

One-Stop Committee Meeting Minutes - Nov. 4, 2010

By: WIA Staff

Contact: [Les Thompson](#)

SANTEE-LYNCHES WORKFORCE INVESTMENT BOARD One-Stop Committee Meeting

Thursday, November 4, 2010 – 3:00 PM

Santee-Lynches One-Stop Workforce Center-Sumter

31 E. Calhoun Street, Sumter, SC

Minutes

Members Present

Kershaw: Joe Redfearn (Chairman)

Sumter: Bobby Anderson, Jeannine Gamble, George
Kosinski, Anita White

Members Absent:

Kershaw: Craig Smith (excused), John Hornsby (excused)

Sumter: Sonia Spivey (excused)

Staff Present:

James T. Darby, Jr., SLRCOG Executive Director

Les Thompson, Interim One-Stop Operations Director

Gwen Davis, Workforce Development Deputy Director

Donna Thames, Workforce Development Administrative
Assistant

Hope Turner, Workforce Development Financial Coordinator

Guest:

Jim Riebolt, Kaiser Group, One-Stop Transition Consultant

I. Welcome:

Chairman Joe Redfearn called the Santee-Lynches Workforce
Investment Board One-Stop Committee Meeting to order at

3:07 PM and welcomed and thanked everyone for attending. Chairman Redfearn introduced Mr. Jim Riebolt, One-Stop Consultant from the Kaiser Group, Inc.

II. Approval of Minutes (M):

Chairman Redfearn called for a Motion to approve the minutes of the June 9, 2010 Meeting. The Motion was made by Mr. George Kosinski and seconded by Ms. Anita White to approve the minutes from the June 9, 2010 Meeting. There being no discussions, Chairman Redfearn called for a vote. All were in favor and the Motion passed unanimously.

III. One-Stop Workforce Development Transition Progress

Mr. James T. Darby, Executive Director gave an update of the One-Stop Workforce Development Transition Progress.

Summary of Events:

- After the WIB Meeting on October 19, 2010, the opportunity became available to hire Staff for the One-Stops. (Mr. Jim Darby and Mr. Les Thompson interviewed 20+ candidates for the positions). Two interviews were held with each candidate.
- Mr. Darby handed out the One-Stop Operation Staff composition to begin November 16, 2010. This handout listed the Staff that have been hired and their positions beginning November 16, 2010. It was noted that a job developer has not been assigned for the Camden One-Stop Office.
- Mr. Darby discussed the interview process and complimented Mr. Jim Riebolt, the Transition Consultant, on his up-front work and his recommendations on the current staff at the One-Stop Centers.
- Chairman Redfearn asked what the plans were for the Camden One-Stop as far as Job Development. "We don't

want to loose focus on Job Development”. Mr. Darby replied that before we hire a job developer for the Camden One-Stop Office, he has assigned Mr. Les Thompson the task of identifying all of the agencies who are involved in job development – (i.e. the One-Stops, Private Companies, Rehab Companies, etc.). It is important to know the span of development opportunities.

- Additionally, Mr. Darby informed the Committee Members that a number of candidates applied for the One-Stop Director position, but the reality was that an additional \$90,000.00 could not be added to the budget for a director.
- Given financial restraints and personal experience, Mr. Darby stated that he knows Mr. Les Thompson’s strengths and weaknesses and Mr. Thompson’s knows his, and team work will be crucial to make the One-Stop a success. Mr. Darby stated that Mr. Thompson has been reassigned as the One-Stop Operations Director effective November 1, 2010.
- Mr. Darby further stated that is it important to understand the “Demand Driven” concept that has been proposed by the Consultant, Mr. Jim Riebolt (Knowing job opportunities and having successful placement when the One-Stop sends a customer to an employer must result with a positive response).
- Mr. Bobby Anderson replied that some of the other agencies may be able to serve some of the customers who come into the One-Stops first and then the One-Stops could send those customers to training at a later date.
- The reality is very clear ... “often times customers using the One-Stop system have poor reading levels and there are very few jobs for this population”. “An attempt to put these people in employment is not a good investment”. The System as it exists now ... customers that are sent to fulfill a job position do not fit the job description.
- An organizational restructuring chart was handed out by Mr. Darby. The positions in pink represent WIA employees. The positions in yellow represent State Merritt Staff. Mr. Darby informed the Committee Members that Mr. Jim Riebolt, the

Consultant, has given his recommendation of eleven employees for the Sumter One-Stop, but budget would not allow that number. Mr. Darby stated that a recommendation has come from Mr. Craig Smith, Area Director for the Santee-Lynches Region, that a Customer Service Person is needed at the Sumter One-Stop. Mr. Les Thompson will have to partner with Mr. Craig Smith and the UI Staff, since there are two operations in two separate facilities at the Sumter location.

