

**SANTEE-LYNCHES WORKFORCE INVESTMENT BOARD
ONE-STOP PARTNERS MEETING
WEDNESDAY, MARCH 30, 2011 - 11:00 AM
Santee-Lynches Regional Council of Governments
36 West Liberty Street, Sumter, SC 29150**

MINUTES

Partner Representatives Present:

Bernie Miller – Experience Works
Mamie Mellerson – Experience Works
Dr. Carolyn Ham - Kershaw County Adult Education
John Hornsby - SC Vocational Rehabilitation
Coralette Scriven - Sumter/Lee County Adult Education
Craig Smith – SC Department of Employment and Workforce
Jeannine Gamble – Sumter County DSS
Dr. Julie Griffin – Clarendon County Adult Education
Sivitra Lighty – Family Service Center
Deborah Richardson – Central Carolina Technical College
LaShonna Meagley - Wateree Community Action, Inc.
Anita White – Telamon Corporation
Zuelda Williams-Smith – Sumter Housing Authority

Staff Representatives Present:

James T. Darby, Jr., Executive Director, SLRCOG,
Gwen Davis – Santee-Lynches Workforce Development Deputy Director
Les Thompson – Interim One-Stop Operations Director
Areatha Clark – Santee-Lynches Workforce Development Operations Manager
Donna Thames – Santee-Lynches Workforce Development Administrative Assistant
Qualisha Belton – Sumter One-Stop Lead Case Manager
Pamela Williams – Camden One-Stop Lead Case Manager

Guest:

Jim Riebolt – Kaiser Group

I. Welcome:

The One-Stop Partners Meeting was called to order at 11:08 AM by Mr. Jim Darby. Mr. Darby welcomed all those in attendance to the quarterly One-Stop Partners Meeting and thanked them for their support of the One-Stop Service System. Each member introduced themselves.

II. Approval of Minutes:

Ms. Gwen Davis called for a motion to approve the minutes from the November 9, 2010 One-Stop Partners meeting. **A motion was made by Mr. John Hornsby and seconded by Dr. Carolyn Ham to approve the minutes from the November 9, 2010 One-Stop Partners Meeting.** Ms. Davis asked if there was any discussion; there was none, so she called for the vote. **All were in favor and the amended motion passed unanimously.**

III. One-Stop Transition Process:

Mr. James T. Darby, Jr., Executive Director, Santee-Lynches Regional Council of Governments, presented a document titled "Treasury Direct" – Title XII Advance Activities Schedule dated as of March 4, 2011. He reviewed the document with the partners. This amount for South Carolina represents the \$945,355,619.29 that has been borrowed from the Federal Government to pay unemployment benefits, because South Carolina, as well as, other states does not have the funds available to pay Unemployment Insurance (UI) benefits. The amount of interest owed since January 1, 2011 is \$6,494,771.34.

Mr. Darby added that the emphasis at the One-Stops is on employment or reemployment and he reminded all partners that "all of us play a major roll in this process". We are all co-dependent on paying back the Federal Government the amount borrowed. The One-Stop Partners have always been in the role of making a difference ... now each of you can play a "special role" by inviting other agencies that you partner with to become One-Stop partners.

Mr. Darby asked the Partners to review the "Timeline" that was recorded in the November 9th meeting minutes. He reminded the Partners that as of January 1, 2011 by contract with the Workforce Investment Board (WIB), the Santee-Lynches Regional Council of Governments (SLRCOG) became the One-Stop Operator. The reason we have the One-Stop System is to change the paradigm to increase the employment opportunities now and in the future.

The following handouts were given to the One-Stop Partners:

2nd Handout: Amended Memorandum of Agreement between Santee-Lynches Workforce Investment Board (SLWIB) and Santee-Lynches Regional Council of Governments (SLRCOG). Mr. Darby explained that this is an extremely important document to increase our collective capacity to change the paradigm. The Chairmen of the SLWIB and SLRCOG have both signed this document.

3rd Handout: A Chart – Restructuring Santee-Lynches WIB Administrative Procedures and Programs to accommodate the possibility of new activities – (January 1, 2011 what might it look like in terms of an organizational chart?) Mr. Darby explained the layout of the chart ... the far left of the chart list Les Thompson, who is the One-Stop Operations Director responsible for contract implementation, strategic planning and policy development; the far right side of the chart list Brenda Golden, WIB Youth Program Director, who oversees the Youth Program. Ms. Golden is also the Director for the Regional Education Center that interfaces with the school districts. In the middle of the chart is Gwen Davis, WIB Deputy Director, who is responsible for the implementations of the contracts and oversight. Ms. Davis represents the WIB Administrative Entity.

