that you might say to him yes but you are going to have to hire a bunch of new staff and what guarantee do we have that that staff will have any experience? I know where you get to with that and that is just something the committee is going to have to discuss, and then be prepared to discuss or answer any questions the full board has. What we've got here is essentially what the state says they will go along with.

Earl H. said I guess that these numbers that we came up with before are thrown out then and we start over, is that the idea? Jim D. stated we are going to start again.

Earl H. stated he doesn't know if anyone has had this shared with them but those figures for those three things was cost was 30 points for CMCA and 27 for the new one. On experience for staff they were ahead by 2 points, 35 to 33, and on agency experience CMCA was ahead by 35 to 25 points. Jim D. stated right. Earl H. stated so that is where I am hanging my hat on

agency experience, until we come up with something having to do with effectiveness. The state has no performance standards that they can give us that they did or didn't meet, because we are required to meet them why isn't that a part of the process.

Jim D. stated he could give Earl the name of the DWD person that discussed the evaluation criteria. More or less it is just what the board voted to approve in July those three categories that we've already mentioned, and only those categories as far as the evaluation committee evaluation. They really felt like some of our old criteria, I think the words that were used were subjective in some cases and not leading. I think you would agree that the whole evaluation was a function of implementing those three categories and coming up with a total number of points. There really wasn't any subjective of I like this one or I don't like this one, that type of thing. I have further pointed out that once we get through this process I can almost guarantee you that our work is going to be reviewed by the Department of Labor as part of their statewide review.

Earl H. stated he also wanted to tell the totals it was 98 to 87 for CMCA. Jan V. stated to the board that we are starting again so wipe that slate clean because we can't keep bringing up what was, we have to RFP again, that was mandated to us so we need to wipe the slate clean and start afresh and reevaluate as if you didn't have that mindset of the way we were. Maybe it will be different and maybe it will be the very same, we don't know right now. We are in a new process in a new era here so we've got to start afresh and cannot go in preconceived on how we were. That will definitely get us into trouble.

Jim stated that one bid that didn't include county offices is going to have to change. I don't know how that is going to play out but certainly the cost category is one that can definitely change. Jan is right, even though I talked like the evaluation was fair and all of that, since we are having to do it again we can't say well we are going to pick the same ones we picked before. We are going to have to show in detail what we did, how they were evaluated, and answer any of the board's questions concerning that evaluation and go forward from there.

Mary H. asked Jim D. to explain just a little about our county office. Jim D. explained that the county office, and we've got one in Fulton, is essentially in his view, other than the fact that most of them with the exception of one, there is no DWD staff, but they can offer almost all of the services where WIA is concerned that a career center can. Space wise most of them are not large and certainly don't have as much staff. It is something this board has always done and that is trying to have offices as close to the customer as possible to give them better access. In fact we went through a period where the state was really pushing us to close those county offices and wanted us to only go with the career centers, which we largely resisted. We did end up with two county offices closed because of funding, but they are still listed in the RFP, but listed as this site not currently operating at this time, if these offices were reopened what would your cost be to do so, to open the office and staff. Discussion ensued regarding county offices.

LWIB Membership Recertification Update

Jim D. stated on our LWIB recertification process Linda has been working hard on that. We have had some people come forward for some of the vacant positions but not all. When we get down to it, and I discussed this with the caucus at their last meeting yet again, we are going to have to have some kind of discussion about what we are going to do if we end up with seats that are vacant that we just cannot find anybody to fill them. We've had a lot of good people

trying to find board members to serve. Some have stepped forward and I think they will be some good board members even though I haven't met all of them.

Jim D. stated it's a process and we have vacancies in Camden, Cole, Cooper, Dent, Gasconade, Laclede, Maries, Moniteau, and Morgan. Mary H. stated she spoke with Gary Jungermann recently about her and Kathy's appointment and he said he would get on it.

Nancy M. stated she has seen other organizations put an advertisement in the paper asking for volunteers to be on this type of board. She asked if we have tried putting some press releases out?

Jim D. stated no we haven't done that, but he can tell us that once we formed the WIB membership the state was real big on us going to the various chambers of commerce and asking them to nominate people. We went to a lot of different chambers and we didn't get one nomination. Nancy thought we should try press releases because you can write one and it doesn't cost us anything to do it other than the person's time to write it.

Jim D. said he didn't have a problem with that, in fact I think we could try that. But then you do have the additional step. Which I am not saying necessarily will be a problem, but that person whoever would step forward might not necessarily be suitable to the commission because they have to nominate them.

Nancy M. stated the application could then go to the commissioner and they could review them and at least get the ball rolling.

