

Santee-Lynches Regional Council of Governments
Santee-Lynches Workforce Investment Board
Board of Director's Meeting
March 15, 2011 – 6:00 PM
Santee-Lynches Regional Council of Governments
36 West Liberty Street, Sumter, SC 29150

MINUTES

Members Present:

Clarendon – Beverly Moberg

Kershaw - Sid Isler (Chairman), Mike Bunch, Jean Duncan, Ed Garrison, John Hornsby, Joe Redfearn

Lee – Troy Santoscoy

Sumter – Rob Fauvie, Ginny Dority (Vice Chair), Jeannie Gamble, Dr. Tim Hardee, Hyacinth Kinley, David Merchant, Reverend William Randolph, Anita White

Members Absent:

Clarendon – Gail Duke, Charlie Gavin (Excused), John Tindal (Excused), Dan Yount (Excused)

Kershaw – Dr. James Coleman (Excused), Dean Riddle (Excused), Craig Smith (Excused)

Lee – Thaddeus Dickey (Excused), Dr. Cleo Richardson (Excused)

Sumter – Bobby Anderson, Ryan Cagle (Excused), Tom Garrity (Excused), George Kosinski (Excused), Rick Levy (Excused), Joe Perry (Excused), Sharon Teigue (Excused), Gerald Vaughn (Excused), Donald Witherspoon

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, Becky Thomas, Workforce Development Finance Assistant, Brenda Golden Workforce Development Youth Director, Bruce Mills, Santee-Lynches Research Analyst, Qualisha Belton, One-Stop Lead Case Manager, Sumter Office, Pamela Williams, One-Stop Lead Case Manager, Camden Office, Nicki McLaughlin, One-Stop Job Developer.

Guests:

Abby Linden, Grants Manager, SC Department of Employment & Workforce (SCDEW), Camille Knezevich, Job Developer, SCDEW, Barbara Brown, Youth Council Member, Kal Kunkel, Palmetto Youth Connections, Ashleigh Sease, Palmetto Youth Connections

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 6:03 PM. Welcoming remarks were given by Chairman Isler followed by an invocation by Ms. Hope Turner and the Pledge of Allegiance. Ms. Gwen Davis, Workforce Development Deputy Director, introduced the guests and new Staff Member.

Chairman Isler entertained a Motion to approve the Workforce Investment Board (WIB) Meeting Minutes of January 18, 2011. **A motion was made by Reverend William Randolph and seconded by Mr. Troy Santoscoy to approve the minutes from the January 18, 2011.** 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. Committee Reports:

A. One-Stop Committee:

Chairman Joe Redfearn of the One-Stop Committee reported that the One-Stop Committee met on March 3, 2011 and reviewed and discussed the "draft" copy of the contract between Santee-Lynches Regional Council of Governments (SLRCOG) and the Santee-Lynches Workforce Investment Board (SLWIB), who will function as the One-Stop Operator and provide WIA services as outlined in the agreement. The Committee had extensive discussions on two areas of the contract and recommended the following changes to the Contract:

Item 1:

Page 3-4 of the Contract: The Grantee shall be liable for expenditures charges through this Grant Agreement from January 1, 2011 thru June 30, 2011. **The number of participants registered to be provided services leading to a reemployment outcome is targeted to be 80% of the job orders existing on December 31, 2010.**

After extensive discussions on the last sentence highlighted in red above, the One-Stop Committee reached a consensus that this sentence should be deleted from the Contract. Committee Members were in agreement to hold SLRCOG accountable, but did not want the goal to be unrealistic. The goal of 80% of job orders is not measureable or controllable since multiple entities enter job orders in the system. Chairman Redfearn stated that the Committee will revisit the issue to determine a measurable goal.

Item 2:

Page 18 of the Contract: Priority for Training Services – shall be given to recipients of public assistance and other low income adults, who

The following statement was added to this section in the contract:

"The Priority of Training Services Policy is currently not in effect. The Santee-Lynches Administrative Entity Staff will notify the One-Stop Operations Director, in writing, when the

Priority for Training Services policy goes into effect. When in effect, the following policy on Priority for Training Services shall be activated”.

