

# One-Stop Committee Meeting Minutes- April 13, 2010

By: WIA Staff

Contact: [Les Thompson](#)

## SANTEE-LYNCHES WORKFORCE INVESTMENT BOARD ONE-STOP COMMITTEE MEETING

TUESDAY, APRIL 13, 2010 - 12:00 NOON

Santee-Lynches One-Stop Workforce Center - Sumter  
31 E. Calhoun Street, Sumter, SC 29150

### MINUTES

#### Members Present:

Kershaw: Joe Redfearn-Chairman, Craig Smith

Sumter: Bobby Anderson, Jeannine Gamble, George

Kosinski, Anita White

#### Members Absent:

Kershaw: John Hornsby

Sumter: Sonia Spivey

#### SCESC Staff Present:

Wayne McFadden, Sumter One-Stop Workforce Center

Sophia Cornell, Sumter One-Stop Workforce Center

#### Staff Present:

Les Thompson, Workforce Development 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

#### Guest:

Kathy Powell, Santee-Lynches Deputy & Finance Director

I. Welcome:

Chairman Joe Redfearn called the Santee-Lynches Workforce Investment Board One-Stop Committee Meeting to order at 12:06 PM and welcomed everyone and asked that each person introduce themselves. Chairman Redfearn thanked the members for coming to this very important meeting and explained that this committee had decisions to make regarding One-Stop Operations for the new program year.

II. Approval of Minutes (M):

Chair Redfearn called for a Motion to approve the minutes of the December 16, 2009 Meeting. The Motion was made by George Kosinski and seconded by Anita White to approve the minutes from the December 16, 2009 Meeting. Chairman Redfearn called for a vote. All were in favor and the Motion passed unanimously.

Due to the time needed for discussing the One-Stop Service Provider Program Year 2010, Item III (One-Stop Performance Report and Charts) and Item IV (Statewide One-Stop Certification Update) were omitted from the Agenda.

In the absence of presenting Item III, included in the Meeting Packets were charts created by the WIA Staff to analyze and report on expenditure levels, participant enrollments and training outcomes. The Committee was advised that any questions or concerns pertaining to the performance charts could be addressed via contact with Gwen Davis, Workforce Development Deputy Director.

V. One-Stop Service Provider Program Year 2010:

Mr. Les Thompson, Workforce Development Director, explained that the One-Stop Committee would be responsible for making a recommendation (in the form of a motion) to the Workforce Investment Board on a 2010 One-Stop Service Provider. The goal for this meeting is to consider the identified options and to select a Service Provider to operate the One-Stop Workforce Centers and to provide services to customers.

Mr. Thompson explained that Governor Mark Sanford just recently signed legislation to form a South Carolina Department of Workforce Development (SCDOWD). This new department will be over Unemployment Insurance (UI), Wagner Peyser (WP), Veterans, and the administration of the Workforce Investment Act (WIA). With this bill signed into law, the present structure of South Carolina Employment Security Commission (SCESC) will change and the current WIA services will cease by contract on June 30, 2010 or shortly thereafter without an extension. Additionally, the WIB has a TRADE contract with SCESC which terminates September 30, 2010.

Mr. Thompson and Mr. Jim Darby, Executive Director, for the Santee-Lynches RCOG, met recently with SCESC staff to thank them for their work to date and to seek their possible support for a 3-6 month contract extension. Mr. Stephen Marshall assured them SCESC would work jointly with the WIB and COG during this transitional period and will accept an extension of their contract up to six months.

At present, UI, WP, Veterans and WIA Core Services are provided by SCESC. After June 30, 2010 unless an extension is granted, the SCESC will no longer provide these services; these services will be provided by SCDOWD.

At the request of Mr. Bobby Anderson, the following services

were explained by Mr. Thompson:

- UI – Funding for individuals, who have lost their jobs to receive weekly compensation. (Requires eligibility verification).
- WP – Provision for employment and reemployment services in which individuals are required to participate in order to receive UI compensation or WIA services.
- WIA – Funding for individuals seeking employment or training if they have no marketable skills or may have lost their jobs.
- Core services (access to information, internet access, job search, resume assistance, workshops referrals to partner services) are universally provided. For those who cannot become employed as a result of core services, then they may enter intensive services (assessments, in depth interviews, etc.) to help them gain employment. The last option for employment may be then training services for job openings that are in demand and are offered.

