

WIB Meeting Minutes - December 14, 2010

By: WIA Staff

Contact: [Les Thompson](#)

Santee-Lynches Regional Council of Governments
Santee-Lynches Workforce Investment Board
Board of Director's Meeting
December 14, 2010 – 6:00 PM
Santee-Lynches Regional Council of Governments
36 West Liberty Street, Sumter, SC 29150

MINUTES

Members Present:

Clarendon – Charlie Gavin, Dan Yount, Gail Duke, John Tindal
Kershaw - Sid Isler (Chairman), John Hornsby, Joe Redfearn,
Craig Smith

Lee – Thaddeus Dickey, Dr. Cleo Richardson

Sumter – Bobby Anderson, Rob Fauvie, Dr. Tim Hardee,
Hyacinth Kinley, David Merchant, Joe Perry, Rev. William
Randolph, Sharon Teigue, Anita White

Members Absent:

Clarendon – Beverly Moberg (Excused)

Kershaw – Mike Bunch (Excused), Dr. James Coleman, Jean
Duncan (Excused), Ed Garrison (Excused), Dean Riddle

Lee – Jeff Burgess (Excused), Troy Santoscoy (Excused)

Sumter – Ryan Cagle (Excused), Ginny Dority (Vice Chair)
(Excused), Jeannie Gamble, Tom Garrity (Excused), George
Kosinski (Excused), Rick Levy (Excused), Sonia Spivey
(Excused), Gerald Vaughn (Excused), Donald Witherspoon
(Excused)

Staff Present:

James T. Darby, Jr., Executive Director, SLRCOG, Les Thompson, Interim One-Stop Operations Director; Gwen Davis, Workforce Development Deputy Director; Areatha Clark, Workforce Development Operations Manager, Hope Turner, Workforce Development Finance Coordinator, Donna Thames, Workforce Development Administrative Assistant; Brenda Golden Workforce Development Youth Director, Bruce Mills, Santee-Lynches Research Analyst, Ms. Qualisha Belton, One-Stop Lead Case Manager, Sumter Office, Ms. Pamela Williams, One-Stop Lead Case Manager, Camden Office.

Guests:

Dr. Peggy Torrey, South Carolina Department of Employment & Workforce (SCDEW); Jim Riebolt, Consultant, Kaiser Group, Inc., Maureen Bestland, Consultant, Kaiser Group, Inc. and Mrs. Doris Randolph, wife of WIB Member Reverend Randolph.

I. Welcome and Call to Order:

The Santee-Lynches Workforce Investment Board of Director's Meeting was called to order by Chairman Sid Isler at 6:01 PM. Welcoming remarks were given by Chairman Isler followed by an invocation by Reverend William Randolph and the Pledge of Allegiance. Ms. Gwen Davis, Workforce Development Deputy Director, introduced the guests (Dr. Peggy Torrey, South Carolina Department of Employment and Workforce (SCDEW); Mr. Jim Riebolt, Kaiser Group; Ms. Maureen Bestland, Kaiser Group and Mrs. Doris Randolph, wife of WIB Member Reverend Randolph) and called on Mr. Les Thompson to introduce the new One-Stop Staff Members (Qualisha Belton, Sumter Lead Case Manager and Pamela Williams, Camden Lead Case Manager).

Chairman Isler entertained a Motion to approve the Workforce Investment Board (WIB) Meeting Minutes of October 19, 2010. The Motion was made by Reverend William Randolph and seconded by Ms. Sharon Teigue to approve the minutes from the October 19, 2010 WIB Meeting. Chairman Isler asked if there was any discussion. There being no discussions, Chairman Isler called for a vote. All were in favor and the motion passed unanimously.

II. Special Guest Presentation:

Dr. Peggy Torrey, Deputy Executive Director, E&T, SCDEW, presented Reverend William Randolph a plaque which read: "In grateful appreciation for your many years of dedication service to the State Workforce Investment Board". Dr. Torrey expressed her gratitude to Reverend Randolph for all he contributed to the State WIB Board and for his "service above self" and his passion to the Board.

