



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

NEMO WORKFORCE INVESTMENT BOARD MEETING MINUTES

October 18, 2010

PRESENT:

NEMO WIB MEMBERS

Joyce Carroll
Beverly Gallagher
Steve Hines
Terry Hughes
Teresa Keller
Jo Moncrief
Diane Noah
Dan Putrah
Pat Poepping
Bonnie Seehase
Fred Vahle

WIB STAFF

Mark Fuqua
Casie Baumann
Brandi Glover
Sharon Hillard
Cyndi Johns
Nickie Newell
Linda Studer

CLEOs

Lyndon Bode
John Campen
Glenn Eagan
Gary Jones
Charles Korman
Glenn Turner

GUESTS

Carol Fenton, Gamm Inc.
Mike Gavura, DWD
Kia Phillips, LVER
Betty Powell, Gamm Inc.
Sheree Prebe, Gamm Inc.
Angela Robinson, Award Recipient
Joyce Robinson, Guest of Award Recipient
JoAnn Toerper, Boonslick RPC
Lana Vestal, DWD

WELCOME

Workforce Investment Board Chairperson Fred Vahle welcomed everyone to the meeting and stated that staff from the Moberly, Kirksville and Warrenton Career Centers would be introducing the Individual Achievement Award Winners for the night's presentation.

INDIVIDUAL ACHIEVEMENT AWARD RECOGNITION CEREMONY

Career Consultant Carol Fenton provided information about Angela Robinson, the Individual Achievement Award Winner from the Moberly Career Center. Angela was an unemployed single mother receiving food stamps, Medicaid and cash assistance when she came to the center in 2008. She requested assistance for training to upgrade her skills so she could secure a career field that would provide a future for her and her child. She received services through the Career Assistance Program, the Workforce Investment Act (WIA), and Gamm/DESE tuition assistance. Angela is now employed at North Village Park in Moberly, MO as a Licensed Practical Nurse earning \$16.00 per hour. Her future plans are to bridge into the ADN Nursing program at Moberly Area Community College to become a Registered Nurse. Angela was presented a plaque in recognition of her achievements.

Career Consultant Betty Powell provided information about Lisa Shockey, the Individual Achievement Award Winner from the Kirksville Career Center. After becoming a Dislocated Worker from Hollister Inc., Lisa and two other co-workers filed a Trade petition which was approved allowing 62 workers to directly benefit from their perseverance. Lisa received services through Trade Act and the Workforce Investment Act in the form of training assistance (tuition, fees, books, supplies, and support services). Lisa is now a licensed Physical Therapy Assistant working at Twin Pines nursing home in Schuyler County earning approximately \$25 per hour. Lisa is very appreciative of the help she received, and encourages other dislocated workers to go to the career center immediately for services. Betty accepted a plaque of recognition on Lisa's behalf.

Local Veterans Employment Representative Kia Phillips provided information about James Dye, the Individual Achievement Award Winner from the Warrenton Career Center. James returned from Iraq in April 2009 to learn that his wife had taken his daughter and moved to another state. He was homeless, jobless, without his family, and facing legal issues involving his daughter. He informed his Veterans Representative of his interest in working in Social Services, and was referred to the Workforce Investment Act Hero at Home Program which assisted him with going back to school. After completing the six college credit hours needed for a job at Youth in Need, he obtained full-time employment as a Program Support Associate. James recently remarried and is now working one full-time job and going to school full time. He is also still enlisted in the Reserves serving our county one weekend a month. Kia accepted a plaque of recognition on James' behalf.

NOMINATION OF NEW WIB MEMBERS

CLEO Chairperson Glenn Turner said Joyce Carroll, Human Resources Manager for UTI Integrated Logistics & Distribution in Moberly, MO, was nominated as a Private Business Representative of the NEMO Workforce Investment Board representing Randolph County. Also nominated was Teresa Keller, Shelby County Economic Development Director in Shelbyville,

Missouri. Ms. Keller will replace Macon County Economic Development Director Denise Bennett who resigned from the position.

Lyndon Bode moved to accept both nominations. Charlie Korman seconded the motion and the nominations were approved.

MEETING CALLED TO ORDER

Chairperson Fred Vahle called the October 18, 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

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

APPROVAL OF CONSENT AGENDA

Pat Poepping moved to approve the consent agenda. Bonnie Seehase seconded the motion and the motion was approved.

MONITORING & CONTINUOUS IMPROVEMENT COMMITTEE RECOMMENDATION ON PY 09 SUBCONTRACTOR MONITORING

The WIB Monitoring and Continuous Improvement Committee met September 20, 2010 to review the PY 09 Program and Fiscal Monitoring reports. Committee member Jo Moncrief read the following recommendation from the committee:

The Monitoring and Continuous Improvement Committee has reviewed reports of the programmatic and fiscal monitoring conducted by the NEMO Workforce Investment Board staff. This monitoring covered activities and services provided through sub-contracts with WIA Title I-B Adult, Youth, Dislocated Worker, National Emergency Grant-Dura, Hero at Home and the Career Assistance programs. In addition, fiscal monitoring was conducted with Learning Opportunities for a grant to fund a Disability Navigator. The Committee finds that the service providers have provided sufficient response to the comments and concerns noted, and recommends the suspension of further Title I-B Adult, Youth, Dislocated Worker, National Emergency Grant-Dura, Hero at Home, Disability Navigator and Career Assistance program monitoring unless and until information warrants reinstatement of such monitoring.

