



NEMO WORKFORCE INVESTMENT BOARD • 111 E. Monroe • Paris, Missouri 65275 • (660) 327-5127 • Fax (660) 327-5128

## **NEMO WORKFORCE INVESTMENT BOARD AMENDED MEETING MINUTES**

**January 25, 2010**

### **PRESENT:**

#### **NEMO WIB MEMBERS**

Mary Dickey  
Steve Garner  
Kelly Hardcastle  
Steve Hines  
John Liter  
Diane Noah  
Pat Poepping  
Bonnie Seehase  
Fred Vahle  
John I. Wilson  
Clarice Young

#### **WIB STAFF**

Mark Fuqua  
Casie Baumann  
Brandi Glover  
Sharon Hillard  
Cyndi Johns  
Nickie Newell  
Kylie Nichols

#### **CLEOs**

Lyndon Bode  
Glenn Eagan  
Arden Engelage  
Charles Korman  
Roy Sisson  
Glenn Turner  
Steven Whitaker  
Wayne Wilcox  
Alan Wyatt

#### **GUESTS**

Cathy Collop, DWD  
Steve Etcher, Boonslick RPC  
Mike Gavura, DWD  
Patti Meldrum, Gamm Inc.  
Elaine Miller, Gamm Inc.  
Sheree Prebe, Gamm Inc.  
Dan Putrah, Paris National Bank  
JoAnn Toerper, Boonslick RPC

## **NOMINATION OF NEW WIB MEMBER**

CLEO Chairperson Glenn Turner said a letter had been received from the Director of the MO AFL-CIO informing the WIB that Labor representatives Emmett Garner and Ron Dunkle had retired from their positions on the Board. Their replacements would be Steve Garner from Pipefitters #562 and Bill Tate from the International Brotherhood of Electrical Workers #350.

Glenn Egan nominated Steve Garner and Bill Tate as members of the WIB representing Labor. Lyndon Bode seconded the motion and the motion was approved.

## **MEETING CALLED TO ORDER**

Vice Chairperson Bonnie Seehase called the January 25, 2010 NEMO Workforce Investment Board (WIB) meeting to order at approximately 7:00 p.m. at the Paris Senior Citizens Center in Paris, Missouri.

## **ROLL CALL AND SIGNATURE SHEET**

Fred Vahle, NEMO Workforce Investment Board Secretary/Treasurer, took roll call. Eleven board members were present and a quorum was established.

## **APPROVAL OF CONSENT AGENDA**

John I. Wilson made a motion to approve the consent agenda. Kelly Hardcastle seconded the motion and the motion was approved.

## **UPDATE OF EXECUTIVE & STRATEGIC PLANNING COMMITTEE MEETING**

Mark said the Executive and Strategic Planning Committees met December 14, 2009. The topic of discussion was the need to better market the WIB and the services it provides. The committee members decided to form a marketing committee whose task would be to research and bring suggestions for marketing back to the board. Mark noted that WIB staff has been placing public service announcements in the local newspapers to let the public know that we are here and that we can help. The last article submitted was regarding the award from Governor Nixon for the Summer Youth program. Mark said the committees also discussed holding community forums to provide information to and gather information from employers.

## **MERIC – LWIB REGIONAL GREEN RESEARCH GRANT**

Mark said the Local WIB Regional Green Research Grant was offered through the Missouri Economic Research Information Center (MERIC). Brandi explained that the WIB is a piece of the parent grant *Missouri Labor Market Information (LMI) Improvement Grant* which MERIC wrote and submitted. She said the Department of Labor awarded over \$1.2 million to improve the level of information about green jobs available to job seekers in the current economy. The information developed during the grant's 18 month time period will identify increasing opportunities by matching occupations that are currently in-demand with occupations that offer good wages and occupations that offer additional opportunities within developing Green Industries. Key partners are the MO Department of Economic Development, MERIC, the

Division of Workforce Development, Local Workforce Investment Boards, the MO State Workforce Investment Board and the MO Department of Natural Resources.

Brandi said MERIC is the lead team in conducting statewide Labor Market Information (LMI) Improvement research and MERIC wants to partner with Local WIBs and the State Workforce Investment Board. The WIBs follow local issues and have been included in the Local WIB Regional Green Research Grants as formal partners in the information collection process. The NEMO WIB is allocated to receive \$22,000 to assist in the collection of this information. The NEMO WIB will be tasked with determining best strategies for growing and supporting local green economies. The WIB will develop a local Green Training Program Inventory and a Regional Green Skills Gap Analysis. A Local Green Workforce Taskforce will also be formed and some WIB members may be asked to be a part of this taskforce. Brandi said the grant should be finalized February 1<sup>st</sup>, and when we have the final Scope of Work for the project we would have a better definition of what will be required of us. She said the information will be a useful tool for the WIB, job seekers, businesses, and training providers and will help us to take the right steps toward a green economy.