After the presentation to Reverend Randolph, Dr. Torrey explained that there have been intense changes over the past six months with the Department of Employment and Workforce and complimented the Board on making decisions to move forward. She also stated that she appreciated Mr. Les Thompson's willingness to take over operating the One-Stops in our region. She further stated that the total transition would take place by June 30, 2011 and appreciated the Board taking the steps to begin the transition now and that SCDEW is behind our region and supports our efforts. The new focus on unemployment is re-employment in a "demand driven" concept. WIB Boards must take the difficult steps to target sectors when deciding how to spend the money. She explained that it will be best for our region and that the WIB Board is making a difference.

Chairman Isler thanked Dr. Torrey for presenting the plaque to

Reverend Randolph and expressed appreciation for her guidance.

III. Committee Reports:

A. Executive Committee (M):

Chairman Isler stated that the WIB's Executive Committee met on November 11, 2010 and the following motions are brought forth from the Executive Committee:

Motion 1: PY'10 Budget Recommendation - presented by Hope Turner

PY'10 Income Projections – Current & Projected Expenditures
PY'11 Income Projections: (M)

Ms. Hope Turner, Workforce Development Finance Coordinator, stated that in the WIB package a proposed budget recommendation with financial charts was included. She explained that there has been great concern over the budget. Before the budget could be finalized the number of employees that would become COG employees on November 16th (a copy of the One-Stop and WIA support staff roster was included with the budget) had to be finalized and all of the other expenses in running the One-Stops from SCDEW to the COG had to be considered. Ms. Turner explained that this budget will be a starting point for developing a WIB financial strategy in order to set PY'10 priorities to insure carryover for a targeted amount of funds into PY'11.

The first chart (Santee-Lynches Workforce Funding by Fund Streams) shows the Santee-Lynches funding comparison from PY'09 versus PY'10. There was a decrease in funding from PY'09 to PY'10. Adult: 41% decrease (\$755,919); Dislocated Worker: 45% decrease (\$947,103) and Youth: 45% decrease (\$1,088,694). Ms. Turner explained that the State has cut funding and no additional ARRA funds were awarded. The

WIB will now have to make decisions on how to spend the money in order to receive the “best return on our investment”.

Page 1 of the handout is a “snap shot” of where the funds are at present. Column (1) shows the WIA carryover money from PY’09. This allocation has a life of 2 years. Ms. Turner explained that the carryover funds help with the first quarter of the new program year. Column (2) of the handout on page 1 shows the ARRA carryover money. Ms. Turner explained that we were given this money when the economic situation began to decline and we have until June, 2011 to spend these funds.

Column (3) indicates the PY’10 funding that was awarded.

Column (4) indicates the total money the Santee-Lynches region has to spend: \$3,428,943.

Column (5) indicates the PY’11 funding according to Dr. Peggy Torrey, SCDEW (PY 11 funds will either remain flat or there may be a slight decrease).

Column (6) Indicates the short fall of \$747,848 when trying to prepare the budget for PY 11.

Columns (1) + (2) = the shortfall.

Ms. Turner explained that the carryover money will only be good thru June 30, 2011 and those funds will be used first before using PY’10 funds. Ms. Turner emphasized that “we don’t want to have any of these carryover funds rescinded back to the state level”.

Additionally, Ms. Turner explained that the Santee-Lynches Region is the first Workforce Investment Region in the state transitioning from SCDEW. A meeting was hosted by SCDEW on December 3, 2010 to review all transition

operating expense documentations.

Ms. Turner reviewed Page 2 of the handout (Santee-Lynches Workforce Investment Program Funds for Year 2010) and explained it is the proposed program/administrative annual budget. (Detailed schedules are attached to these budgets). She explained that \$657,136 is the amount of money not obligated at the present time. It was noted that this pool of funds will be the source of revenue to address supplemental staffing patterns, additional training cost, facilities expenses and other costs. Management recommends that this figure not be reduced below \$400,000.

A recommendation in the form of a Motion is brought forth from the WIB Executive Committee to the WIB to adopt the proposed Budget as the beginning funding source documentation for the balance of Program Year 2010-2011.