Mr. Thompson went on to explain that the Workforce Investment Board (WIB) will appoint a One-Stop Operator for the following services: Certification (eligibility) Services, Intensive Services, and Training Services. The State is mandating to WIA local Boards to have one point of contact to oversee all aspects of One-Stop services to include UI, WP, WIA, and partner services. Moving forward, the Board will want to redefine our One-Stop “product” regardless of the contract option. All clients will need to be evaluated before being sent to an employer. Employer contact within a couple of days of hire will be needed to determine employer satisfaction.

In order to ensure our clients are placed, we must improve our job development processes and professional training. This is a local and state issue. Meeting employer needs and matching our clients to open jobs saves employers funding;

conversely doing job development without adequate training leads to costing employers' dollars. Additionally, Customer Service training at our One-Stop must be improved.

It was explained by Mr. Craig Smith that regardless on the decision that this Committee makes in selecting a service provider, there will be a period of adjustment. SCESC will continue with UI and WP, but cannot provide WIA Services at the local area.

Mr. Thompson proceeded with explaining that the One-Stop Committee will need to evaluate the following options that have currently been identified and make a recommendation to the SLWIB on the best option for the Santee-Lynches Region:

Options:

- Retain SCESC for a limited amount of time ..... up to six months
- Consultants via RFP (request for proposals) procurement process
- Consortia Agreement (at least 3 mandated partners) in conjunction with County Councils and WIB approval
- Bring the services in house with the COG (requires restructuring and recredentialing of the support staff) being appointed by a consortium agreement.

Extending the current contract with SCESC for up to six months was discussed in order to have a smoother transition. Site control under current leases to SCESC was also discussed.

A Strategy Statement prepared by Mr. Jim Darby was passed out to each member to review. Background information and details to support discussion of the WIB's options to contract for One-Stop services was presented by Mr. Thompson. Reference was made to the Santee-Lynches

WIB's recently adopted Strategic Plan for 2009-2014. The Strategic Plan's Vision Statement: "Building a Great Workforce: Building Great Communities" and its Mission Statement: "Improving the quality of the workforce to enhance the productivity and competitiveness of the region" both assign values to help define the ongoing process of developing a region-wide workforce that is considered to be its premier economic development asset. Solution options for a sustained One-Stop service system included a summary of pros and cons for each of the identified options.

Information gathered by Bruce Mills, Santee-Lynches Research Analyst, indicates that the economic forecast projects that it may be 5 to 9 years away before unemployment levels will return to 4 to 5 percent.

Committee discussion began on the above options:

Mr. Bobby Anderson stated that people in general do know about the One-Stop, but not all opinions are positive and this needs improvement.

Mr. George Kosinski asked the Staff's opinion, but Mr. Thompson stated that he did not want to sway the Committee's opinion and he reiterated that there were pros and cons for each of the options for a One-Stop Operator; he yielded to Ms. Kathy Powell to represent Mr. Darby's views.

Mrs. Anita White suggested that all workers be cross-trained. She questioned whether SCESC are the experts in workforce development.

Mr. Craig Smith stated that the key to running a successful One-Stop was partnerships. He added that the UI services will be the challenges, since UI requires knowledgeable staff due to constant changing rules, forms, etc. He also noted that

dealing with customers who want their checks each week when they really don't want to work is time consuming and a drain on employees.

Mr. Anderson stated that the option of a Consortia Agreement was not an option that he felt would work due to the existing burdens of all the partners. He explained that the other partners may only be seeking additional funding for their own missions. He illustrated his experience with operating a training institution under two leaders and a Board of Directors. It was emphasized that the parties must work jointly. Mr. George Kosinski did inquire if any of the partners had been contacted to see if there was an interest in this option. Mr. Thompson explained that the partners had not been contacted, unless this was the desire of the Committee. Mr. Smith shared that he has worked in each of the environments offered by the options and stresses the need for a great partnership between the operating partners.