Chairman Redfearn explained that with the “demand driven” policy, (previously adopted by the WIB), the most qualified job applicants will be sought out to be referred to job openings. The One-Stop Committee was in agreement that the system needs to be reconstructed to accommodate the required match of job seeker resumes with employer’s job openings. There was some concern over the number of resumes currently available versus the number of currently available job openings. Mr. Darby informed the WIB that he has sent a letter to Dr. Peggy Torrey, Deputy Executive Director, E&T, SCDEW, to make the State aware that in the new Santee-Lynches system the importance of having a much larger number of qualified resumes in the VOS data base to match the needs of the current job openings. There was also discussion by the WIB Members that the recipients of public assistance and other low income adults were not being excluded. With the “demand-driven” model, the most qualified applicants regardless of income status will be sent to job openings. *(Attachment: Letter from Dr. Peggy Torrey dated March 4, 2011 with attachments).*

Chairman Redfearn read the following motion: A recommendation in the form of a motion comes from the One-Stop Committee to the WIB to approve the changes to the contract between Santee-Lynches Workforce Investment Board (SLWIB) and the Santee-Lynches Regional Council of Governments (SLRCOG) and to authorize the WIB Chairman to sign the contract. WIB Chairman Isler asked if there was any discussion. Dr. Tim Hardee asked when the policy on priority for training services will be back in effect. Mr. Darby responded that we need to implement the “demand driven” model. There being no further discussions, Chairman Isler called for a vote. **All were in favor and the motion passed unanimously.**

Performance of One-Stop:

Mr. Les Thompson, Interim One-Stop Director, briefed the WIB Members on the performance of the One-Stops and informed the WIB that in the VOS system (data base) that there are approximately 1.3 resumes to every posted job opening. Mr. Thompson offered that the One-Stop Staff cannot adequately meet the demand of Employers unless Unemployment Insurance (UI) applicants are required as a condition for receipt of benefits to enter resumes in the USDOL VOS system. Mr. Mike Bunch asked if there was an ideal ratio to have between resumes in the system and job postings. Mr. Thompson stated that he did not have a ratio at this point. Ms. Beverly Moberg questioned whether there are tools to prepare resumes. Mr. Thompson stated that there are step-by-step instructions within the VOS system to build a resume and workshops will be offered to assist with the resume building. *(All of the WIA and WIB Staff have received VOS training since January in preparation of effective resumes and job order postings).* He informed the WIB that once the Job Developers receive a job order, they review the resumes currently existing in the system looking for potential matches. That is why it is so important to have qualified or effective resumes in the system to match the job orders. It is hard to meet the demand of the employers, unless the ratio of qualified resumes in the VOS system increases giving employers a greater number of qualified job seekers to choose from.

Another potential problem Mr. Thompson informed the WIB members of is that the “broad band” will have to be increased if more people come into the One-Stops to access VOS on the internet in order to prepare their resumes.

Mr. Thompson offered that the process in the UI office now is when a Job Seeker finds a job opening on-line, they go to the SCDEW Resource Center reference desk and inquire about the posted job opening. SCDEW Staff will ask them if they are qualified for the job and if the answer is “yes” and after verification in VOS, the job seeker is sent on to the job opening, likely without a resume. A new process if approved by SCDEW would be to meet with the applicant, review their current resume if available in VOS, offer suggestions for improvements, and/or assist them in preparing an effective resume that adequately presents their skills and work experience prior to referring them on to a posted job opening. We want to contribute to changing the current local paradigm by having as many job seekers with resumes as possible. Dr. Hardee questioned how the One-Stops will handle Job Seekers who don’t have the skills to build their resume. Mr. Thompson replied that WIA workshops would be offered and if job seekers don’t know how to turn on a computer, they could be referred to partnering agencies such as Adult Ed or Central Carolina Technical College. The DEW Staff can assist customers to file their UI claims, but only a limited amount of time can be invested in resume preparation. Again WIA core services workshops will be offered to provide assistance. Mr. Darby explained that the doors are open to everyone for core services (self directed) or for core services with some assistance from Staff, but our goal is not to invest without at least an interest commitment from the Job Seeker.