Chairman Isler called for a motion:

A motion was made by the Executive Committee and seconded by Mr. Charlie Gavin to adopt the proposed Budget as the beginning funding source documentation for the balance of Program Year 2010-2011. Chairman Isler asked if there was any discussion.

Mr. Charlie Gavin questioned the \$1.2 million referenced on Schedule C of the Proposed Program Annual Budget and asked if it included any of the carryover funds. Ms. Turner responded that it does not include carryover funds and re-emphasized that Staff recommends not dropping below \$400,00.

A question was asked if this budget included the participants who are already in training and if so how much money is included? Ms. Turner responded that the budget does include the participants who are now in training and the amount is

approximately \$30,000. She further explained that SCDEW has forty-five (45) days for closeout, which will be mid-February before all costs are to be submitted.

There being no further discussions, Chairman Isler called for a vote. All were in favor and the motion passed unanimously.

Motion 2: Amended MOA - presented by Ms. Gwen Davis
Ms. Gwen Davis, Workforce Development Deputy Director, explained that based on an amended motion at the October 19, 2010 WIB meeting, a Memorandum of Agreement (MOA) between the Santee-Lynches Workforce Investment Board and the Santee-Lynches Regional Council of Governments to provide One-Stop Operator Services and to pursue finalizing the agreement in a formal contract has been revised to simplify the language of the agreement and to include the beginning and ending dates, as recommended. (A copy of the amended MOA was included in the meeting packet.) In addition, the WIB's approval of the amended MOA shall grant authorization of the WIB Chairman to sign the document for execution of the agreement.

A recommendation in the form of a Motion is brought forth from the Executive Committee to the WIB to approve the amended MOA between the Santee-Lynches Workforce Investment Board (SLWIB) and the Santee-Lynches Regional Council of Governments (SLRCOG) to enter into an agreement to provide One-Stop Operator Services and to pursue finalizing the agreement in a formal contract; and to authorize the WIB Chairman to sign the MOA upon approval.

Chairman Isler called for a motion:

A motion was made by the Executive Committee and seconded by Rev. William Randolph to approve the amended MOA, to enter into an agreement to provide One-Stop Operator Services, to pursue finalizing the agreement in a

formal contract and to authorize the WIB Chairman to sign the MOA upon approval. Chairman Isler asked if there was any discussion.

There being no discussions, Chairman Isler called for a vote. All were in favor and the motion passed unanimously.

Motion 3: Meeting Schedule - presented by Ms. Gwen Davis
Ms. Davis stated that over the past year, the WIB has held its meeting on a quarterly basis. Due to the increasing volume of WIB business requiring WIB vote, quarterly WIB meetings are being consumed primarily by Motion items and consequently limiting other Board activities. Therefore, an evaluation of a quarterly meeting schedule versus every other month meeting schedule has been made resulting in the following Motion to the WIB.

A recommendation is brought forth from the Executive Committee to the WIB to hold the Santee-Lynches Workforce Investment Board of Director's Meetings on an every-other month schedule starting with the January 2011 WIB meeting.

Chairman Isler called for a motion:

A motion was made by the Executive Committee and seconded by Mr. David Merchant to hold the WIB Meetings on an every-other month schedule starting with the January 2011 WIB meeting. Chairman Isler asked if there was any discussion.

There being no discussions, Chairman Isler called for a vote. All were in favor and the motion passed unanimously.

Motion 4: By-Law Changes – presented by Ms. Gwen Davis
Ms. Davis explained that contingent upon the WIB's approval to change the meeting schedule, the WIB's By-Laws must be updated accordingly, along with some additional proposed

changes to the By-Laws.

The following proposed changes to the WIB By-Laws are being recommended:

 Page 3 - Under Article III: Meetings and Attendance – Paragraph A - states “..a minimum of (6) meetings per year.” (No changes)

 Page 4 - Under Article III: Attendance – Paragraph D – We are suggesting that the first sentence be deleted and “members shall miss no more than (3) board meetings/committee meetings...” in lieu of the (2).

 Page 6 - Under Article V: Officers – Paragraph C – Secretary-Treasurer – We are suggesting deleting this paragraph. This is not a requirement in the federal regulations, nor has Officers for this position been activated.

