

SANTEE-LYNCHES WORKFORCE INVESTMENT BOARD
SC WORKS (ONE-STOP) COMMITTEE MEETING
THURSDAY, JANUARY 12, 2012 - 4:00 PM
Santee-Lynches Workforce Center - Sumter
31 E. Calhoun Street, Sumter, SC 29150

MINUTES

Members Present:

Sumter: Rick Levy, Chairman, Bobby Anderson, George Kosinski, Anita White

Members Absent:

Kershaw: John Hornsby, Craig Smith

Sumter: Jeannine Gamble

Staff Present:

Areatha Clark – Workforce Development A/E Director

Gwen Davis – Workforce Development A/E Deputy Director (formerly SC Works Interim Operations Director)

Donna Thames - Workforce Development Administrative Assistant

Hope Turner – Workforce Development Finance Coordinator

SC Works Operator:

Toni White – Project Manager, Kaiser Group

Qualisha Belton – Lead Case Manager, Kaiser Group

Guest:

Shenna McConnell, Project Director, Mathematica Policy Research, Inc.

(Prior follow-up Items in Green – New follow-up Items in Blue)

I. Welcome:

Chairman Rick Levy called the Santee-Lynches **SC Works** (One-Stop) Committee Meeting to order at 4:04 PM and welcomed everyone to the meeting. He thanked Ms. Shenna McConnell, Project Director with Mathematica Policy Research, Inc. for coming to the meeting to update the Committee Members on the US Department of Labor (USDOL) Pilot Study being conducted by Mathematica.

Chairman Levy gave an update that he had received emails from Committee Members and Staff with regards to discussions from the November 7, 2011 Committee meeting and he was in agreement with their comments on attracting the right customers to serve

in the **SC Works** Centers and there was a consensus of the need to relocate the **SC Works** Center in Sumter. Additional discussions will follow regarding the two facilities in Sumter and targeting the right customers.

II. Approval of Minutes (M):

Chairman Levy called for a Motion to approve the minutes of the November 7, 2011 Meeting. **The Motion was made by Ms. Anita White and seconded by Mr. Bobby Anderson to approve the minutes.** Chairman Levy asked if there was any discussion. There being none, Chairman Levy called for a vote. **All were in favor and the Motion passed.**

III. USDOL Pilot Study

Ms. Shenna McConnell, Project Director with Mathematica Policy Research, Inc. provided an overview of the USDOL Pilot Study being conducted by Mathematica Policy Research, Inc. Last January (2011), the Santee-Lynches Workforce Investment Board (WIB) voted affirmatively to participate in the Pilot Study. She explained that the Pilot Study must begin no later than April, 2012. Prior to beginning the Study, Staff must be trained. She explained that the USDOL compensation for participating in the Study is \$33,000, but the Memorandum of Agreement (MOA) must be signed in order to proceed. She then asked who would be signing the MOA. Ms. Areatha Clark replied that the WIB would be meeting on January 24th and once the WIB Members approved the signing of the Roles and Responsibilities Agreement that the Administrative Entity (A/E) Staff would be able to sign the MOA. Ms. McConnell asked if she should return for the WIB Meeting on January 24th. Chairman Levy responded that it would not be necessary. He further explained that the Santee-Lynches Regional Council of Governments (COG) is the A/E. There was discussion on who would be receiving the \$33,000 in compensation and Ms. McConnell explained that the money would go to the COG in three payments for participating in the Study. [Now that the Kaiser Group is the new **SC Works** Operator, there may be an amendment to the Kaiser Contract to add these funds]. It was noted that in February 2011, Ms. Qualisha Belton and Ms. Pamela Williams received initial staff training on this Study at a conference in Washington, DC. Chairman Levy stated that at the next Executive Committee Meeting, they would discuss how this money (USDOL compensation) was to be used. Ms. McConnell reminded the Committee Members that the money is for participating in this pilot study. **Ms. Toni White was instructed to keep track of all expenses incurred due to this Study. Chairman Levy asked the Committee Members to list any recommendations for spending these funds.**

Ms. McConnell asked Ms. Toni White if she was familiar with the Pilot Study and Ms. White replied that she was, since the WIB in other states in which the Kaiser Group serves as operator were also participating in the Study. Ms. McConnell reminded everyone that there will be data showing how our region is doing with the study. Ms. Clark informed everyone that the Lower Savannah WIB is also participating in the study and according to the Director for this region, the study is going well and they have offered to provide feedback and guidance to our region. Chairman Levy stated that he had two concerns with this study: (1) random assignment and (2) training a customer

when it is not necessary. There was discussion on unbudgeted costs of training customers who do not need training or who would not benefit from receiving training.

