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

NEMO WORKFORCE INVESTMENT BOARD
MEETING MINUTES

August 16, 2010

PRESENT:

NEMO WIB MEMBERS

Steven Garner
Kelly Hardcastle
Steve Hines
Terry Hughes
John Liter
Jo Moncrief
Diane Noah
Janice Robinson
Bonnie Seehase
Diane Simbro
Annette Sweet
Fred Vahle
John I. Wilson
Clarice Young

CLEOs

Lyndon Bode
Charles Korman
Sean O'Brien
Roy Sission
Glenn Turner
Wayne Wilcox
Steven Whitaker
Alan Wyatt

WIB STAFF

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

GUESTS

Cathy Collop, DWD
Mike Gavura, DWD
Patti Meldrum, Gamm Inc.
Sheree Prebe, Gamm Inc.
JoAnn Toerper, Boonslick RPC

MEETING CALLED TO ORDER

Chairperson Fred Vahle called the August 16, 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. Fourteen board members were present and a quorum was established.

APPROVAL OF CONSENT AGENDA

John I. Wilson moved to approve the consent agenda. Steve Hines seconded the motion and the motion was approved.

AUDIT REQUEST FOR PROPOSAL UPDATE

Chair of the Finance Committee Steve Hines said the WIB received five proposals for the audit Request for Proposal (RFP). The Finance Committee reviewed those proposals and had two meetings to discuss their findings. At their final meeting they voted to recommend the Board accept the proposal of Luck, Humphreys from Hannibal, Missouri at the proposed cost of $9,300 versus the cost of $13,500 with our current auditing firm.

Annette Sweet moved to approve the recommendation of the Finance Committee and accept the proposal of Luck, Humphreys from Hannibal, Missouri. Jo Moncrief seconded the motion and the motion was approved.

Charlie Korman moved to approve the recommendation of the Finance Committee to accept the proposal of Luck, Humphreys from Hannibal, Missouri. Lyndon Bode seconded the motion and the motion was approved.

ONE-STOP COMMITTEE RECOMMENDATION
Designation of the Comprehensive Career Center for the NEMO & Mark Twain Sub Regions

Chair of the One-Stop Committee Clarice Young said the Committee met by conference call on August 10th to discuss which center should be designated as the Comprehensive Career Center for the NEMO & Mark Twain sub regions; Moberly, Kirksville or Hannibal Career Center. The committee decided their recommendation should be based on the center they felt best fit the definition of a Comprehensive Career Center. Clarice said the Committee recommends the Board designate the Kirksville Career Center as the Comprehensive Career Center for the NEMO and Mark Twain sub regions.

Annette Sweet moved to approve the recommendation of the One-Stop Committee to designate the Kirksville Career Center as the Comprehensive Career Center for the NEMO and Mark Twain sub regions. Bonnie Seehase seconded the motion and the motion was approved.

Sean O'Brien moved to approve the recommendation of the One-Stop Committee to designate the Kirksville Career Center as the Comprehensive Career Center for the NEMO and Mark Twain sub regions. Charlie Korman seconded the motion and the motion was approved.

PERSONNEL COMMITTEE RECOMMENDATION
Functional Leader for the NEMO & Mark Twain Sub Regions

Chair of the Personnel Committee Kelly Hardcastle said the Committee met by conference call on August 5th to review the two resumes submitted for the position of Functional Leader for the Career Centers in the NEMO and Mark Twain sub regions. After reviewing the resumes, the Committee recommended that Sheree Prebe be appointed as the Functional Leader.

Bonnie Seehase moved to accept the recommendation of the Personnel Committee and appoint Sheree Prebe as the Functional Leader of the Missouri Career Centers in the NEMO and Mark Twain sub regions. John I. Wilson seconded the motion and the motion was approved.

Alan Wyatt moved to accept the recommendation of the Personnel Committee and appoint Sheree Prebe as the Functional Leader of the Missouri Career Centers in the NEMO and Mark Twain sub regions. Charlie Korman seconded the motion and the motion was approved.

FINANCE AND PERSONNEL COMMITTEE RECOMMENDATIONS

- **Structure of WIB Personnel**

Chair of the Finance Committee Steve Hines said the Finance and Personnel Committees met on July 12th to discuss the structure of WIB personnel. Chair of the Personnel Committee Kelly Hardcastle was not present. However, Charlie Korman reported that he and Kelly had met previously with Mark Fuqua to review staff salaries and duties and both he and Kelly felt there was no need for a change at this time. After further discussion about the staffing issue, the Personnel Committee approved a motion to leave the WIB staffing as currently planned with the understanding that if funding becomes available it will be adjusted.

