

**SANTEE-LYNCHES WORKFORCE INVESTMENT BOARD
ONE-STOP COMMITTEE MEETING
WEDNESDAY, AUGUST 17, 2011 – 4:00 PM
Santee-Lynches One-Stop Workforce Center - Camden
205 E. DeKalb Street, Camden, SC**

MINUTES

Members Present:

Kershaw: Joe Redfearn-Chairman, Craig Smith
Sumter: Bobby Anderson, Jeannine Gamble, Anita White

Members Absent:

Kershaw: John Hornsby
Sumter: George Kosinski

Staff Present:

Areatha Clark – Interim Workforce Development A/E Director
Gwen Davis – One-Stop Operations Director
Hope Turner – Workforce Development Financial Coordinator
Donna Thames - Workforce Development Administrative Assistant
Pamela Williams – Lead Case Manager Camden One-Stop
Qualisha Belton – Lead Case Manager Sumter One-Stop

I. Welcome:

Chairman Joe Redfearn called the Santee-Lynches One-Stop Committee Meeting to order at 4:25 PM and extended a welcome.

II. Approval of Minutes (M):

Chairman Redfearn called for a Motion to approve the minutes of the April 19, 2011 Meeting. **The Motion was made by Mr. Craig Smith and seconded by Ms. Anita White to approve the minutes from the April 19, 2011.** Chairman Redfearn asked if there was any discussion. There being no discussion, Chairman Redfearn called for a vote. **All were in favor and the Motion passed unanimously.**

III. Status Report of the One-Stop Operations

Ms. Gwen Davis, One-Stop Operations Director, provided the status report of the One-Stop Operations and provided several documents for the One-Stop Committee Members to review.

First, Ms. Davis provided background of the One-Stop System transition to the “Demand Driven” model on “Employment Focus”. She explained the operational system oversight between South Carolina Department of Employment and Workforce (SCDEW) and the Workforce Investment Act (WIA) Staff. The process is continuing to evolve with additional responsibilities over the DEW staff.

Ms. Davis then referenced a letter from Ms. Peggy Torrey [addressed to Area Directors and Assistant Area Directors, dated November 10, 2010] that changed SCDEW’s focus to “re-employment” as the goal. Ms. Davis stated that re-employment and employment are the focus at the One-Stops based on the WIB’s decision to go with the “demand driven” model.

Ms. Davis shared the handout on what is “Functional Supervision?” and explained that according to federal law, DEW must remain the employer of record for the DEW staff assigned to the One-Stop centers delivering DEW program services. However, the One-Stop Operator must provide day-to-day supervision to the DEW staff.

Organizational Charts were discussed for the Sumter One-Stop and the Camden One-Stop – (DEW staff highlighted in “yellow” and the WIA staff highlighted in “green”). Ms. Davis emphasized the daily challenges and stated that she and Mr. Craig Smith were working together and meeting quite often to solve problems. Ms. Anita White replied that this all seems confusing. Ms. Davis replied that it is very confusing, because she does not have access to DEW’s policies even though the One-Stop Operator is to oversee the DEW staff. There was discussion on the cost sharing at the One-Stop locations.

Mr. Bobby Anderson asked how this was working. Ms. Davis replied that Pamela Williams and Ruth Wood are working together at the Camden One-Stop, Qualisha Belton and Debbie Rodgers are working together at the Sumter One-Stop offices. She reminded Committee Members of the additional challenges with the two separate facilities in Sumter. She added that tracking mechanisms are in place in Sumter. Mr. Joe Redfearn asked if the long term goal is to have one facility in Sumter. Ms. Davis replied “yes”.

The next handout reviewed was the “4-Rs” – Re-thinking Re-employment Services dated July 21, 2011. Ms. Davis explained that when Clients come into the Employment Offices, DEW staff are to assess these Clients and place them in one of four groups: Refer, Refresh, Retrain or Remediate. There was

discussion regarding DEW wanting their DEW Case Managers to meet with each Client as they come in and there was further discussion of the shortage of Staff. (This new re-employment process is tied to the Unemployment checks). It was noted that all regions are struggling with this situation. Mr. Smith stated that there is no way the One-Stops can continue to function like this. In his opinion, the One-Stops will eventually cease to exist as they are now or the One-Stop operation will be given back to the State to run.

Mr. Bobby Anderson stated that the Santee-Lynches Region needs to put a plan together. He suggested that we look at the school systems, DSS, etc. Ms. Clark responded that the primary goal is to get customers back to work without sending them to training, even though the majority of clients in our region need additional training. Mr. Joe Redfearn commented that when someone comes to the One-stop, these folks are in need. If it was easy to get a job, these folks would have a job and would not need the services of the One-Stops. Sometimes the One-Stops are the last resort for the Clients. Ms. Davis gave an example of a client who came in today and was on the verge of losing his home. He wanted to go to work and not ruin his credit.

Mr. Anderson stated that the WIB Members needed to have another retreat and discuss solutions. Ms. Clark responded that this was discussed at the Executive Committee Meeting on Tuesday (August 16th) and information will be provided at the WIB Meeting on Thursday Evening, August 18th.

Next, Ms. Davis reviewed the Dashboard, which reports One-Stop activities from January 1, 2011 (when the COG became the One-Stop Operator), thru August 11, 2011).