Additional discussion continued on customers being randomly assigned to three categories: (1) Full WIA Services including Training, (2) Intensive Services with no Training and (3) Core Services only. It was noted that under full services, training is an option, but is not mandated. (For example, if Staff feels that a customer is not suitable for training or would not benefit from training that customer does not have to receive training).

Ms. McConnell stressed how important the Study is to complete. There are not enough funds to serve everyone. This Study will show Congress whether or not the WIA Program is working. She further explained that there will be some folks that will have to be turned away, but further elaborated that most regions run out of training dollars and can't send all participants to training. It was explained that the computer data base will do the random selection of participants. There will be 50 participants randomly assigned to receive Core and Intensive Services and 50 participants assigned to receive Core Services only. All other participants will fall in the category to receive Full WIA Services including training, if applicable. There was discussion on there being approximately 600 participants in our region, and Ms. Gwen Davis explained that historically there were not 600 participants served in our region, but around 500 per year. It was explained that Veterans and their Spouses and Trade Participants would be excluded. Ms. Anita White asked about the Migrant Seasonal Workers' participation in the process and Ms. McConnell replied that they will be included in the Study. A question was asked that once 50 participants each are randomly selected for Core and Core/Intensive Services, what would be the next steps in the process. Ms. McConnell explained that the computer data base will not select additional participants once the desired number is reached.

The timeline of events was discussed. Ms. Clark indicated that the MOA could be signed by the end of January. Ms. McConnell explained that Mathematica has a procedures manual in place, and it will be tailored for the Santee-Lynches Region and training will begin with Staff in early March and the customer intake period will begin the first of April.

Mr. Bobby Anderson asked why there was a Study being conducted. Ms. McConnell explained that when Congress signed the WIA Law in 1998 that there was a stipulation that a Study be provided so that Congress could evaluate how the WIA money is being used and the return on the investment. Congress wants to review the impact of Intensive and Core Services and whether assigned Case Managers are needed for these services. Ms. Anita White added that the Study will show the effectiveness of the training services and if participants necessarily need training. There was further discussion on the "demand-driven" policy in our region and the possibility that there may be some negative impact from the Study. It was also noted that SCWOS, the reporting data system for the WIA program, will alert **SC Works** Staff if a customer is enrolled in the Study to avoid the customer receiving services that they are not eligible for due to

their participation in the Study.

Chairman Levy asked Ms. Toni White if she was comfortable with supporting the Study and knew how the staff would be involved. Ms. White replied that she had a clear line of sight on the Study and she and Ms. McConnell would discuss the Study further at a later time. **Chairman Levy requested that Ms. White provide feedback to him with regards to the Pilot Study's progress by the end of the month** and stated that he did not want to add additional burdens to her and the Staff.

Ms. McConnell provided Chairman Levy a letter from Ms. Jane Oates, Assistant Secretary with the USDOL, clarifying that the USDOL is supporting this Study and how important the Study will be. **Chairman Levy read the letter and then gave it to Ms. Donna Thames to send a copy to Ms. Toni White and Ms. Areatha Clark. Chairman Levy asked that there be open communication between Mathematica and the Kaiser Group.**

IV. Follow-Up Items from Previous Meeting

Chairman Levy reviewed the follow-up items from the previous meeting minutes of November 7, 2011 noting that the items were highlighted in "green" in the minutes.

- **Chairman Levy made a suggestion to modify the color-coded participation profile report and match the participants with potential job opportunities**

At the previous meeting, Ms. Gwen Davis provided a copy of the profiles of the new customers and Chairman Levy suggested that Staff color code customer skills with jobs that are available. This information is being tracked by the SLRCOG thru the end of December and each Case Manager has been provided a copy of the color-code by industry. Chairman Levy asked Ms. Toni White if this information can be used successfully or not. She did not respond at the meeting. Ms. Davis added that these forms have been provided to Kaiser to use or Kaiser can develop their own format.