Customer Satisfaction Survey Results:

Mr. Thompson reminded the WIB that the Santee-Lynches Regional Council of Governments (SLRCOG) has only been the One-Stop Operator for less than 3 months and explained that with the Customer Satisfaction Surveys now in place that there is a >70% satisfaction. The on-line Employer Satisfaction Survey (Zoomerang) has been launched and data will be gathered as it relates to Business Services/Job Developer performance while delivering Job Seeker referrals to Employers seeking workers. Additional information relating to performance will be reported at the next WIB Meeting. As Employers, each of you wants the One-Stop to refer job seekers for jobs based on their resumes indicating the job seeker is qualified to perform the functions posted in the job order. Again, Mr. Thompson reiterated his belief in the importance of actively engaging with the State to link UI claims with resume preparation. We must have as descriptive resumes in the VOS system as possible that appropriately describes the job seekers skills, etc. to match the job openings. Mr. Thompson said the One-Stop staff needs the WIB’s guidance and support on customers who come into the One-Stop without resumes. Mr. Joe Redfearn asked if there are resources to cover assisting Job Seekers with their efforts entering resumes into the system. Mr. Thompson replied that WIA resources, though limited, were available. Ms. Hyacinth Kinley stated that her company supplies the One-Stops with applications that must be completed at the One-Stop Office. Chairman Isler asked what Mr. Thompson would recommend. Mr. Thompson replied that Staff must be allowed, if possible, to require a resume before a referral is made to a posted job opening, because the One-Stop System

risks failing businesses expectations if its Staff do not reasonably know about the skill levels, etc. of the job seekers they are referring. Mr. Darby referenced a recent meeting with eight Human Resource (HR) Business Representatives from the region, who were being introduced to the VOS, noting that HR Staff indicated preferences to be able to see the work experience, education, etc. on each job seeker sent over from the One-Stop. The SCDEW procedure in the region is to send job seekers to a job opening provided they are job ready and represent to Staff that they have the skills/certifications requested by employers, whether or not they have a resume in VOS. The One-Stop Staff believes this works, but that the process would be improved by a well prepared resume. Again Chairman Isler asked what the Workforce Investment Board should do tonight. Mr. Darby responded that Staff needs further authorization from the WIB Board to send a letter to SCDEW to continue to explore the opportunity for a special dispensation or waiver that would allow introducing a local process requirement that links creating a resume to continued receipt of UI checks.

Chairman Isler called for a motion. Ms. Hyacinth Kinley **made a motion to authorize Staff to draft a letter to SCDEW requesting a special dispensation that will allow introducing a local process requirement that links creating a resume to continued receipt of UI checks.** (The thought here was that a Pilot effort might be initiated). **The motion was seconded by Ms. Beverly Moberg.** Chairman Isler asked if there were any further discussions. There were none. Chairman Isler called for a vote. **All were in favor and the motion passed unanimously.**

B. Youth Council:

Chairman Beverly Moberg of the Youth Council reported that there had been a review of the Paxen (previous youth provider) files and an issue came up with the Test for Adult Basic Education (TABE) testing. Technical assistance from the South Carolina Department of Employment and Workforce (SCDEW) on the proper use of the TABE for assessing Youth Literacy and Numeracy had been requested. Staff was notified that it is the state and federal position to administer the full battery TABE assessment for pre- and post testing to determine basic skills deficiencies and gains. In light of this discovery and clarity of the state and federal position, the existing grant agreement with the current Youth Services Provider, Henkels and McCoy, dba Palmetto Youth Connections, is being amended to clarify specific methodology for use of the TABE test for participants.

