

**SANTEE-LYNCHES WORKFORCE INVESTMENT BOARD  
ONE-STOP COMMITTEE MEETING  
THURSDAY, MARCH 3, 2011 - 10:00 AM  
Santee-Lynches One-Stop Workforce Center - Camden  
205 E. DeKalb Street, Camden, SC**

**MINUTES**

**Members Present:**

**Kershaw:** Joe Redfearn-Chairman, John Hornsby  
**Sumter:** Bobby Anderson, Jeannine Gamble, Anita White

**Members Absent:**

**Kershaw:** Craig Smith  
**Sumter:** George Kosinski

**Staff Present:**

James T. Darby, Jr. – SLRCOG Executive Director  
Les Thompson – Interim One-Stop Operations Director  
Gwen Davis - Workforce Development Deputy Director  
Areatha Clark – Workforce Development Operations Manager  
Hope Turner – Workforce Development Financial Coordinator  
Donna Thames - Workforce Development Administrative Assistant  
Becky Thomas – Workforce Development Financial Assistant  
Pamela Williams – Lead Case Manager Camden One-Stop

**Guests:**

Jim Riebolt – One-Stop Consultant, Kaiser Group  
Lena Rose – Telamon Corporation  
Ruth Wood – SCDEW Staff

**I. Welcome:**

Chairman Joe Redfearn called the Santee-Lynches One-Stop Committee Meeting to order at 10:02 AM and extended a welcome and asked everyone to introduce themselves.

**II. Approval of Minutes (M):**

Chair Redfearn called for a Motion to approve the minutes of the January 18, 2011 Meeting. **The Motion was made by Mr. John Hornsby and seconded by Ms. Anita White to approve the minutes from the January 18<sup>th</sup>, 2011 Meeting.** Chairman Redfearn called for a vote. **All were in favor and the Motion passed unanimously.**

### III. Review of Draft Contract:

Chairman Redfearn reviewed the "draft" copy of the Contract between Santee-Lynches Workforce Investment Board (SLWIB) and Santee-Lynches Regional Council of Governments (SLRCOG), who shall function as the One-Stop Operator and provide WIA Services as outlined in the agreement. The first item of discussion was on pages 3 & 4 of the draft contract: 2<sup>nd</sup> Sentence: *"The number of participants registered to be provided services leading to re-employment outcome is targeted to be 80% of the job orders existing on December 31, 2010"*. Committee Members were in agreement to hold the SLRCOG accountable, but felt the percentage of 80% of job orders was too high and not reasonable. Additionally, this goal is not measurable, nor is it controllable since multiple entities enter data into the system for job orders, which creates duplications of data in the system. There was discussion on not putting the WIB's sights too high and being unreasonable, but to concentrate on registering qualified participants in the system and making sure the system demonstrates progress.

Background information was provided by Mr. Jim Darby. When the draft contract was being prepared in November, 2010, there was limited data from South Carolina Department of Employment and Workforce (SCDEW), so that is why only a percentage and not a number was put in the contract.

Mr. Darby stated that the US Department of Labor's (USDOL) performance standards are at 50% for WIA performance measures and that the SLRCOG has had no control over registration until the beginning of this year (January 2011) when the "demand-driven" concept was implemented. When WIA funds are being invested on new registrants, the goal is to move them forward with job placement.

After additional discussion, **a motion was made by Mr. Bobby Anderson and seconded by Ms. Anita White to remove the following sentence from the contract on pages 3 & 4: *"The number of participants registered to be provided services leading to a re-employment outcome is targeted to be 80% of the job orders existing on December 31, 2010"***. Chairman Redfearn asked if there was any additional discussion. There was none, so he called for a vote. **All were in favor and the Motion passed unanimously.**

Page 26 of the contract (Participant File Maintenance) was discussed briefly as to the required documents to be maintained in participant files. Both Mr. Les Thompson and Ms. Areatha Clark were in agreement with the current listing of requirements for participant files, so there was no further discussion.