- **A suggestion to the Business Intelligence Data Report: He (Chairman Levy) added that names and addresses of businesses contacted are not needed, but he would like to see success and levels of success of matching open jobs with participants.**

Ms. Davis replied that the Business Intelligence Data Report was being used by the Staff to track various data, (i.e. labor market information), some of which the names and addresses are needed. However, the matching success could be added should the new service provider choose to use the document.

- **Chairman Levy requested that the SC Works (One-Stop) Staff report back to the Committee on referral forms and capture the numbers of those being referred to other agencies, since a service is being provided in making the referral. The Committee should review the level of success in placing customers back into employment (the demand and supply part of the**

process).

Ms. Davis reported that the universal referral form and referral process in which the partner agencies agreed to in a prior MOU is being utilized; and she reported for the month of December 2011 that a total of **20** customers were referred to partner agencies. The **SC Works** Center in Sumter referred **15** customers: 9 to Adult Ed, 2 to Voc Rehab, 2 to the SCDEW Vet Reps, and 2 to the Alston Wilkes Society. The **SC Works** Center in Camden referred **5** customers to the Applied Technology Education Center (ATEC) in Kershaw County. Chairman Levy replied that the data gathered is part of the WIB's Strategic Plan.

- **Mr. Bobby Anderson suggested that Staff provide the Committee Members with the barriers to successfully matching job seekers to jobs.**

Chairman Levy added that he received this information via email responses from the Staff. Barriers include: i.e. social skills, work history, lack of computer skills and limited education with 58% who only have a high school diploma or GED. Ms. Davis referred to the chart of typical customers who enter the **SC Works** Centers with barriers such as lack of matching skill sets, pay scales incomparable to prior wages, apprehensions to invest in training, limited computer skills, etc. She provided an example that prior production workers come in and do not have a desire for additional training, however additional training is needed to match the current skill sets that are in demand. These customers do not see the reality that their jobs are not returning to this region. With the current population of carry over participants in the system, Ms. Davis explained that these barriers must be overcome in order to reach successful outcomes.

- Ms. Davis was asked to reach out to other WIBs or other One-Stops and see what pre-assessment methods that they may be using prior to enrollment in WIA. **She was asked to email the SC Works (One-Stop) Committee Members with the results.**

The information gathered was emailed to Committee Members by Ms. Davis following the November Meeting. In her email, Ms. Davis stated that 5 of the 12 other regions who responded are not using the TABE (Test for Adult Basic Education) testing prior to enrollment in the WIA Adult and Dislocated Worker programs which is in question at this time. Some were using the TABE for entrance into the Youth program. Other assessments being used by the other regions include SCOIS, WorkKeys, My Next Move, etc. As a result, the Santee-Lynches Staff has re-examined its intake process and the use of the TABE and elects to eliminate the TABE assessment prior to eligibility determination for the WIA program. Ms. Davis reported that based on communications with the Committee Chairman, this change to the intake process has been delayed to allow the Kaiser Group to have input as to alternative assessments. Discussions followed regarding the TABE testing and Chairman Levy asked why WorkKeys assessments were not being used as a pre-enrollment assessment tool. Discussion continued on other types of assessments and Career Scope was discussed as another option. Chairman Levy stated that when a job opening is posted and WorkKeys are a

requirement, he thinks this is very powerful. Ms. Clark added that the State is not looking for just one type of assessment and Ms. White replied that there needs to be a menu of items to use. One participant may need one type of assessment while another may need a different type of assessment. She added that Staff will determine if the customer is suitable for the WIA Program and an assessment of their motivation level will help to determine their suitability. The Staff may request that a customer develop their resume or attend workshops prior to enrollment. This will also determine if the participant is suitable for the WIA Program. Ms. White further added that a customer/participant work flow is needed, as well as, a greeter, who will determine the needs of the customers/participants as they enter the centers. She added that this process must be set up and then Staff must be educated on how to implement the new process. Discussions continued on if a customer is not suitable for the WIA Program that Staff must still assist the customer by referring them to a partner agency.

V. SC Works Operations Report as of December 31, 2011

Ms. Gwen Davis gave an **SC Works** Operations report as of December 31, 2011 and stated that the SLCOG is in full support of the Kaiser Group as the new **SC Works** Operator. She reported that new enrollments under the “demand-driven” model from July 1st thru December 31st were 125 participants in the WIA Program.