4th Handout: Workforce Game – Grow your Community through Workforce Development. Mr. Darby explained that this handout is a “process chart” and he directed the Partners to find Item #2 on the chart - *Partner Services*. Mr. Darby stated that everyone should be familiar with the items listed under this heading. Many of the people who have been unemployed are not prepared to be employed. Sadly some of these folks are not aware that they are not prepared to be employed and this is hurtful for them and the system. Mr. Darby stated that the One-Stop task, as well as, the task of the partners, is to get these folks employed. This will be hard work, but it is being done and our partners are major players in this process. There are **NO** jobs that are being handed out. We need to think about this task and improve the process. The One-Stop needs the help of our partners and in turn the One-Stop will help each of its partners.

Flip charts as visual aides were discussed:

1st Flip Chart: The Progression toward Employment – (clip art demonstrations).

2nd Flip Chart & 3rd Flip Chart displayed side-by-side: the “Old Way” and the “New Way”. Mr. Darby reminded the Partners that on the “Old Way” chart, it is the same 1998 WIA legislation that we are operating under now. The old way had lots of job and too few people ready to work with the skills and experience required. There was plenty of money and training was offered to everyone (some targeted and some non-targeted). The mindset was there is “a job for everyone”. With the “New Way”, there are too few jobs and the UI rate is at 10.4%. With the traditional workforce skill issues and the number of qualified employees, this limits the rural regions’ economic growth. The job development focus has shifted to determine “who has a job opportunity and how to be cost-effective to match the job opportunity with the job seeker’s skill sets and experience. Today’s jobs required specific skills, technology competency, and experience. There are two options: #1: Match applicant with job opportunity without the requirement of additional training. No cost is involved, except for administrative cost; match applicant with job opportunity by utilizing OJT (job seeker is ready to be employed, but are not at the point of being productive). Cost sharing is involved; but skill sets must be known.

Option #2: No match of applicant with current job opportunity. This is where the partners can help. Due to limited funding in the new system and being successful in matching posted job openings with job seekers requires basic skills and interest assessment comparison with the current job market, in turn an investment decision and commitment from the applicant is required. One-Stop resources (DEW and WIA), as well as, partner resources must be utilized. If there is no match, direct public support is limited by eligibility.

As we make these investments with the “demand driven model”, One-Stop Staff must decide if there are job seekers who meet the qualifications as stated in the job order. From the perspective of the Employers, they are looking for qualifications, work experience, certifications and education. Job Seekers should be able to demonstrate the above items if they are seriously looking for a job.

3rd Chart – Job Seeker. The job seekers are looking for work. Do they have an updated resume which indicates their education, prior work experience relevant to job opportunities, does their resume list any certifications or degrees, etc? Should they be referred and sent to an interview? Mr. Darby asked the question if anyone had ever been outside the country and could not speak the foreign language. This illustrates the communication of WIA and SCDEW Staff when there were

two internal communication systems that were not compatible. Now there is only one system – the Virtual One-Stop System (VOS). The VOS system is the federal language by the Department of Labor that has all information regarding clients, the outcome of clients, case workers and comparison between other regions. In the VOS system, job seekers can prepare a resume with assistance. WIA and SCDEW both now utilize the VOS system.

4th Chart – Employer. Employers are looking for a match to their job orders: Education attainment, prior work experience relevant to job opportunity, certifications, degrees, etc.; Employers offer job opportunities.

Resumes are to be matched in the VOS system with Job Orders. The One-Stop can help the employers out. The employers can use the VOS system to post job orders by putting in details - job title – educations – requirements, etc. This will ensure employers that they can find a qualified match with a job seeker.

5th Chart – Employment:

Demand-Driven Model: If a job seeker wants be employed, One-Stop can help them out if they are willing to do what is necessary to get a job. (i.e. if the job seeker does not have a GED and is willing to get a GED, then we should refer them to our partners at Adult Ed or an equivalent). The job seeker must understand what skills are needed for different jobs and what it takes to get them in the door to where they want to go. Many job seekers who were in the manufacturing sector most of their life must come to the reality that their skill sets are aging every day and they must make personal choices regarding upgrading their skills.

In the past if a person had a job, he or she was good to go. Now it does not work like that.

Last Chart...

Continuing Education – Lifelong Learning Community

Everybody must be prepared to be re-trained. If you are in the training business – this is your time ... You have the best employment future. It will not change.

We must create communities Mr. Darby referred back to first chart – clip art – process. Community is just beginning to understand this mindset that no jobs are for lifetime. Our mission and task is to enhance the quality of life for the citizens in Clarendon, Kershaw, Lee and Sumter Counties through education.

We win or lose on the quality of our workforce. Mr. Darby stated that each organization has partners, but we all need to find additional partners.