Next page 7, section 1.0, last sentence in the first paragraph of the contract was discussed. *"... we have our foundational reasons for making a registration decision"*. Chairman Redfearn called on Mr. Jim Riebolt to discuss the language in this sentence. His response was the approach to delivering WIA services in the "demand-driven" system involves determining if the services that can be delivered through either Intensive or Training services are suitable, relevant and appropriate to address the "demand" of the job seeker who is attempting to qualify for employment opportunities. Mr. Riebolt reminded Committee Members that One-Stop Staff needs to be confident when determining if participants qualify to be registered into the WIA Program. Staff should know the participants well enough to make an informed determination and not just check off a list. An

illustration was given of a Staff Member being asked to make a referral for a Job Seeker. After the Staff Member spoke to the Job Seeker and became familiar with them, it was discovered that the Job Seeker did not understand the language in the job order. In return, the Staff member was able to find a suitable job for this Job Seeker. Training Job Seekers before sending them for a job interview was discussed, i.e. offer workshops. Job Seekers must understand the language in the job postings. There was discussion on how to build trust with Employers to get them to use the One-Stops for their employment needs. One suggestion was to visit employers to assure them that efforts are made to correctly match the job seeker to their needs and advise them that if the first job seeker sent by the One-Stop does not work out, another job seeker will be found and sent until the Employer is satisfied. Follow-up was also discussed and developing relationships.

The next topic discussed in the contract was on page 18 – Priority for Training Services. Mr. Darby read the following recommended addition to the contract regarding priority for training services policy:

***“The Priority for Training services policy is currently not in effect. The Santee-Lynches Administrative Entity staff will notify the One-Stop Operations Director, in writing, when the Priority for Training Services policy does go into effect. When in effect, the following policy on Priority for Training Services shall be activated:”***

Mr. Darby reminded the One-Stop Committee Members that there are not enough training dollars available to just address the disadvantaged group of customers and these customers may have to be referred to other agencies such as DSS, Special Needs, AARP, Wateree Community Actions, Good Will, etc. Mr. Darby re-emphasized that with the “demand driven” system, we must rebuild the system to create job opportunities for participants, who are registered into the WIA program. Ms. Anita White stated that she was afraid that the disadvantaged folks will get lost in the system and not receive needed services. Mr. Darby responded that One-Stop Staff would be making a judgment call and that although the priority is not on serving the disadvantaged, they could still be served.

**A motion was made by Mr. Bobby Anderson and seconded by Mr. John Hornsby to insert into the contract the statement read by Mr. Darby that the Priority of Services policy is not in effect at this time.** Chairman Redfearn asked if there was any additional discussion. There was none, so he called for a vote. **All were in favor and the Motion passed unanimously.**

There was no additional discussions or questions regarding the contract. **A motion was made by Mr. John Hornsby and seconded by Mr. Bobby Anderson to approve the contract with revisions between Santee-Lynches Workforce Investment Board (SLWIB) – the “Grantor” and Santee-Lynches Regional Council of Governments (SLRCOG) – the “Grantee” who shall function as the One-Stop Operator and provide WIA Services as outlined in the agreement pursuant to provisions and regulations of Public Law 105-220, Workforce Investment Act (WIA) of 1998 and any amendments thereto. Approval was given to the WIA Chair to sign the contract.** Chairman Redfearn asked if there was any additional discussion. There was none, so he called for a vote. **All were in favor and the Motion passed unanimously.**

#### **IV. One-Stop Operations Update:**

Mr. Les Thompson, Interim One-Stop Operations Director, gave an update on the One-Stop Operations for the first 42 days into the contract. He reviewed the “demand-driven” system and stated that per the chart provided to Committee Members that 75% of the Unemployment Insurance (UI) Claimants only have a high school diploma or GED. He informed the committee members that One-Stop Staff has been reviewing participants and job orders and the customers registered in the VOS data base system. In order to receive an UI check, those customers must register into VOS, but they are not required to prepare a resume in the VOS system. Therefore there are limited resumes in the system. Staff has been trained over the past five weeks on assisting Customers in preparing resumes in the VOS system, assisting Employers on placing job orders and on how to match job orders and resumes. Customer surveys are being conducted daily and the TVs have been installed at the One-Stop and DEW facilities with media messaging regarding the One-Stop Career Center services. A training session with eight Human Resource Personnel was held recently. Based on their input, education and experience are the top priorities for them in selecting an employee. The Business Services Personnel (Job Developers) are beginning to call on businesses.