First, Ms. Davis reviewed the SL PY’10 and PY’11 New Programmatic Participant Levels by Month. The blue bars represent Adults, the red represent Dislocated Workers and the green represents the Youth participants enrolled in the WIA Program. There were a total of 201 new enrollments in the Adult and Dislocated Worker programs from January 1, 2011 thru December 31, 2011 under the COG’s operation. The goal was set to add 15 new enrollments per month starting July 2011, which was exceeded each month.

Chairman Levy commented that it was a positive trend with participant enrollment numbers and thanked Ms. Davis and the Staff for their efforts. He further added that he liked the Dash Board Report and again gave thanks to Ms. Davis and the Staff.

The Pie Chart of hot jobs in the Santee-Lynches Region was then reviewed. Ms. Davis explained that this is a snap shot of the jobs in demand in this region and the majority of the jobs are in the healthcare or medical industry. It was noted that this information was obtained from the State SCDEW’s Labor Market Information Database. There was discussion and questions on why manufacturing is not shown on this pie chart with approximately 1800 upcoming jobs with Continental Tire. It was noted that this information was released back in October of 2010 and is based on “hot job” projections from 2008-2018, of which time manufacturing had been on the downturn in the region as well as the state. Ms. Davis was asked to email and request clarification on this information. [Ms. Davis did follow-up by sending an email on Friday, January 13th to explain that the numbers in the pie chart represented the expected net increase in jobs in the respective occupations – the email will be filed with the minutes]. Ms. Davis did explain that local training did match the “hot jobs” projections, i.e. Medical. Ms. Areatha Clark added that the sectors in our region are aligned with healthcare at present and

this may need to be shifted to encompass the advanced manufacturing sector. There was again discussion on upcoming manufacturing jobs and that the Job Developers/Business Services Representatives are presently visiting the manufacturing plants to determine their needs. **Chairman Levy asked Ms. White to use this tool, but have the Job Developers add manufacturing to the pie chart.** There was discussion on who “owns these charts” and Ms. Davis reminded the Committee Members that although the charts and graphs were developed by the COG staff, this would be her last time reporting information to the Committee. However, she would share the reports with Ms. Toni White for future use.

The Dash Board Report was then reviewed with the validated and non-validated numbers. The non-validated numbers are measured in real time as participants are going to work. Validated numbers measure the quarterly review of the numbers as required by the USDOL performance standards.

The Orientation Charts were then reviewed, followed by the expenditures thru November 30th. Ms. Davis explained that with the “demand-driven” model in place, the expenditures are trending low with 19% expended for Adults and 28% for Dislocated Workers thru November 30th. A number of factors contribute to the low spending – i.e. WIA funds are always used after other financial aid resources. Due to having received unemployment insurance benefits for extended months, many of the participants are qualifying for Pell grants, even though the **SC Works** Staff is still case managing these participants. In addition, the Trade program covers most of the training cost for Dislocated Workers, which results in limited WIA expenditures for that pool of participants.

Ms. White was asked to look outside the box and reach out to other faith-based communities to find suitable participants that need funding to begin training to upgrade their skill sets. A follow-up was given to Chairman Levy, Ms. Toni White, Mr. George Kosinski and Ms. Areatha Clark to discuss what their roles in reaching out to other faith-based communities.

There was discussion on Continental Tire Company and how to prepare jobseekers for the upcoming jobs. Mr. Kosinski explained that ReadySC would prepare prospective employees for the first round of training/hiring, since they will be covering the training cost. He explained that he would be able to share the job descriptions with Chairman Levy and others, but it was about a year out with the wage structure and another year before a HR Manager would be on site. Chairman Levy then asked Mr. Kosinski if he knew if there were programs in place to train for the upcoming jobs with Continental Tire. There was discussion that everyone needs to work together. Mr. Kosinski then questioned again why there were no manufacturing jobs listed on the pie chart. Further discussion was held on the Continental Tire company and Mr. Kosinski stated that only the site contractor was on site now and the general contractor would not be selected until after bids were received on January 19th.

VI. Transition and Start-Up Process/SC Works Facility Lease/New Location

Ms. Toni White, **SC Works** Project Manager with the Kaiser Group, passed out a Transition Task Update – Narrative Summary. She explained that the Staff are in place with the exception of two (2) job openings – (one Business Service Representative and one Customer Service Representative, both at the **SC Works** Camden Center). She added that there was a staffing model provided and asked what flexibility the Kaiser Group has with changing the current staffing pattern. She added that depending on the customer flow, there may be a need to change. Ms. Davis responded that the Kaiser Group does have flexibility to change its staffing pattern as it deems necessary. Chairman Levy added that he and the other committee members want to enable the Kaiser Group to make the necessary adjustment to ensure the success of their program. Ms. White informed the Committee that the budget was finalized; however, the percentage of training dollars still needed to be assigned to the specific types of training and a line item for transportation will be added. She informed the committee members that the cost allocation plan had been finalized using the caseload methodology.