### **NEXT GENERATION CAREER CENTER (NGCC) UPDATE**

Bonnie gave a brief overview of the NGCC. She said the NGCC was a process from the State toward developing our career centers into leaner more efficient organizations. The two issues the process would involve would be the operation or staffing of the career centers and the financial side of the operations or how the bills would be paid.

Mark said the State was proposing a change in the way we currently do business. Instead of our old way of procuring programs which was putting a Request for Proposal (RFP) out which stated how much money we had for a program and asking providers to submit a proposal with a budget telling us how many individuals they will serve and how they plan to serve them, now we will look at two separate issues. One will be the staffing of the career centers (which will be determined by the WIB working with DWD) and the other will be the financial portion of the process. He said the WIB will have to do a Request for Proposal for the staffing of the career centers, and we will have to decide if we want to do a Request for Proposal for the financial portion of this process. Whether we agree or not the State is recommending that the WIBs do not RFP the financial portion of this process—their recommendation is that the WIBs do the financial portion in house. Mark said he had not made a determination on whether or not the financial portion should be put out for bid. He felt it was the WIB staff's role to inform the Board of its options and to provide as much information as possible so the Board could make an educated decision on how the future of the organization would operate. He said to date, he knew there was one WIB that had decided to put the financial portion out for bid, and about 70 percent of the WIBs had decided to do the financial portion in house. If the Board decided to RFP the financial portion, we would have to submit a waiver justifying our reasons for doing so to DWD requesting authorization. He asked that the Board keep in mind that if the financial portion is put out for bid, there would be no guarantee that the same organization would be awarded both RFPs. Mark said one organization could be providing the staffing and another organization could be providing the financial portion.

Mark said the NGCC process would go into effect July 1, 2010, and there would be no slowing the process down or any extensions. He knew there would be a lot of questions and individuals had already suggested we hold some round table meetings in early February to respond to any unanswered questions so the Board would be well informed. He said the full Board would have

to convene again in February to make a decision because the State would like an RFP out by the first of March. He asked the members to have an open mind and understand how important the issues were to the region. He said the process of going through the career centers was changing. The process will be quicker for customers but we still want to be able to provide personal service as well. Mark said the most important issue was how we best serve our customers that need our services.

Casie provided a handout of the changes in the RFP process and the issues involved. She said the WIB oversees the Adult, Youth, Dislocated Worker and Career Assistance programs. The change would only involve the Adult and Dislocated Worker programs. The Youth program is currently subcontracted to Gamm, Inc. and Boonslick RPC as providers. If we have to do a RFP for the Youth Program or the Career Assistance Program (CAP), they will be done under the normal RFP process.

Casie reviewed how the WIB currently does its Request for Proposals. She reviewed the changes to the process and explained that under the new process, the WIB would submit a RFP for staffing only for the career centers. Although the WIB would still have to meet performance, subcontractors would not be tied to performance and we would not be able to consider a subcontractor's past WIA performance when reviewing proposals. Casie said the state has told us we should expect staffing agencies to bid on these staffing RFPs. Casie said subcontractors would be given an amount (determined by the WIB; example 10%) for administration to pay for administrative type expenses. She said the staffing grant can only be used for individuals that are working directly with clients and cannot be used for management. She explained that each career center will have a Functional Leader. Regardless of whether that Functional Leader is a WIA or DWD individual, they will manage the career center and make sure the teams are operating as they should. The Functional Leader will manage staff training and vacation time to make sure adequate staff is available to serve individuals properly. The employer of record will still have disciplinary rights, etc. for their employees; however, the Functional Leaders will manage the day-to-day responsibilities in the career centers.

Casie then reviewed the RFP process for the fiscal function. She reviewed some of the expenses that are paid for the needs of customers and the possible checks that may have to be issued. She then reviewed some of the reasons the WIB may want to do a Request for Proposal for the fiscal function and not keep the function at the WIB office. Next she reviewed the reasons the WIB may want to keep the fiscal function at the WIB office.