Jim D. stated one of the issues we face and we probably as a board will be discussing it in January, Earl H. and I had a conversation about it a little bit today, we do have some of our current private sector members who are telling me they can't come to for instance monthly meetings if they are on the executive committee. That gets into this whole discussion about the board is going to have to decide on how often to meet. That will be on the agenda in January.

Jim D. stated they have got a boss and the boss is saying I don't want to let you off this much. Let's face it we don't get paid very much for being here. You don't want to lose your paying job for that. If anyone knows of a potential board member for any of these counties please let Linda know about it. Then we can prepare a press release finding interested people to step forward and see what direction we get from that.

Nancy M. stated that she thinks a lot of the things we were going to talk about in January, which Jim was alluding to is meeting every other month instead of meeting every month for the executive committee and the C-WIB board. Everybody meet every other month which is six times a year instead of twelve. Jim D. said I know and that is a discussion the board is going to have in January. He said he already knows that there is a difference of opinion there. Fortunately for himself he doesn't care, he is not the one who came up with the suggestion and he is not pushing one way or another.

Jim D. stated that he did meet with a member of the Northwest region WIB last week who dropped by and their WIB meets quarterly. My comment to that was I really wouldn't favor that because I think that is a little bit too far out. They can do what they want it is their business, but it would be hard to stay in touch with quarterly meetings. Mary H. agreed.

Sarah G. asked Jim how much of a cost savings there would be to meet every other month in terms of mileage and food and all of the preparation time? Jim D. stated he couldn't tell you today but we can calculate that and have it available for January's meeting.

Jim D. stated basically if you met every other month you would essentially be doing away with the executive committee meetings other than in cases where you had to have for some reason a special meeting. Any amount of money you would save would probably be in mileage and meals for the executive committee meeting.

Sarah G. stated she would like to see factored in the staff time they have to prep for all of this. Sarah said that is a lot of time. Jim and Jacque said that is going to be hard to figure. Several board members agreed and said that it could just be the best estimate.

Jim D. said we will come up with some material and try to have it ready for you at the January meeting. I am sure it will be a lively discussion.

Youth Council Report

The youth council met prior to the Executive Committee meeting. In order to establish a quorum Jim D. appointed Russ Unger, Janet Kinnett, and Nancy Montgomery to the youth council for today's meeting, and for the time being remove Alex Stanley so we can proceed.

Jim D. stated the business we need to do regarding the youth council business is review the portion of the local plan that pertains to youth programming.

Alex B. stated she sent the plan out to the youth council members and the rest of the board members received the whole plan as well.

The youth council is charged with the responsibility of recommending to the board what they think should be in the section of the local plan that pertains to the program.

Jim D. stated the youth council did receive and review the plan as I am sure all of you have. They did vote with some minor changes that really pertains to somebody getting married, changes of the program name and things of that nature, which were submitted from people who were asked to review the plan for any suggestions of changes.

The youth council did vote to recommend the youth section of the plan be approved, and they did approve it. So that's where we are with that.

Jan V. stated we need a motion to approve the youth council plan. The youth council approved the plan to present it to the board as a recommendation.

Nancy M. made a motion to approve the youth council plan and David Miller seconded; Jim D. asked if there were any discussion, there was none. Motion carried, none opposed.

Monthly Reports

Jim D. asked if there were any questions regarding the monthly reports. Nancy M. stated that she has a summary of the opinion meter report and there was only one facility in Mexico who answered question 5, the others did not report anything.

Earl H. stated he also noticed that Camdenton had about 10 percent who were troubled by poor or fair, but out of 2,123 people who came through only 27 people answered so they were the ones who weren't happy.

Jim D. stated that we are going to probably see some fluctuations in those categories in the upcoming months because all of those federal extensions in the current law end on December 29, 2012. So the career center staff are having discussions with these people and just telling them that as of December 29, and they are on federal extension, unless congress votes to approve the federal extension you are out of luck. I can assure you some of those people are not going to be happy. The career center staff is going to have to be handling those customers and it's going to be a challenge.

Paula C. reported that Janet K. sent her an email a few weeks ago about the security at the Lebanon career center. They really have been having some problems there. Janet K. said it has really become an issue. If you will remember the opinion meter was torn up by an angry child. John B. brought in a new machine and I don't think it had been installed a week when somebody went out mad and jammed it down. We thought it was broken again and was almost afraid to report it. We have lots of angry people. We had an individual try to run over one of our clients in the parking lot and we called the police on that. Later on that afternoon we had one of the family services customers try to talk one of our customers out of a knife because they were trying to take her grandkids away from her. It's to the point I am afraid for our staff.

Mary H. stated she thinks all of us need to think about how we can improve our safety, especially because of the recent tragedy of the school shooting. She does agree with Janet that it is a very serious issue.