 Page 9 - Under Article VII: Committees – Paragraph E – We are suggesting deleting the Finance Committee, since the Finance and Executive Committee are now combined Committee. The “due diligence” responsibility formerly held by the Finance Committee shall fall onto the Executive Committee.

 Page 9 - Under Article VII: Committees - Paragraph F – We are suggesting deleting this entire paragraph on the Finance Committee.

 Last Page – Attest: Delete the Secretary-Treasurer Signature line if the above recommendation is approved.

A recommendation is brought forth from the Executive Committee to the WIB to revise the By-Laws in accordance with changing the WIB meeting schedule and additional proposed changes as outlined above.

Chairman Isler called for a motion:

A motion was made by the Executive Committee and seconded by Ms. Sharon Teigue to revise the By-Laws as stated above. Chairman Isler asked if there was any

discussion.

Chairman Isler stated that there is a need to have a Finance Sub-Committee consisting of 2 to 3 WIB Members to advise Ms. Hope Turner on financial matters on an as-need basis.

There being no discussions, Chairman Isler called for a vote. All were in favor, except Mr. Charlie Gavin. The motion passed.

Motion 5: PY'09 Incentive Budget Changes – presented by Ms. Gwen Davis

Ms. Davis reported that in a recent SWOT analysis, the One-Stop Transition Consultant recommended an electronic customer satisfaction survey measurement device be purchased to gather and analyze data relevant to quality assurance processes and total quality management processes. The device will enable customers to respond to a set of questions concerning the level of satisfaction with the services received by the One-Stop Workforce Centers. The customer satisfaction data is gathered and transmitted electronically and provides daily reports on the results. One example of a surveying device is on display for your review; however, WIA Staff is reviewing other options including employer components, as well as, online and handheld devices.

Based on research by the WIA staff, the cost of an electronic customer satisfaction system is estimated at \$5,350. To cover the cost of acquiring the system, a recommendation is brought forth to modify the PY'09 Incentive Budget as follows:

- Youth Consultant funds was budgeted for \$30,000; however the actual cost was \$26,650, leaving a line item balance in the Incentive Budget of \$3,350;
- Research Analyst Computer was budgeted for \$2,000, however the existing computer has been upgraded and the

purchase of a new computer is not necessary.

By consensus of an email vote with the Executive Committee, a recommendation is brought forth to the WIB to modify the PY'09 Incentive Budget to cover the cost of an electronic customer satisfaction system.

Chairman Isler called for a motion:

A motion was made by Executive Committee via email vote and seconded by Mrs. Gail Duke to approve modifying the PY'09 Incentive Budget to cover the cost of an electronic customer satisfaction system. Chairman Isler asked if there was any discussion.

Mr. Dan Yount asked how the gathered information from the surveys would be used. Ms. Davis replied that the data will be reviewed to identify necessary process improvements. Mr. Jim Darby stated that the information will be given to the One-Stop Committee. Mr. Bobby Anderson asked about the survey questions. Ms. Davis responded that the questions are tailored to the local area and pre-loaded in the system and reports can be provided daily or as often as desired. Questions are geared specific to Job Seekers and to Employers, and the system does allow the questions to be revised at any time.

There being no further discussions, Chairman Isler called for a vote. All were in favor and the motion passed unanimously.

B. One-Stop Committee

One-Stop Committee Chairman Joe Redfearn gave an update and stated that the One-Stop Committee met in November and were informed at that time that Mr. Les Thompson would become the One-Stop Operations Director, which the Committee supported. He re-emphasized that the Staff at the

One-Stop Centers became COG Employees as of November 16th. Chairman Redfearn discussed briefly the “Demand Driven” concept and stated that we will just have to say “NO” to some of the customers who enter the One-Stops. These customers will need to be redirected to our Partners. He informed the WIB Members that in the future there may be a need to look at another location for the Sumter One-Stop and SCDEW Staff, so that these operations can be housed in one building in order for the SCDEW Staff and the One-Stop Staff to work together. He further stated that the One-Stop Committee will meet in January to review the formal One-Stop contract, so that it can be presented to the WIB Board at the January Meeting.