Some of the concerns for both reasons were:

- ability of WIB staff to handle the increased amount of additional checks
- ability of WIB staff to cut immediate checks and deliver them in a timely manner
- the cost of paying an agency an administrative fee (that could be used for program services for individuals) just to cut checks
- once an RFP is issued for the financial process, there is no guarantee that the same agency that is awarded the program contract will be awarded the financial portion of the contract
- the possibility of difficulties with time and collaboration if different agencies receive the staffing and financial portion of the contracts
- increase of time required for financial monitoring if different agencies receive the contracts for staffing and the financial portion

Casie said the State wants the WIB to have the RFP out by March 1<sup>st</sup> and staff can't move forward until we know how the Board wants us to proceed.

Some of the comments, questions, and answers that were expressed after the information was presented are as follows:

- Mark asked if the WIB decided to submit a waiver to the State to RFP the financial portion how long it would take to receive a response from the State.
  - Mike Gavura said the turnaround time for the waiver would be about two weeks.
- Glenn Turner said it appeared that the amount of labor for WIB staff would increase whether the financial process was kept in house or put out for bid. If the financial process is done in house, we would need a part time person to help and if we don't do it in house, the monitoring responsibilities will increase. Labor was not an issue—we were going to have to have more help. He said the question is the cost involved. Will more dollars be saved by doing an RFP or by doing the financial process in house? Do we save more dollars to help the people who need it, or do we bid it out and spend those dollars? Glenn said we need to know how many checks we would have to write and the time involved.
  - Casie said the time incurred would not just involve the cutting of the checks but would also be the reviewing of timesheets and approving documentation for accuracy. If checks are cut every other week, we think we will need three days of assistance every other week.
- John I. Wilson said the financial process would be more efficient if it were done at Gamm or Boonslick because they are with the people that are being served.
  - Casie agreed, but said we have to keep in mind that they may be awarded the staffing contract but another agency may be awarded the fiscal function for that program. The functions have to be bid out as two separate proposals.
- Patti Meldrum said right now we are talking about the fiscal function of the Adult and Dislocated Worker programs but Gamm was still going to be doing the fiscal function of the Youth and CAP programs so there would be some duplication of services. She said Gamm just processed 328 W2 forms (for all of the Youth participants and everyone they paid this year) which is a part of the fiscal function. The most important question is not fiscally managing these programs; it is all of the things that go on before they cut the checks. Patti said Sheree spends an incredible amount of time daily monitoring, looking at Pell Grants, etc. and shifting funds from one function to another. She said if the WIB gets two different bidders, it doesn't have to accept any of them and Gamm isn't afraid of a bid. Patti said Gamm is with the clients on a daily basis and when they are made aware of a client's need they can quickly look at the budget and make an objective decision to decide if funds are available. She said fiscal management is more than just cutting checks three days every two weeks.
- Kelly asked if the programs had to be bid out every year.
  - Mark said the contract would be for one year with the option for two one year renewals.
- Kelly asked if the financial function was in house, would there be a process for reimbursement if a subcontractor paid for a customer's immediate need and submitted that cost for a reimbursement.
  - Casie said we believe that would be part of the process that would be determined in our contract with the providers, and relationships would also be established with vendors that would invoice for those types of services.
- Kelly said he was concerned about the possible change in the location of the career centers and how this might affect marketing materials.

- Casie said with the exception of Boonslick, our career centers are located in buildings that are leased by the state.
- Glenn inquired about the evaluation criteria for the financial process.
  - Casie said because the state is really not backing putting the financial process out for bid, they haven't worked with us on an RFP or evaluation criteria. If we choose to do that and it is approved by the state, then they will work with us on how we put together an RFP for this function and what evaluation criteria we use.
- Fred asked if the current system or the way of doing things at the career centers was broken.
  - Patti said the system was not broken. Their performance was good and they were already operating as lean as possible.
- Bonnie said no one was saying that the change in the process was a reflection on any specific organization or that our providers were doing a bad job. We were just trying to comply with the State's requirements.
- Casie said from a financial aspect, the thought of having to train new providers, monitoring them and having to worry about all of these things was an absolute nightmare. She would love to have Gamm and Boonslick get the contracts and stay the current providers because that would be less of a burden for her and would be a huge weight off of her mind. She said we don't feel like that the system is broken, but this guidance is coming from the State. She said over the years we have heard about the possibility of some regions being combined. Her fear was that if the WIB decides not to be a part of this change, the State may look at our lack of cooperation and question if they need the NEMO WIB. She could not say this would happen but she felt this would be a tick mark against us. However, if the WIB truly feels that it does not want to go along with this process, a letter could be drafted to the State regarding the issue.
- Steve Etcher said this whole discussion on bidding the fiscal process is not what the WIB needed to be asking. The question should be whether or not the WIB was willing to accept a transformation of workforce investment system. He said the WIB was looking at a system whereby the State was retracting the amount of control they had given to the local regions and they would be calling the shots. He said the State would be telling the WIB what was going to happen and what programs it was going to run. The WIB would lose its say as local leaders in the community and its members would play a cameo role in workforce investment. Steve said the question should be is the NGCC program transformation something the NEMO WIB could embrace or should it be resisting it. Steve said the WIB should reply that it doesn't want the State calling all the shots and that it wants to have a say in how WIA funds are invested, in how the regions business needs are met, and in how the youth in our career centers are served.
- Patti asked if it was true that the State has had to ask for waivers in order to make some of these changes.
  - Mike said that was true.
- Bonnie asked if the WIB had the ability to reject this change and say that it does not want to participate in the NGCC or is it a done deal.
  - Mark said he could take that question to the director of DWD if that was the decision of the Board.
- Glenn said another thing that needed to be pointed out to the state was the WIB's disappointment in the way the State is continually changing things or only providing bits of information at a time.