Youth Council Chairman Moberg read the following motion: **A recommendation in the form of a motion comes from the Youth Council to modify the existing Grant Agreement with Henkels and McCoy, dba Palmetto Youth Connections (PYC), to clarify the specific methodology for use of the TABE test for participants.**

Chairman Isler asked if there were any further discussions. Mr. Joe Redfearn questioned what test Palmetto Youth Connections (PYC) was providing. Youth Council Chair Moberg responded that the full battery TABE test is being administered through the Adult Education Centers. Dr. Hardee asked how long it takes for someone to take the full battery test. Mr. Kal Kunkel with PYC replied that it takes approximately 3.5 hours. There being no further

discussions, Chairman Isler called for a vote. **All were in favor and the motion passed unanimously.**

C. Finance Sub-Committee:

Incentive Funds:

Ms. Ginny Dority, Member of the Finance Sub-Committee, reported that they met on Tuesday, March 8, 2011. She reported that the Santee-Lynches Workforce area was awarded \$25,713 in Incentive funds for Program Year 2010 and read the following motion: **A recommendation in the form of a motion comes from the Finance Sub-Committee to the WIB to utilize the Incentive funds as follows:** The motion was seconded by Ms. Beverly Moberg.

Job Developer Certification Training for 4 Job Developers - (To be procured)	\$6,000
Job Developer Cell Phones & Service for 4 Job Developers	\$1,450
Job Developer Technology - iPads & Service – (To be procured)	\$4,000
Career Development Facilitator Training Certification for 6 WIA Case Managers	\$ 600
Staff Training & Conferences	\$4,000
Consultant to Address Global Changes for Workforce Development	\$3,000
*Workkeys Assessments - (\$50 per Assessment)	\$2,500
Marketing & Outreach - One Stop	\$2,163
Marketing & Outreach – Youth	\$2,000

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

Workkeys Assessment:

Ms. Ginny Dority read the following motion on Workkeys Assessments: **A recommendation in the form of a motion comes from the Finance Sub-Committee to the WIB to approve the policy for Workkeys Assessments through Incentive funds. The following policy must be followed for funding to be utilized: (1) Employers must have already had jobs profiled and (2) then Employers/Businesses must pay 50% of the employees Workkey assessments and the other 50% will be paid with Workforce Incentive funds.** The motion was seconded by Ms. Jean Duncan.

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

PY 10 Incumbent Worker Training Funds:

Ms. Ginny Dority informed the WIB that Santee-Lynches Workforce area has received an authorization from SCDEW to announce the availability of Incumbent Worker Training (IWT) funding and begin accepting IWT applications for PY 11 training. She read the following motion: **A recommendation in the form of a motion comes from the Finance Sub-Committee to the WIB to announce the availability of IWT funding, begin accepting applications and requesting that the WIB Board appoint a Rating & Ranking Committee to**

review the applications. The Rating & Ranking Committee will be prepared to make a motion at the May WIB meeting of the successful applicants. The motion was seconded by Mr. Joe Redfearn.

Chairman Isler asked if there were any further discussions. A question was asked how much funds are being anticipated. Ms. Turner responded that \$111,800 was awarded during the last program year and she anticipated around the same amount for this program year. Mr. John Hornsby questioned if these funds would cover the “broad band”. Mr. Les Thompson responded “no” that these funds would not cover the broad band. It was discussed that Chairman Isler would appoint WIB Members (one from each county) to serve on the Rating and Ranking Committee. There being no discussions, Chairman Isler called for a vote. **All were in favor and the motion passed unanimously.**

PY09 Additional Incumbent Worker Training Funds:

Ms. Ginny Dority informed the WIB that the Santee-Lynches Workforce area has been awarded a notification of the availability of additional PY10 IWT funding from SCDEW. This funding could only be offered to our existing Grantees. The amount awarded by SCDEW for existing grantees was \$53,325.00. The shelf life on this additional funding is through 9/30/11. The following companies will be awarded these IWT funds: Ahlstrom-NonWovens: \$10,525; Kershaw Health: \$35,800 and BD: \$7,000. She read the following motion: **A recommendation in the form of a motion comes from the Finance Subcommittee to the WIB that the WIB accept the IWT funding and award this funding in the amount of \$53,325 as follows to each of the existing grantees: Ahlstrom-NonWovens: \$10,525; Kershaw Health: \$35,800 and BD: \$7,000.** The motion was seconded by Ms. Hyacinth Kinley.