Jim D. stated to Janet K. that he thought in this case we should probably get the DWD involved in that discussion. I think it's probably in people's mind more about what happened since the Connecticut school shooting occurred. When you are dealing with people who are already dealing with stressful issues like losing their homes and vehicles. We are probably entering one of our worst times. We also have our county offices where we have check-ins. There is usually only one staff member there.

Jim D. stated maybe we could have some discussion on it. He will contact Julie Gibson and share our concerns about this issue and see what they say.

Jim D. said there is a security guard in Jefferson City and in Columbia but they are really there because of FSD not for us the career center operation. The career center staff don't carry guns.

Sharon G. stated she thought there was security cameras at the career centers. Several board members said no there wasn't. Sharon asked if maybe that could be a first step in security. Sharon stated they have cameras in school and she thinks it makes people a little bit more conscience about how they come in and where they come in, even people parking in the wrong spot.

Vicki N. stated some people don't care. If they want to rob a bank they do it and they have the best of security.

Sarah G. asked how often do we actually provide updated security training for our people and make sure that they the latest information about what to look for and be aware of the things to look for? Also is there some kind of training we can get for them to be more aware?

Nancy M. stated she thought it would be more beneficial to have staff training to recognize the signs. You could find a good recommendation to see who could provide maybe a two hour training for all of the staff members.

Jim D. said we will look into it more and come back to you with maybe some proposals and ideas about training because I've dealt with the public for many years and I've always said if somebody comes in upset or about to get upset you can say something to them in one way and they accept it and you can say it in another way and it makes them mad. So there is at least for some people in knowing how to handle people the right way. I think that that training could very well help us with that.

Jim D. stated that in Camdenton when a staff person turns to him and says Jim can you come over here for a minute, I know they have a real lulu.

Vicki N. stated the employees at her bank have training from the FBI, and also sometimes working with your local police is very helpful. We have the local law come in sometimes and we are told things like what to expect and because there is one thing we don't want is for them to show up with sirens if someone is in the bank. We try to educate our employees.

Jim asked Vicki N. who provides their training at the bank? Vicki N. stated some of the training was by the local sheriff department and the FBI does it annually, as well as alerts from our security officer.

Jan V. stated we do have a little system here in Rolla. If any of the staff here the words "the time is now" and they say the time, then whoever is not in sight of up front will call the police.

Jim D. stated that the ones in Rolla are really worse off because there could be somebody being violent on the other side of the building and you all would have no idea. At most of our career centers you can look around and see all what's going on. But not at the Rolla career center. We will try to be prepared to discuss some of this at the January board meeting. I think training is a very good idea. Probably in most locations a panic button is a good idea except he worries about Lebanon because of the time it takes for the police to get there. We can at least discuss it and I will try and discuss this with Julie Gibson.

Jan Vaughn reported she would be going to the TEAM meeting today and she will take a little survey with the other directors about what they do regarding security issues.

Executive Director's Report

Jan V. reported Jim had talked with Kenneth Kunze, T.R. Dudley, David Miller, and Kathy Groves about attending the workshops at the next National Association of Workforce Board (NAWB) conference which takes place on March 9-13.

The visit will hopefully include visits with Congressman Blaine Luetkemeyer, Senator Roy Blunt, and Senator Claire McCaskill. We will be working on taking a white house tour again.

I wanted to brag a little here on Jacque. I was notified on December 4th that our audit has been satisfactorily received by DWD and that pending notification of all of our sub recipients, it is as of now approved. I want you to know that this time we were the first in the state to get our audit into the state and accepted. It is due on March 31, 2013 and they approved it on December 4, 2012.

The board members told Jacque that was a good job.

Chairman's Report

Jim D. reported NAWB workshop is listed and my thinking on putting that on the agenda is that the NAWB has all of the workshops that will be presented currently listed on their website. I would really be interested and I think that the other people who are going would be interested that if you have some workshop that you want some material from or information about or would like somebody to attend I would appreciate anybody indicating that. That way if there is something that interest you at least maybe one of us could go to the workshop and pick up some material and present it as a handout. My thinking this time around and I know Nancy you've mentioned it to staff, we will try to do a report about the meeting but we also could bring back materials for you all. But we need some advance notice on what information might interest you.

Jim D. stated about the selection process is what I did is first of all we always try to take people that have not been before. We reviewed the list and tried to select anyone who was an officer or a committee chair who had not been before. The reason for doing that, and I think all of you who have been would agree with this, the first time to go is really an exciting experience and we are trying to give that experience to as many people as possible. They all have agreed to go, and in the commissioner's case I talked with Kenneth K. directly and the commissioners decide themselves they want to go. I think Kenneth really enjoys it and he also understands what he is hearing and he can come back and relay it to the other commissioners. He said that he would really prefer to go and that's what we are doing.

Janet K. made a motion to adjourn the meeting, and there were no objections; the Executive Committee adjourned at 12:30 p.m.