Pat Poepping moved to approve the recommendation of the Monitoring and Continuous Improvement Committee. Bonnie Seehase seconded the motion and the motion was approved.

Charlie Korman moved to approve the recommendation of the Monitoring and Continuous Improvement Committee. Glenn Eagan seconded the motion and the motion was approved.

CAREER ASSISTANCE PROGRAM (CAP) UPDATE

Mark said he was notified that the Request for Proposal the WIB submitted for the Career Assistance Program was not accepted. The CAP contracts for most of the state were awarded to MERS/Goodwill Industries. The WIB's Career Assistance Program contract expired September 30; however, the process of transferring customer files to the new provider was ongoing.

MERS/Goodwill had some delay in their training for the new program but everything was going as smoothly as possible.

YOUTH PROGRAM UPDATE

Brandi said most of the Summer Youth programs ended September 30. The MO Summer Jobs Program, which was funded by a special grant through the Family Support Division and Health and Human Services, served approximately 5,500 Missouri youth. In our region, 186 youth were enrolled in work experiences. The State Parks Youth Corps (SPYC) program was funded through American Recovery and Reinvestment Act (ARRA) funds and was a joint effort with the Department of Natural Resources, the State Parks, and the WIBs to put youth in work experiences at all of Missouri's State Parks. Over 1,000 youth were placed in work experiences in Missouri's State Parks this summer. In Northeast Missouri, 74 youth were enrolled in the program and 26 youth are still participating and will continue working through November. Brandi said several of the parks had requested the youth back again and the Governor had announced that the SPYC program will be reinstated next summer. The Governor had received two national awards for the program. He visited almost every park in our region and was very good about recognizing the youth during his visits. He was very pleased with how the program was implemented, and commended the career center staff for all their hard work. Brandi said the WIB received a lot of media coverage for the summer programs and she complimented the subcontractors and their staff for their contribution toward their success.

NEMO WIB LOCAL WORKFORCE INVESTMENT ACT PLAN

Mark said the Local Plan, that was due September 30, had been submitted. With the Plan, there was a One-Stop Partner Memorandum of Understanding (MOU) that needed to be signed by all the partners. During that process, we received two minor comments from the attorney with the Department of Labor requesting a change in verbiage. We made those changes and informed all our partners. Since most of our partners had already signed the MOU, we asked if they would accept the changes and allow us to use their previous signature or if they preferred to resign the new document. The majority responded that they would accept the changes to the MOU and that we could use their previous signature. A few of the partners accepted the changes but did prefer to resign the agreement. Mark said the Plan was currently at the state, and he was sure we would have a few corrections to make per their review. Fred said the Executive Committee approved the Local Plan Modification before it was submitted to the Division of Workforce Development.

RAPID RESPONSE PROGRAM UPDATE

Nickie gave an update on the Rapid Response program. Layoffs had slowed down considerably. A job fair was held in Pike County September 9, and approximately 100 people attended. Last year, 250 people attended that same job fair. They are unsure if more people in the area are employed now or if they felt the job fair would not be useful to them. However, 90% of the 70 individuals who completed surveys said the job fair provided employment opportunities in which they were interested. Another job fair held in LaGrange on October 14th sponsored by WIB member Diane Simbro with Experience Works had an excellent turnout of over 100 people. Nickie was asked by her state counterparts to compile a report regarding Rapid Response service numbers for businesses with 50 or less layoffs for PY 2009 which revealed that the Northeast region had served approximately 354 people. She and Casie then attended training in September and it was mentioned that the Northeast Region had served the most employers through local Rapid Response service in the State of Missouri. Nickie explained that the larger employer

layoffs, or closures of 50 or more employees, are handled by the State Rapid Response team and the local Rapid Response person (Nickie in the Northeast Region) serves as their backup. She helps by speaking at the Rapid Response meetings and gathering and distributing information to and from the dislocated workers. The state is also responsible for putting together National Emergency Grants for the larger employer layoffs to assist dislocated workers.

INTRODUCTION OF DWD BUSINESS REPRESENTATIVE

Mark introduced the Northeast Region's New Business Representative Lana Vestal. Lana replaced Darla Dwiggins who recently resigned from the position. Mark said Lana had already met with WIB staff regarding expectations and goals of her new appointment and he welcomed her to the new position.

Lana talked briefly about her career with DWD, explained what she feels are the responsibilities of her new position, and how she plans to direct the region's businesses to services.