Ms. White stated that the Project Accountant would be on site. She added that all bills with vendors previously used by the COG have been transferred to the Kaiser Group. However, there are lease issues. The lease has not been signed in Sumter because of the issue with the fence. Ms. Clark replied that the fence was put up by SCDEW and that Mr. Matt Sexton with SCDEW indicated that SCDEW would repair the fence. Ms. White stated that the Owner would not sign a new lease in Bishopville because of money owed for a couple of months. Ms. Hope Turner replied that the only money that should be owed would be for the month of January, but she would follow-up and send out an email. [Ms. Turner did follow-up with an email on January 13th to explain that the property manager's office had relocated and neglected to inform the COG or to provide a forwarding address in which to mail the rental check, which resulted in the checks for November and December being undelivered and lost in the mail. Replacement checks are being issued immediately by the COG. – the email will be filed with the minutes]. Ms. White reported that the Manning site lease has been transferred over to Kaiser. Chairman Levy asked if Kaiser planned on staying at the present Sumter location and Ms. White replied that their plans are to sign a 3-month lease and then month by month until a new location is found. They are presently looking at other sites with a Real Estate Agent, but parking is a major issue. Chairman Levy asked if Kaiser wanted one facility or two and stated that if there was one facility that there needs to be a lobby with identification markings to navigate customers to the appropriate entities for needed services. **Ms. White was asked to provide criteria for locating a new facility and a list to allow the Committee's input into staff layout in a new facility.**

Ms. White stated that she had met with the team leaders today and the new staffing structure should be created by next week. Training for staff was also discussed and a list of upcoming meetings was provided. She plans to work in conjunction with SCDEW to include the UI information as part of their orientation. A list of initiatives for positive production and results was provided. Workshops will be forthcoming. Chairman Levy asked Ms. White when she anticipates all of the changes

and she replied that changes would be in effect beginning February 1st.

Ms. Hope Turner added that the Finance Sub-Committee would be meeting on Tuesday, January 17th and the incentive funds would be discussed for the new branding of the **SC Works** and for outreach. Ms. Areatha Clark added that all the new **SC Works** signs are in place to replace the old One-Stop signage. Mr. Bobby Anderson stated that the name keeps changing, but we need to serve the people in our community. Ms. White added that their goal is to build relationships with employers so that they will want to utilize the services of the **SC Works** centers.

Chairman Levy added that going forward Ms. White and the staff should continue with the current charts/graphs that have been shared with the Committee Members. Ms. White asked if a power point presentation can be provided at the meeting and Chairman Levy responded “yes”. **[Note: Copies of the power point presentation must be provided to Ms. Areatha Clark prior to all meetings].**

VII. Statewide Certification Update

Chairman Levy asked that the statewide certification update be provided. Ms. Clark responded that Phase I has been completed and it is in the State’s plan as to what is needed for Phase II. Ms. Davis added that each region has assessed their **SC Works** Centers and the State will determine what technical assistance is needed in the local areas based on the self-assessments. The next step is to wait on the State for feedback. The timeline for Phase II extends through February 2013. Ms. Clark will email Ms. Abby Linden with SCDEW to determine when the State will begin the process of technical assistance. [Ms. Clark did follow-up by sending an email on Friday, January 13th to Ms. Linden at SCDEW. Ms. Linden’s response was that currently SCDEW is analyzing the self-assessments to determine the technical assistance to be provided. A meeting will be held in the near future to have an open discussion regarding the issues and questions surrounding Phase II - the email will be filed with the minutes].

VIII. Adjournment

Chairman Levy thanked everyone for attending this meeting and adjourned the meeting at 6:03 PM. He again thanked Ms. Davis for serving as the One-Stop Operator and thanked the COG and Staff, who stepped in to provide continuous service to customers during the difficulties and challenges over the past year. There was discussion on meeting again in February to gather timely feedback as the transition to the Kaiser Group progresses.

Prepared by Donna Thames