Mr. Thompson stated that Staff has begun to register participants into the WIA program, since he was informed that there are \$59,000 in available training dollars, which will place approximately 22 participants in training. He informed the Committee Members that the Camden One-Stop has been more successful in serving clients seamlessly, because of the one building combining UI, Wagner-Peyser and WIA and having all services in this facility. There is a challenge in Sumter with the two facilities and split operations.

Les Thompson, Qualisha Belton and Pam Williams recently attended training for the US Department of Labor’s (USDOL) Pilot One-Stop Evaluation Program. The evaluation study will begin in August.

#### **V. Enrollment & Expenditure Update:**

Ms. Gwen Davis, Workforce Development Deputy Director, reported on the SCDEW and Paxen report card handout for the time period of July 1<sup>st</sup> thru December 31<sup>st</sup>, 2010.

Page 1: First chart on the left shows the number of eligible WIA applicants, carryovers, new enrollments, number of exiters, number placed in employment and the number of participants in training. Total of 890 Adult and Dislocated Workers were served during this time frame. Of that total, 421 have exited the program and 129 are in training.

The first chart on the right (grey box) list the types of occupational skill training and the number of applicants in each.

The next set of charts are budget charts for Adult and Dislocated Workers. As of December 31, 201 SCDEW spent 93% of their budget for the Adults and 78% of their budget for the Dislocated Workers. Paxen (the previous Youth Provider) spent 80% of their funding to serve Out-of-School Youth.

The Fund Utilization Rate chart indicates all funding for the program year. The formula fund percentages are lower, because the American Recovery and Reinvestment Act (ARRA) funds are being expended first, because this money will expire June 30, 2011 and the formula funds will not expire until June 30, 2012. As reported by Ms. Davis, the formula funds will be accelerated once all the ARRA funds are used. She asked if there were any questions before moving on to Page 2 of the charts. There were none.

The first chart on page 2 on the left begins January 1<sup>st</sup> with 323 participants being served. It was noted that there has been only one new participant enrolled, because the One-Stop Staff has been focusing on staff training, establishing a baseline of the inventory and the condition of existing customers, building quality processes and serving the existing customers. The numbers should increase in March since training money is now available. Chairman Redfearn asked the question if participants were not enrolled because of not knowing if there were training dollars available. Mr. Les Thompson responded "yes".

The grey boxes indicate the participants in training: 34 WIA + 168 Trade. The bottom grey box shows the fund utilization rate. Ms. Davis explained that the formula funds have increased slightly in January and 100% of the Adult ARRA funds have been used and 84% of the ARRA DW funds have been used. All ARRA and DW funds are anticipated to be expended within the next two months. The DW formula funds will be focused on thereafter. She also stated that Henkels and McCoy, the new Youth Provider is using remaining ARRA funds.

It was noted that the five Case Managers are case managing all of the current participants (a total of 323) plus the 168 trade customers, who are co-enrolled from SCDEW.

## **VI. Other Business:**

### **Zoomerang, Customer Satisfaction Survey Update, Missing Inventory Update**

Mr. Jim Darby reported that the Zoomerang Business Satisfaction Survey has been launched. (A list of the seven questions was provided for the Committee Members to review). He informed the committee that the questions were reviewed with the eight Human Resource Personnel for comments. He also informed the committee that a Customer Satisfaction Survey was being conducted for job seekers and the results are indicated on the handout given to the Committee Members.

Mr. Darby called on Ms. Hope Turner to report on the missing inventory discovered during a recent financial monitoring review. She reported that originally 30 items from inventory were missing from the different site, but Staff had gone back and rechecked and found 20 of the items. There are still 10 items missing; the majority from the Sumter One-Stop. The handout listing the missing items indicate the program year the items were purchased. Ms. Turner reported that most of the items would be fully depreciated, but asked for suggestions to pro-rate and charge back to SCDEW. She further stated that each location will now have to sign off on the inventory at their site and one person at each location will be responsible for the inventory location. A letter providing the list of missing inventory items will be sent to SCDEW per instructions from Chairman Redfearn. The letter will conclude the monitoring review.

**VII. Adjournment:**

There being no other business, the Santee-Lynches Workforce Investment One-Stop Committee was adjourned at 11:51 AM.

**Next Meeting: To be determined**