MO CAREER CENTER – FUNCTIONAL LEADER UPDATES

- **Functional Leader Update**

Sheree said the Next Generation Career Center (NGCC) model was going very well. They are still concentrating on continuous improvement. Staff is beginning to sense how the model is supposed to work. Currently they are involved in Toolbox Veteran training in Jeff City and she has learned a lot that she can share with the staff. Their next big goal will be programmatic cross training. She said implementing the NGCC process was taking a little more time than anticipated; however, she had been told they were doing very well compared to some of the other regions. They are making some changes to the products and services offered and they are going to have Functional Leader products and service training. Afterward, she will have training with staff regarding products and services. Sheree said JoAnn previously submitted a NGCC best practice that was accepted for the statewide Next Generation Career Center journal and she just submitted one. Additional happenings at the centers were that Gamm lost seven employees due to the loss of the Career Assistance Program. The new provider MERS Goodwill hired five of those employees and one employee was still working for Gamm filing. The Kirksville Career Center would be holding a job fair October 26. Meetings were recently held with Mamtek and they plan to finalize their decision for the Human Resource position in a couple of weeks. The Career Center has received tentative job descriptions for some of the key positions including the plant manager, but she is unsure how quickly they will be ready to post online. Mamtek implicated that several individuals hired for management positions would need to be hired early so they could go to China for training. She didn't expect people to be working on the line until March or April. The Moberly Career Center expects to receive a lot of applications for Mamtek, and the NGCC model requires the individuals to be enrolled so they are making plans to prepare for that process. DWD Director Julie Gibson has promised to send a couple of central office staff to help. Sheree said the Functional Leader position has been a great learning process; she loves the job, and she is looking forward to things getting even better.

Glenn asked what time frame had been given to complete the programmatic cross training. Sheree said it will be great if she has all the training done by June 30, 2011.

DWD Regional Coordinator Mike Guvara said the DWD Functional Support team was coming to meet with Mark and the Functional Leaders November 10th to see how the state could offer more support regarding any issues the Functional Leaders may have in the implementation of the NGCC model.

JoAnn said overall things were going very well. The Warrenton Career Center had over 33,000 people walk through its doors in Program Year 09 which ended June 30. That was an average of 2,800 per month and was their busiest year ever. This year had slowed somewhat. In July they saw about 2,300 and the numbers had been fluctuating at about 2,200 per month. They are concentrating on continuous improvement and hold weekly meetings with staff for one hour from 8:00 to 9:00 a.m. where they also do programmatic cross training. She is seeing a lot of team building in the career center among the teams. When staff isn't busy in their assigned team, they are working on the other teams to make sure the customer's needs are serviced right away. Staff is learning and becoming more comfortable with the process and is growing more confident and recommending new suggestions. Her greatest challenge is finding time for programmatic cross training. Last week all the Functional Leaders met in Jefferson City for a training session that turned into a collaborative effort of everyone sharing best practices, issues and concerns. Functional Leaders learned about things that are working in other centers that they can take back to try and implement. She felt DWD and partner staff were truly partnering to work together to serve the customers. She added that the WIB has also instituted weekly conference calls between the Functional Leaders and WIB staff to talk about any issues and concerns they may have. JoAnn said Lana Vestal and Kia Phillips (the Business Representatives for the Warrenton Career Center) were contacted by the Denny's restaurant in Warren County who was seeking assistance in hiring 100 people. As a result, they have had three or four open houses for people to fill out applications and they will be doing orientation October 19 and 20. Lana and Kia were instrumental in setting up the open houses, and they also explained the WATSI program to the business. JoAnn said at the Governor's Conference she heard that local community colleges are collaborating with economic and workforce development to improve what is being offered to the unemployed and dislocated workers. They are developing accelerated/short-term programs to get these individuals trained and skilled up and back to work as soon as possible. Boonslick has two local community colleges coming to the career center Wednesday, October 20 to do a presentation about what they are offering so staff will be able to make appropriate recommendations to customers. JoAnn informed the Board that they could access the State's website at <https://worksmart.ded.mo.gov> to learn more about what is happening statewide.

Fred asked if Sheree had seen a decline in the number of people utilizing the other career centers. Sheree was unsure but said she could look at the numbers and give the WIB some idea. She added that the numbers may have decreased a little but she felt people were still looking for jobs and we just didn't have enough jobs for them.

OTHER BUSINESS

Fred announced that Boonslick RPC Director Steve Etcher was elected secretary of the National Association of Development Organizations (NADO).

Dan Putrah asked when the new auditing firm would begin the audit process and when it would be completed. Casie said the process would begin October 25 and they hoped to have everything completed by December. Members of the firm had already met with her to get background information.

CONFIRMATION OF NEXT MEETING DATE & LOCATION

The next NEMO Workforce Investment Board meeting is scheduled for December 6, 2010 at 7:00 p.m. The location will be announced.

ADJOURN

Dan Putrah moved to adjourn the meeting. Jo Moncrief seconded the motion and the meeting adjourned at approximately 7:50 p.m.

Submitted by,

Jo Moncrief