- Mark explained that the NGCC process has been set up with groups of teams that are addressing certain issues and the State is getting information from those teams and then disbursing it down to the WIBs.
- John I. asked if other states were operating under the NGCC process.
  - Mike said there were 10 to 12 states that were following this process. Some of those were Indiana, New York, Oklahoma, Texas and Kansas.
- John I. asked if the WIB was going to schedule the round table meetings.
  - Mark said we could have the meetings if the board wishes, but they would have to be held soon because decisions have to be made by the end of February.
- Kelly suggested that the DWD Director be told that the WIB has decided not to comply with the NGCC process and let her tell us what they are going to do.
- John I. said he was not sure he would say anything to the Director right now.
- Alan Wyatt asked if the State was going to tell the WIB how many people will be needed in the career centers.
  - Mark said we will look at utilizing the DWD staff that is currently in the career centers, and the WIB will look at the staff located in the career centers and decide if we think it is adequate to handle the traffic in those centers.
- Mike said the State has looked at each career center to see how many customers they are serving. He said they have seen twice as many customers so far this year than last year. Mike said the NGCC model would streamline the service delivery process and would provide more training opportunities to the customers. The State is also working with DOL to get a waiver to reduce the paperwork. The State feels that by utilizing the staff we currently have and by cross training and utilizing all the staff in the career centers that we will be able to provide better services to the customers. Currently we have pockets of staff that only do specific programs and when they are on vacation etc. his/her job does not get done. The goal is to eliminate these silos.
- Someone asked if positions were not being cut, how the NGCC process would be leaner.
  - Mike said they were not cutting positions that provide services to the customers.
- Bonnie said from what she had heard it sounded like this could be a de-layering process and the supervisory group in the middle could be affected by the NGCC process.
  - Mike explained how the new model for the NGCC career center flow process would work. He said there would be the Functional Leader and three functional teams (welcome, skills development and job getting teams). Each individual team will have a team leader and the Functional Leader will be the supervisory person and will have responsibility to make sure that there are enough people to do those functions. Mike said currently there is no one individual responsible for the career centers, and we have pockets of functionality left undone in the career centers if personnel for those programs are out of the office.
- Glenn asked if the Functional Leader's position would be a working position.
  - Mike said that depends on what the WIB sets up. Casie said the expectation is that other than the Function Leader who is managing the career center, everyone else in the center will be working with clients even if they are a team leader.
- Steve Etcher said in terms of cross training Boonslick Program Administrator JoAnn Toerper probably meets with 4 or more clients on any given day. He said they have cross training in Adult, Youth and the Dislocated Worker programs. The WIA programs are cross trained. Steve said what has been frustrating and where many of their silos are located is in the DWD programs, but they won't cross train their staff. He said they have Missouri Employment Training Programs (METP), Food Stamps, and Veteran Services and those

silos will remain. He said if we are really going to break down barriers with this new model we should break them all down.