- Mr. Darby informed the Committee Members that thirteen (13) UI Staff will be sent to a “Call Center” and unless the Federal Unemployment Benefits are extended, there will be a huge population at the One-Stops. Chairman Redfearn referred to the SWOT Analysis and questioned “where does a customer go when they enter the Sumter One-Stop?” Will the UI Staff direct customers to the One-Stops? Mr. Darby stated that he did not see a long term future for the building that houses the One-Stop and the building next door that houses the UI. Two issues Unresolved at this time... He further stated that the new Governor-Elect and bills that are in Congress could impact the structure of One-Stop programs.

Transition Timeline Information provided by Mr. Darby:

- Now thru January 1st – Staff will be trained and fully operational.
- Between January 1st and March 31st – we will work out “bugs in the system”.
- Final window – the WIB Board will need to decide by the end of March if they want to the COG to continue as the One-Stop Operator or if they want to go out for RFP.
- By July 1, 2011 – operation will be in place at a different level even though there may be financial restraints.

Mr. Bobby Anderson asked Mr. Darby “what do you see customer service and case managers doing”? Mr. Darby’s response: “As soon as a customer speaks, the customer service person should be in a position to know how to give

instructions to the customers and assess their needs. If the customer has been in the One-Stop prior to this visit, there should be a file on that person. The customer service person should direct the customers to the self-service equipment and have knowledge enough to have the answers or where to get the answers. The case managers should have the ability to recruit”.

Ms. Anita White asked if the case managers will be assigned case loads. Mr. Darby responded that we have inherited the system and there are approximately 150-200 cases; some are not active. The situation exists ... everybody was certified Increasing the numbers by just “pumping” customers into the system...

Mr. Darby reiterated that “we do not just want to increase our body count in the One-Stops”. Our new goal is to link people with employers. Some customers that enter the One-Stops will not be able to be served by WIA. We need to utilize our partners, our customers and the businesses. We can not employ everyone that walks through the doors. Ms. Anita White replied that “performance numbers will take care of themselves”.

Ms. Jeannine Gamble replied that as a Job Developer she is anxious to see how the “Demand Driven” concept will work and stated that some customers will just fail on their own, because they are only interested in immediate steps and not long range goals.

Chairman Redfearn asked about the VOS System and how useful is this system? Mr. Jim Riebolt stated that on August 29th, 2010 there was a merger of Wagner-Peyser and VOS database system. Now all job seekers and workers are in the same system and this has been a good improvement.

Mr. George Kosinski stated that “customer service” is the key to being successful and there must be a point of contact. When someone enters the One-Stops, the customer service person must be able to send the customer to the correct person or agency. Mr. Bobby Anderson agreed that “customer service” is the key and suggested having a “step program” to show the customers.

“Increasing alliance on self service systems” per Mr. Darby. We need to think about education and training. Mr. Darby thanked the One-Stop Committee for their time and stated that we now have a great opportunity to change the paradigm.

IV. Overview of ESC-SCDEW, State Standards & Certification
Mr. Les Thompson, new One-Stop Director, entered the room “dressed down” as a potential customer as a visual aide... He wanted the Committee Members to have just a snap shot of who enters the One-Stops. Mr. Thompson stated that “we have a big job ahead of us in implementing the “Demand Driven” model that must be done orderly and we will need your support”.

A handout was distributed showing the current situation
“Lifeline at risk for 2 million jobless”! Mr. Thompson asked that the committee members read the article.

The SC State Workforce Investment Board Strategic Plan for 2010 was passed out. Mr. Thompson referred to the third paragraph on the right Hold One-Stop partners accountable....

We must lead and manage organizations with WIA and other folks.

Mr. Thompson reiterated that we need to work with our

partners and other agencies, which have resources. We must all understand the profile of the customers. There are a lot of issues to work out, but I feel that we can make this work.

A third handout was handed out by Mr. Thompson. He stated that the first page was the WIA One-Stop Staff prior to July 1st and the second page is the One-Stop Staff now. Training for new staff will begin after November 16, 2010.

Mr. Thompson handed out three additional handouts on the State mandates. (One-Stop Management Standards System, Standards for Employer Services and System Standards for Job Seeker Services). He briefly stated that these are the latest versions of the statewide standards.