- # Orientation sign up – (These numbers are large vs. the number of attendees as shown on the next line);
- # of Attendees – Ms. Davis explained that UI Claimants are required to attend orientation in order to receive their UI benefits. Staff is tracking the numbers for both sessions of orientation. Most UI Claimants only attend the first session and are not interested in WIA Services, so they do not attend the second session. There was discussion on whether or not the UI Claimants can be required to attend both sessions. Ms. Qualisha Belton responded that UI Claimants are required to only attend the first session and many will begin working on their resume in Session 1, but will not return to Session 2 to complete their resume. She further explained that these customers are not enrolled in the WIA Program at this point and do not count in our performance numbers
- # Certified Eligible for WIA – It was explained that these folks follow thru with Orientation and are then certified eligible to participate in the WIA Program.
- New Enrollments – These are the genuine Customers, who count in our performance numbers. Staff does not just enroll Customers in the Virtual One-Stop (VOS) system to have high numbers of enrollees. Mr. Redfearn

- asked if this makes sense to the Staff and Ms. Davis replied that it does. Mr. Anderson asked if Staff can provide the ages of the folks. Ms. Davis responded that only when folks are enrolled in the VOS system can this information be provided. Ms. Davis explained that these numbers are increasing and staff are focusing on getting the right people in the program. Staff has a goal of enrolling 15 new Customers per month.
- Carryovers – There were 322 carryovers reported from DEW and an additional 96 carryovers were added in April to the case loads. Ms. Davis explained that these carryover customers have received services and they continue to do job searches, etc. Ms. Areatha Clark added that some of these carryover customers have been closed out in VOS from the WIA program for months, but if they continue to do job searches (which is a Wagner-Peyser function only) in the VOS system they are considered carryovers and we do not receive credit for these customers in our performance numbers. There were additional discussions regarding the performance numbers being inflated when ARRA stimulus money was available. Mr. Redfearn asked “how are we doing?” He then posed the following statement – “the Santee-Lynches One-Stops could be doing a good job even though the performance numbers are low”. Ms. Clark agreed and reaffirmed that this is why it is hard to measure “return on investment”. Mr. Craig Smith replied that “it is a numbers game”. Mr. Redfearn added that is why the One-Stop Committee was concerned with setting a certain number for metrics. Mr. Anderson then inquired if we could move forward on training programs for the four county area. Ms. Clark replied that this is a part of the Strategic Plan. Ms. Anita White asked if jobs in the future (ie medical field, truck drivers, etc.) were known. Mr. Smith added that we need to find a solution for the lack of “soft skills”.
 - #WIA Participants in Training – Ms. Davis reviewed the types of occupational skill training for WIA customers as indicated on Page 2 of the dashboard: (Medical Related, Office/Business Skills Related, Mechanical Related, Education and Miscellaneous Related). A total of 24 customers are presently in training as indicated on the chart. The second chart on page 2 list the Trade customers in training. Ms. Davis explained that the WIA Case Managers also work with the Trade (TAA) Customers. A total of 119 are in training.
 - The training budget was reviewed by Ms. Hope Turner and she explained that the WIA Case Managers work with the WIA Customers as well as the Trade (TAA) Customers. She reminded the Committee Members that WIA funds are used only after all other grants are exhausted. It may appear that Case Managers are not doing a lot, because the spending is low, but with the “demand driven” model there are 24 customers in training under WIA and 119 under Trade. Turning back to page 1 on the Dashboard report, 428 Customers have been served. There have been 147 exiters placed in follow-up.
 - There were discussions on validated and nonvalidated customers placed in employment. It was explained that DEW reports quarterly on customers

who are now employed (validated numbers), but Staff is tracking in “real time” (nonvalidated) customers placed in employment. It was noted that WIA Staff cannot review wage records in VOS to see if customers are working. Only DEW Merritt Staff are allowed to review wage records. An example was provided that if someone goes to work in July, it will not show up in the VOS system until December.

- On-the-Job Training (OJT) Contracts were discussed and Ms. Davis explained that these contracts have slowed down because of the September 30th ending date of the contract with the COG as the One-Stop Operator. If training will extend past the September 30th deadline, the WIA Staff cannot write a contract and obligate funds for another provider.
- Ms. Qualisha Belton, Sumter Site Manager, and Ms. Pam Williams, Camden Site Manager, both shared success stories from customers utilizing One-Stop services.
- Ms. Davis concluded that positive things are going on at the One-Stops. She shared a letter from a business customer providing good customer service reviews at the One-Stop in Sumter versus the vast contrast of the customer’s experience at the Sumter DEW office. Ms. Davis continued that the WIA program is working and staff are able to help the folks who want to be helped. She shared another success story of two nurses that were enrolled in the WIA program, who have just recently graduated.
- Ms. Davis informed the Committee Members that the SCDEW’s “State Branding” has been changed from One-Stops to **SC WORKS Centers**. She encouraged Committee Members to visit the SC Works Centers and speak to the Customers. Mr. Bobby Anderson reminded Ms. Davis and the Site Managers to let the One-Stop Committee know of any problems they may encounter and to keep the Committee informed. Chairman Redfearn reiterated that there is a lot going on, and the Staff should keep the One-Stop Committee informed. Ms. Pamela Williams asked if the One-Stop Committee would suggest to the WIB Members to come visit the One-Stops and observe the day-to-day operations

IV. Other Business:

The next One-Stop Meeting was discussed and it was decided to have the next meeting at the end of September. The next WIB Meeting will be held on October 11, 2011.

V. Adjournment

Chairman Redfearn thanked everyone for attending this meeting and adjourned the meeting at 5:55 PM.