- Mike said the METP and TRADE programs will be cross trained. However, under the law, there are some programs that only a merit individual can sign off on after the rest of the function has been completed. He said this will be the same with some of the WIA programs. Wagner Peyser employees may assist individuals but WIA employees will have the responsibility to do the final approval if WIA funds are going to be spent.
- JoAnn said as individuals, when we are looking for a service or information that could be life changing and is very important to us, and the individual that is attempting to assist us is new and has no idea what services are available this is very frustrating. She said the people who are coming to our career centers are watching their world fall apart. JoAnn said Boonslick and Gamm pride themselves on their staff that is trained to fully understand the programs or work with other individuals until they do. They also make sure staff is aware of referral services that can help the customer so they can refer them to other agencies that may be able to provide additional assistance. She asked the Board to consider how important it is that the customer is served by knowledgeable staff that understands every aspect of the programs so customers can get the full benefit of the programs. JoAnn said it takes time to learn the programs and tenure with our organizations really does play a critical role in serving the people of our area.
- Sheree said we probably could do it leaner. They have said that the Functional Leader in each career center, if it is a program operator employee, would have to go out for bid and that Functional Leadership cannot serve clients. Currently we don't have that luxury, so I think they are talking out of both sides of their mouth. That is a huge cost that isn't very lean. Basically what they are doing here is cutting out Gamm. They are cutting out the whole glue of this program for WIA. Sheree said her job has been to take care of the budgets, to see how many customers they could serve and to maximize the dollars. The WIB has made them lean because of the institution of the 55% or less operational cost. She said the DWD Functional Leadership really doesn't know anything about WIA. Sheree said it took her 28 years to get as good as she is at the job, and it is a very sad situation that JoAnn and her positions were being cut. We have built such a good service industry for our clients here and our customers are going to suffer. Sheree said when it comes to the financial portion of the services, a half of a day or a part time person at the WIB level is a joke. Gamm cuts more checks than the Board can imagine. It will take a full time plus fiscal person. Sheree said there was not a staff person in the career centers right now that could work any harder, and it was a big joke to think that some of this stuff could be done in as little time as the State is asking. She felt there was a much larger agenda at the end of this and the Board should be worried about that agenda.
- Glenn said it seems like they are using a broad brush to classify every WIB so maybe we are being penalized, and it seems like they only feed you a small amount of information at a time.
- Sheree said the State is taking the power away from the WIBs and the Board needs to recognize that and fight back; the WIB needs to quote what the law states and stand on that.
- Bonnie asked if the Board wanted to have the round table meetings and or if they wanted Mark to speak with Julie about not going along with the NGCC process. She said there are risks.
- Steve Etcher said there were some fundamental questions the WIB may want to ask such as how the NGCC process aligns with the Federal law.

- John I. said he didn't think we should be too blunt in talking to Julie. He said she should be approached in a manner that acknowledges that we are prepared to meet with her.
- Patti asked if we could request additional time.
  - Mark said additional time would not be granted. Mike agreed that other WIBs had already asked and been denied additional time.
- Arden Engelage asked that the DWD Director be asked to speak with the commissioners at their already scheduled meeting sometime next week.
- Glenn said maybe some of the career centers have more middle management that is not providing as much function but in our area it sounds like we are fairly streamlined. He said individuals such as the Vet Rep person will probably not be cross trained and no one will be doing their job so clients will have to come back to receive those services. He felt this was a broad stroke to make an appearance of saving money.
  - Mike said Vet Reps will be doing some of the other functions but under their federal mandate.
- Alan said we may be saving some money in some areas and he would like to see their plans for this area before we decide.
- Glenn asked if the plan was a lot different personnel wise.
  - Casie said currently they are saying personnel for the NGCC process will be based on the personnel we currently have in the career centers. Mike said that was correct, but based on federal budgets, that could change.
- Mark suggested the Board's approach with Julie should be to present their questions for answers.
- Diane Noah said if the goal of this process it to cross train staff to be able to help people through the career centers, this makes great since. As a private business owner providing services in the Northeast Region, they bid for contracts every year and sometimes they are awarded the contracts and sometimes they are not. Sometimes they are underbid, and someone else is awarded the contract. If they can't or don't provide adequate services, they sometimes get the contract back. She said this happens, but they bid all the time. This process may be different than what we have seen or done in the past, but we could look at it with a positive attitude. If we felt like what we were already doing was meeting the goals that the State is setting up, then we should show what we are doing that already meets those goals.

It was decided that Mark would contact Julie to see if she was available to meet with the commissioners and three round table meetings would be held to answer additional questions regarding the NGCC. The first round table meeting will be held February 8<sup>th</sup> in Warrenton, MO, the second meeting will be held on February 9<sup>th</sup> in Hannibal, MO and the third meeting will be held in Macon, MO at a date to be announced later.

#### **CONFIRMATION OF NEXT MEETING DATE & LOCATION**

The next NEMO Workforce Investment Board meeting was scheduled for February 25, 2010 at 7:00 p.m. The location will be announced.

**ADJOURN**

Mary Dickey made a motion to adjourn the meeting. Pat Poepping seconded the motion and the meeting adjourned at approximately 8:33 p.m.

Respectfully submitted,

Fred Vahle