Mr. Thompson informed the committee members that he wanted them to be aware that we are being asked to share expenses and we will have to hire a security guard because of the volume of people after the end of the year. It would be ideal to have all agencies in one building,

Mr. Thompson will have a business plan from November 16th thru December 31st. Mr. Jim Riebolt will have a plan from January 1st thru June 30th.

Mr. Thompson stated that he was ready to get started.

V. Financial Update:

Ms. Hope Turner reviewed the financial charts passed out to each committee member.

Chart 1 – Fund Availability for PY'09 vs. PY'10: As indicated on the chart, there was a decrease in funding from PY'09 to PY'10. Adult – 41% decrease (\$755,919); Dislocated Worker

- 45% (\$947,103) decrease and Youth – 45% decrease (\$1,088,694).

Chart 2 – SCDEW Adult and DW Expenditures for PY'10 – 1st Quarter - This chart shows the spending trends for SCDEW for the first quarter of PY 10. The salaries/benefits and OH expenditures are trending within the projected budget for three months.

Chart 3 – SCDEW Training for PY'10 – 1st Quarter – This chart shows the spending trends for SCDEW for the first quarter of PY 10 for training and supportive services. This portion of the budget was behind for the first quarter. This data was compiled directly from the monthly financial reports that are submitted from the SCDEW finance department. These are actual expenditures that have been processed through accounts payable.

Chart 4 – SCDEW Training for PY'10 – 1st Quarter as reported by the Participant in Training (PIT) report. As indicated in the chart, there is only \$1,990 remaining for training under the Adult funding stream and \$23,098 in the Dislocated Worker funding stream, which includes some On-The-Job (OJT) funding. Essentially all of the training dollars have been obligated by SCDEW. The PIT report shows actual and projected expenditures for the first quarter.

The next handout reviewed by Ms. Turner was the Proposed Program/Administrative Annual Budget for PY'10 which shows a total of \$657,136 in projected unobligated funds available for Staff, Overhead and Training. The information in this chart is a “snap shot” with the many variables that Ms. Turner and Ms. Kathy Powell, SL Finance Director, has worked through. It was noted that the Case Managers, Job Developers and Customer Service Representatives that were going to be SCDEW employees thru December 31st will now become employees of

the SLRCOG beginning November 16th.

The last chart reviewed by Ms. Turner indicated the funding by Fund Streams for PY'10 and Projected for PY'11. This chart indicates a decrease in funding of \$747,848 from PY'10 to PY'11. Through information provided to Mr. Darby by Dr. Peggy Torrey, SCDEW, the projected PY'11 funds will either remain flat or slightly less than PY'10 allocation.

Backup documentation was attached to the charts for further information.

Ms. Turner informed the members that it has been hard to give budget numbers due to the amount of changes coming down from SCDEW and Santee-Lynches RCOG bringing the program in-house. We are constantly adjusting and trying to determine the projected cost to run the program. She further explained that last spring, SCDEW was asked to provide WIA Staff with the amount of training funds that had been obligated. What happens now is the participants in training in January will become our obligations and we don't want to drop any of our participants. Ms. Davis and Mr. Thompson just recently met with the case managers and determined the projected amounts that will be needed for training and supportive service after January 1, 2011. One of the concerns voiced at the last WIB Meeting on October 19, 2010 was whatever we decide to do as far as employees to be hired, supportive services and training need projections, that we must be able sustain for PY'11.

Chairman Redfearn asked the question on what was our ratio for training vs. salaries, etc. Ms. Turner replied that our goal is 60% of the funding for salaries and overhead and 40% for Occupational Training, OJT, Work Experience, etc.

Mr. Jim Darby stated that with the "Demand Driven" concept

there would be a one to one match for customers and employers in a perfect situation. If a customer has most of the qualifications and job skills for a position, then OJT funding could be used to prepare the customer for the job opening.

Ms. Turner stated that if anyone had questions upon reviewing the charts to contact her.

VI. SWOT Review

Mr. Jim Riebolt, Consultant, with the Kaiser Group reviewed the SWOT Analysis by presenting a slide show of the annotated SWOT Analysis. A copy is attached to the minutes. Strengths, Opportunities, Weaknesses and Threats were discussed under each of the topics in the analysis.

VII. New Business

There was no new business discussed due to the length of the meeting. Chairman Redfearn thanked everyone for attending the meeting.

VIII. Adjournment

There being no other business, the Santee-Lynches Workforce Investment Board One-Stop Committee was adjourned at 5:35 PM.