Chairman Isler asked if there were any further discussions. There being no discussions, Chairman Isler called for a vote. **All were in favor, except Mr. Mike Bunch and Mr. Rob Fauvie, who abstained. The motion passed unanimously.**

D. Healthcare Sector Committee:

A report was not given. The WIB will be updated at the May Meeting.

III. Old Business:

USDOL Pilot Evaluation Program Update

Mr. Les Thompson reminded the WIB that the Pilot One-Stop Evaluation Program is a 15-month study that will begin in August. Staff has begun training for this program and the WIB will be informed after the program has begun.

Liability Issue with Pilot Evaluation Program

At the last WIB Meeting, Mr. Dan Yount brought up the question on the WIB’s liability if we participate in US Department of Labor (USDOL) Pilot One-Stop Evaluation Program. Mr. Darby inquired on the liability issues and received the attached Memo back from Ms. Gretchen Kirby, Senior Researcher with Mathematica Policy Research, Inc. The Workforce Investment Act of 1998 required that a national rigorous study with control groups be

conducted. The evaluation design has been reviewed and approved by legal counsel within the USDOL. USDOL has determined that the random assignment design will produce the most rigorous and valid study results. WIA intensive and training services are not entitlements. Hence, it is legal to deny customers these services. In fact, customers are regularly denied services when training funds have run out. The ethical issue has also been reviewed and appropriately approved.

IV. New Business

Ratify Email Vote to Purchase Server for One-Stop

Ms. Gwen Davis gave an update on ratifying the email vote to purchase the server at the One-Stop. The current server at the Sumter One-Stop is outdated as determined by SCDEW and SLRCOG's IT personnel and will not handle the capacity of transitioning WIA Staff and the operation from SCDEW to Santee-Lynches Administrative Office. The quote received to replace the server was \$12,138.92, which was a state contract price. Changes to the PY09 Incentive Fund Budget were recommended to cover the cost to purchase the server. Due to the urgency of accessing files, sharing information, email transfers, etc., this matter was considered "time sensitive" and was brought before the WIB's Finance Subcommittee, the Executive Committee and the full WIB for an email vote. The email vote required a majority vote of approval (23 of 34 WIB Members responded). Ms. Davis read the following motion: **A recommendation in the form of a motion is brought forth to the WIB to ratify the email vote for public record to modify the PY09 Incentive Budget and to purchase the Server for the One-Stop. The motion was seconded by Ms. Ginny Dority.**

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

V. Chairman's Comments:

WIB Members Report from Site Visit to the One-Stop:

Chairman Isler informed the Board that he visited the Camden One-Stop and dressed down and mingled with the other participants. Other WIB Members visited the Camden and Sumter One-Stops. Chairman Isler encouraged all members to visit one of the One-Stop sites.

WIB Subcommittee Member Assignments:

Enclosed in each Board packet is a list of the WIB Subcommittee Member assignments. Chairman Isler asked that each member review their assignment and advise if they would like to serve on additional committees.

Research/Recommendation on Satellite Sites at Bishopville and Manning

According to Mr. Darby's report, the sites in Bishopville and Manning handle 99% of SCDEW services and there has to date been a cost sharing of 50%/50% between SLRCOG and SCDEW. We don't have the resources in our budget, but this decision will have to be a policy decision by the WIB on whether to continue operating the two Satellite sites. Chairman Isler referred this research and recommendation to the One-Stop Committee and asked that they report back to the WIB.

90-Day Evaluation of One-Stop Operations (Management Review)

Mr. Jim Darby reported that the 90 days are up at the end of March and the Board has between the first and fifteenth of April 2011 to decide whether or not to procure another contractor other than the SLRCOG if that is their decision. Procurement takes 30+ days for advertisement and receipt of responses, plus an additional 10 to 15 days for the Rating and Ranking Committee, offer and contract negotiations and then maybe 30+ days for mobilization for a new contractor to be up and running by July 1st. Chairman Isler stated that the Executive Committee would make a decision and referral to the WIB.

V. Adjournment

There being no further business, the Santee-Lynches Workforce Investment Board Meeting was adjourned at 7:07 PM.