Chairman Redfearn asked Mr. Les Thompson if he wanted to address the Board as the new One-Stop Operations Director. Mr. Thompson stated that he had spent twelve days at the Sumter One-Stop and ten days at the Camden One-Stop to observe current processes and practices and has identified that Unemployment Insurance (UI) is an issue – (trying to get people off of UI and getting them back to work). This will be a focal point of the operations transitioning.

C. Youth Council updated by Ms. Brenda Golden
Youth Council Chairman Beverly Moberg was not available to attend the WIB Meeting, so the report was given by Ms. Brenda Golden, Workforce Development Youth Director.

Motion 6: Santee Wateree RTA’s Contract presented by Ms. Brenda Golden
Ms. Golden explained that this year’s transportation contract with Santee Wateree RTA (Regional Transportation Authority) was budgeted at \$25,000. As of October 31, 2010, the balance of this year’s contract was \$7,556. The November invoice was for \$6,335 leaving a balance of \$1,221 for remaining service. In prior program years, transportation was

budgeted and expended as follows:

PY Budgeted Expended

PY09 72,000 55,000

PY08 72,000 67,000

PY07 53,000 50,000

A recommendation is brought forth from the Youth Council to increase Santee Wateree RTA's original contract of \$25,000 by \$30,000 for a total amount of \$55,000 for the balance of PY'10.

Chairman Isler called for a motion:

A motion was made by the Youth Council and seconded by Mr. John Tindal to increase Santee Wateree RTA's original contract of \$25,000 by \$30,000 for a total amount of \$55,000 for the balance of PY'10. Chairman Isler asked if there was any discussion.

Dr. Tim Hardee asked where the additional money is coming from. Ms. Golden replied that the additional funds are unobligated Youth Funds. Mr. Joe Redfearn asked how RTA charges. Ms. Golden replied that RTA charges \$1.60 per mile. Mr. Bobby Anderson stated that in the past, the Youth Council had tried to go with private companies, but felt that RTA gave the best services for the money. Ms. Davis added that the funds contracted to RTA were allocated at a portion of prior year amounts due to the Youth Service provider contract being on a probationary status for six months of the program year and to allow an opportunity to see the spending trends to determine projected needs for the remainder of the year.

There being no further discussions, Chairman Isler called for a vote. All were in favor and the motion passed unanimously.

Youth RFP Report by Ms. Brenda Golden:

Ms. Golden reported to the WIB that the Youth Council

appointed a Rating and Ranking Committee (Beverly Moberg, John Tindal, Ed Garrison, Troy Santoscoy & Ginny Dority) to review the proposals for Youth Services and to rate and rank each proposal. The Committee has had a phone conference after rating and ranking each of the proposals and has met with the top two proposers. Ms. Golden reported that the committee has requested additional information/research by the end of this week prior to making their final decision. Mr. John Tindal stated that the top two companies were both excellent, but that the committee wanted to verify all references and they are in agreement with the top company if their references check out. Ms. Golden stated that the Youth Rating and Ranking Committee will be making their recommendation to the Youth Council by email and then a recommendation will be sent by email to the Executive Committee to vote on prior to proceeding with a Youth Provider.

Youth Strategic Plan by Brenda Golden:

Ms. Golden reported that the Youth Council in collaboration with the Youth Strategic Consultant is in the process of completing a Strategic Plan and a report will be given to the WIB at the January Meeting.

D. Healthcare Ad Hoc Committee

Mr. Rob Fauvie reported that the Healthcare Ad Hoc Committee met in November and decided that Ms. Nancy Laprade, Consultant with Corporation for a Skilled Workforce Company, will be reaching out to the private sector individually and then the Committee will be reaching out to the public sector. The Committee will be meeting again the first of next year.