Mr. Thompson explained that many of the current SCESC staff are well experienced in WIA; however, many work in their role with no training in process improvement and many of them function independently of each other without knowing and doing the same process. He added that a time study is currently being conducted to determine case management and eligibility processes. The results will help to determine an efficient process to provide One-Stop services. Improving processes and techniques are critical, he stated in understanding how to best use manpower and funding, regardless of the option.

The RFP option was discussed in detail and a list of potential One-Stop Operators were provided to the Committee. Mr. Anderson stated that maybe the committee should consider sending out a RFP to see if qualified One-Stop operators were interested and then at least the committee would have the

information available and have done due diligence. Discussion began and it was noted that a RFP would take at least 30 days to receive responses back and then we may not have a qualified operator to respond.

Anita White stated that the WIA Staff has experience versus an outside company may only have experience in one area. Mr. Thompson stated that the process will be a learning curve and the Staff does not have experience with UI.

The contract for a new One-Stop Provider will be for one year. George Kosinski stated that if the Committee decided to bring the services in house and after a year, the Committee could vote to send out a RFP.

Mr. Anderson stated that by bringing the services in house, it could be our opportunity for improvement of economic development, because Mr. Darby would expect nothing less than perfection. Mr. Thompson further explained that new business ventures sometimes fail for real reasons and that failure could happen on any of the options. Mr. Kosinski stated that “change is good”.

Chairman Redfearn called for consensus of the Committee on each option.

Consortia – Mr. Anderson stated that this option in his opinion was not a good idea. Mr. Joe Redfearn stated that he agreed with Mr. Anderson.

RFP – Private or Public Companies may respond. The question was asked that if an RFP was sent out and the companies responding did not meet at least 75% of our qualifications, would a contract have to be signed. Mr. Thompson stated that a contract would not have to be signed if the qualifications were not met.

Other local WIA areas are also reconsidering their options. Midlands is bringing the services in-house, as well as, Lower Savannah is bringing the services in-house; each of them has a consortia agreement in place.

Kathy Powell stated that after many discussions, the COG felt that either of the options would work.... and there are risks for bringing the services in-house, as well as, a RFP.

After discussions, Chairman Redfearn called for a motion. Mr. Bobby Anderson made a motion that the services be brought in-house and seconded by Anita White. Chairman Redfearn called for further discussion and a vote. All were in favor (Craig Smith abstained) and the motion passed unanimously. (\*) refer to note after Adjournment...

Since Chairman Redfearn will not be available to present this motion to the WIB Board, Mr. Bobby Anderson will present this motion to the WIB on Tuesday, April 20, 2010.

XI. Adjournment:

There being no other business, the Santee-Lynches Workforce Investment Board One-Stop Committee was adjourned at 1:30 PM.

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(\*) Note: The above motion made by the One-Stop Committee Members was amended as follows by email on April 14th, 2010:

Amended Motion:

A motion is brought forth from the Santee-Lynches Workforce Investment Board One-Stop Committee to select the Santee-

Lynches Council of Government to provide One-Stop Operation Services and to extend the South Carolina Employment Security Commission contracts for One-Stop Operation Services for up to six month during the Workforce Development transition. All were in favor (Craig Smith abstained) and the motion passed unanimously.

The Amended Motion was rescinded and a New Motion made by email on April 19th, 2010 per new information and instructions that were provided by the SCDOC after the One-Stop Committee Meeting.

New Motion:

A motion is brought forth from the Santee-Lynches Workforce Investment Board One-Stop Committee to issue a Request for Proposal (RFP) to select a new Service Provider for the One-Stop Operation Services for Program Year 2010 and to extend the South Carolina Employment Security Commission (SCEC) agreements for the One-Stop Operation Services for up to six months during the transition period. All were in favor (Craig Smith abstained) and the motion passed unanimously.