Final comment – As a result of the One-Stop transition, there is approximately \$100,000 training dollars available for training with a focus in health services and advanced manufacturing, which would be approximately 70% of the budget with the balance in service sector and other training opportunities.

Mr. Darby reviewed the “Hot Jobs” handout and stated that these jobs cover all four counties – (Clarendon, Kershaw, Lee and Sumter). Through the efforts of the Job Developers, this handout will be updated weekly. The Job Developers have the task to go out in the workplace and operate

in those areas as identified and find jobs, post jobs and then make the information available in the VOS system with permission from employers ... Now we need to get supportive services and education, so we are connected in this region.

Mr. Darby closed by asking for questions or comments. Ms. Jeannine Gamble with DSS stated that she had met with Nicki and Camille, (One-Stop Job Developers), who sent her the "hot jobs" flyer and she had already matched a client/job seeker, and this person received a job. She concluded that her agencies and the One-Stop have already begun to work together.

Mr. Craig Smith stated that all of us including the partners have hurdles and our #1 hurdle is money or lack of money. He indicated that the next common hurdle was the lack of commitment. Dr. Carolyn Ham stated that her agencies require 12 hours of client services to gain credit for the Client and a minimum of 12 students for their classes. This was one of their constraints and has been their biggest problem. She stated that individuals will come and take the TABE test for 4 hours and they never return, unless there is a reason ... they do not stay and are not willing to come back for additional classes. Mr. Smith responded that unless there is something tied to the UI checks, participants will not commit. He stated that the traffic in the DEW facility has dropped off by $\frac{1}{2}$ to $\frac{3}{4}$, because so many of the participants have exhausted their UI money and are not interested in a job. Dr. Julie Griffin asked "what is the student's goal"? Some take the pre and post TABE testing, but we don't know their goals. Dr. Griffin stated that barriers are common to adult education programs, but not necessarily to anyone else. Ms. Gwen Davis responded that we would table this discussion and she would schedule a follow-on meeting with the directors from Adult Ed and the One-Stop Staff.

IV. Memorandum of Understanding (MOU):

Ms. Gwen Davis reviewed the Partner MOU and stated that the partners had been emailed a copy prior to this meeting. She asked the partners to think about what Mr. Darby spoke on today A new approach and how we partner with each other. Additionally, she explained that a grant had been received to have employer's jobs profiled and the goal is to help re-train job seekers to meet the employer demands.

Ms. Davis closed by asking the partners to remove barriers and issues one at a time and asked the partners to turn in their MOU/Partnership Contribution Forms if they have them with them today or as soon as possible. She reminded everyone that it is a Federal requirement that the Partners MOU be executed and on file.

V. TABE Testing:

Ms. Davis discussed the TABE testing briefly and explained that the TABE testing establishes the basic education levels for customers to assess their service needs. Dr. Griffin stated that the Level D TABE Locator is being utilized in Clarendon County. Ms. Davis responded that the State has recommended the full battery – (all levels of math and reading).

Ms. Davis again stated that due to time, this issue would be tabled and a follow-on meeting would be scheduled with the Adult Eds, One-Stop Staff and the Trade Staff, since this too is an issue particularly to those partners. The others will be advised of outcomes of the follow-up meeting at the next Partner's Meeting.

VI. New Business

No new business was discussed.

VII. Adjournment:

Mr. Darby passed out an invitation letter to a meeting next week with other agencies that offer Job Placement/Business Services. He invited all of the partners to attend and stated that there would be discussions on what the One-Stops can bring to the table and asked the partners what they can bring to the table to develop a job development system among the various agencies. Please make this meeting a priority.

Mr. Darby asked Mr. Jim Riebolt of the Kaiser Group, who is providing consulting services for the One-stop transition, if he had any comments. He stated that he was encouraged to see the number of partners who came to the meeting today and stated "united we stand.... Or we fall on our faces".

Perspective of Customers – Shifting of the system – As a "demand-driven" One-Stop System, we are not just here to collect anyone that walks through the door. Now, we are changing the customer base that we serve and building quality into the One-Stop System. We don't want to just make performance ... we want customers to have goals for themselves. We need to be their personal vocational trainer, ie. (description of the case managers). Staff is going to work first with the ones that "want to" and not the ones that just "wish to".

VII. Adjournment:

There being no further business, the One-Stop Partner's Meeting was adjourned at 12:18 PM. Mr. Darby thanked everyone for sharing and stated that we look forward to combining efforts to serve the customers. Mr. Darby asked the partners to please let him know of suggestions of other partners and stated that Ms. Davis would be in touch to arrange a follow-on meeting with Adult Ed.