IV. 2011 Major Unemployment Issues and Solutions

Mr. Jim Darby presented information from Dr. Peggy Torrey in a slide show on Unemployment Issues and Solutions. Direct placements are no longer a factor in measuring One-Stop or

overall Wagner-Peyser performance, nor will counts of these specific placements be necessary. Instead, One-Stops and the overall program (which consist of WIA funded staff, DEW Partner Staff co-located in the One-Stops, External Partners i.e. public agencies and organizations, private non-profit agencies, others), will be measured simply on the number served who become re-employed, whether they stay employed and their average wages. This is the bottom line... Mr. Darby invited the WIB “behind the curtain” – a full appreciate on what the WIB has accomplished.

The average annual unemployment rates, 2000-2010, in our region vs. state and the United States was presented. Mr. Darby asked who has been affected locally by the Recession? Who’s unemployed? Who has been forced to work part-time or has been discouraged and to temporarily given up on a job search?

- 1 in 3 with less than high school diploma/GED has been affected in the region.
- 1 in 5.4 with some college, up to Associate Degree has been affected in the region.
- 1 in 10 with Bachelor’s Degree or more have been affected in the region.

Unemployment Insurance Claimants in our Region, Year 2009 – 12,069 people plus an additional 2,794 people with unknown educational data that were also claimants, but were not included in the below data.

- 75.2% of the claimants had a high school diploma/GED or less
- 16.2% of the claimants had 1 or 2 years post secondary education
- 8.6% of the claimants had 3 or more years of posts secondary education

The typical One-Stop Job Seeker Composite Profile (Fall of

2010) was discussed.

- Two Age Groups: 25-30 and 35-55 years old
- Education (self reporting): 17% had no diploma or GED; 48% had a diploma/GED; 25% Post secondary.
- Prior Work Experience/Skills: Production piece goods, construction, clerical or miscellaneous.
- Poor Reading Skills: Tabe Test score – 6th to 8th grade level.
- Lack of Computer Skills: 50% or more with no practical computer experience.
- Other Common Characteristics: Mixed commitment level, afraid of the new workforce, homeless and angry; lack of transportation and jail time.

Solution Opportunities were discussed:

- Finding appropriate job opportunities.
- Training persons at the margins.
- Others need employment: People lacking core educational competencies and work experience.
- Find appropriate job opportunities for those individuals who can be employed or reemployed without additional public investment. This process is underway through the SLWIB's One-Stop Operations – the “Demand Driven” concept.
- Train persons at the margins for employment in positions matched to area employer needs. Training activities will need to be compatible with job seekers' work experience, skill sets, and educational attainment levels.
- Remediation Cost and Economic Impact was discussed. It is now taking three years for some participants to obtain a two year degree.
- Capacity for Lifelong Learning Required – i.e. A student starting a four-year technical or college degree – what they learn in their first year of study will be outdated by their third year.

According to the US Department of Labor, it is estimated that

today's learner will have 10 to 14 jobs by the age of 38!

Mr. Darby informed the Board that the next "battle ground" would be people lacking core educational competencies and work experience. He further emphasized the budget cuts for all agencies and that we all need to work together and do a better job to match clients with employers. My Darby recommended forming a Business Resource Team consisting of Human Resource Personnel who will meet quarterly and inform the One-Stop on their needs and requirements. Additional meetings to consider would be with the Educational Systems and a joint meeting with the SLWIB and SLRCOG. Mr. Darby ended by stating that the Santee-Lynches Region can be successful!

V. Chairman's Comments

Chairman Sid Isler reminded the Board that the Executive Committee does a lot of work behind the scenes prior to presenting motions to the WIB. He informed the Board that he was pleased with the Pilot Local Board Standards' review of our region, although not all of the standards were met and stated that it would not count against our region; however we need to get information out to the public to enhance knowledge of the WIB's activities in the community. An official audit of our region will be next November.

He further stated that he was pleased that Mr. Les Thompson was the One-Stops Operations Director and Mr. Thompson will make things happen in our region. Also pleased to have Ms. Brenda Golden as the new Workforce Development Youth Director. He commented on the WIA staff and the Kaiser Group and informed the WIB that he was in a meeting today and interviewed for the SCDEW Area Director. He wanted the WIB Members to know that we are all involved.

VI. Adjournment

There being no further business, the Santee-Lynches Workforce Investment Board Meeting was adjourned at 7:13 PM.