- **WIB Staffing Budget**

Steve said the Committees then reviewed and discussed the amended WIB Staffing budget. (A copy of the amended budget had been provided to the WIB and CLEOs.) Casie said in June when the budget was presented to the Board, some of the numbers were based on estimated figures. When the new program year began July 1, she received final numbers and carryover information and the final cost for staff insurance. Casie said she adjusted four line items in the budget; medical insurance, copies and professional development which she increased and janitorial maintenance which she decreased because staff is now cleaning the office. The remaining funds were placed into a contingency fund. Casie said the total of what had been increased and decreased in the line items was approximately $8,000. Steve said the Finance Committee voted to recommend the Board approve the amended WIB Staffing Budget.

Kelly Hardcastle moved to accept the recommendation of the Finance Committee to approve the amended WIB Staffing Budget. John I. Wilson seconded the motion and the motion was approved.

Steven Whitaker moved to accept the recommendation of the Finance Committee to approve the amended WIB Staffing Budget. Roy Sission seconded the motion and the motion was approved.

SUBMITTAL OF RFP FOR CAREER ASSISTANCE PROGRAM (CAP)

Mark reported that the Request for Proposal had been submitted for the Career Assistance Program (CAP). He wasn't sure when the WIB would hear anything regarding the awarding of

the program. DWD Regional Coordinator Mike Gavura said a review team was in the process of going through the proposals to make sure all the requirements of the RFP had been addressed. Once that was accomplished, the proposals would be sent to another team that would begin grading them. He said the tentative date for completion was September 1. Mark said the Board would be notified as soon as we heard the decision.

Mike provided an update on the changes to the floor plan at the Moberly Career Center to accommodate the Next Generation Career Center (NGCC) model. In addition to the rearrangement of the floor plan for better customer flow, 19 computers were added for customer usage. Mike said they plan to use this same type of model in the other career centers.

OTHER BUSINESS

- **WIB By-laws**

Fred asked all WIB members to be sure they signed the *Attestation for Review of the WIB's By-laws* form that was passed around during the meeting. He said the WIB is required to submit the form to the Division of Workforce Development. Fred said several items in the by-laws needed to be updated and if members had any suggestions for changes, they could submit them to the By-laws Committee or the WIB office. He said one of the items in the bylaws needing to be addressed was the notice of our meetings. At the June meeting, we talked about using email for meeting notification; however, our bylaws don't allow us to use email notification for full board meetings. So we mailed the notice/agenda and emailed the rest of the information to meet that requirement. Fred said we hope to have the By-laws Committee meet in the near future to begin their review of the by-laws.

- **Revised Committee List**

Fred said he met at the WIB office last Tuesday and addressed WIB committee appointments. Some of the committees were revised to try to get more members on the committees. Glenn said he would be contacting the CLEOs to update their committee appointments as well. Revised committee lists were provided to the WIB members.

- **Board Structure**

Fred said there were a few vacancies on the board. It is the CLEOs responsibility to fill the private sector vacancies. He met with Glenn before tonight's meeting and he felt the CLEOs were going to address that issue. He said we also have some members who haven't attended very much but he felt we should fill the vacancies before we addressed those who were lacking in attendance.

- **Functional Leader NGCC Update**

JoAnn reported on the Governor's visit to Cuivre River State Park. She said on August 13th her counselors and Mark Fuqua met with the Governor at the State Park. All the youth that were enrolled in the Summer Youth Program were there and the Governor had the opportunity to hear and view some of the hard work they had been doing. The visit was interactive and the youth provided a demonstration of how they had been clearing the trails with a pick ax. The Governor gave a speech, and said he feels this is a very positive program for the youth. JoAnn said he was very gracious and thanked the local WIB for all their assistance in making the project happen. He stated that he has visited 55 parks and his goal is to visit 81 parks across the state this summer. JoAnn said they are very excited about the program and know it has made some very positive changes for the youth.

JoAnn gave an update on the NGCC process in the Boonslick Region. She said since last November staff had been in training and planning, reviewing and developing new policies to prepare for the NGCC model. She said the project started on July 9 and on the first day they served 121 customers; since July they have served 2,375 customers. Their customers are greeted at the front desk and handed an application sheet so they can know/learn what services they are looking for and the goals they want to achieve. Once the customers are routed through the process, all their information is entered into Toolbox so staff knows exactly what that customer's needs are and when that customer is expected to return. JoAnn said the challenge for the Welcome Team process is that it is extremely time consuming. She said DWD has been sending letters to customers who are receiving UI benefits warning them that the process will take 30-45 min, and it does. JoAnn said they have learned some shortcuts that have been approved by the state to narrow the process down a bit and it is smoother and faster. An important challenge she feels they have is with the WIN assessment. She said they are asking every customer who walks into the career center to take the assessment. She challenged all Board members to take the assessment to see how they scored. She explained that it only provides a pass or fail score and she felt this was degrading for a customer who was academically challenged and suffering with self-esteem issues. She felt it doesn't provide the customer with the confidence they need to market their skills to an employer. She asked that the verbiage be changed to "needs remediation" etc. JoAnn said the Product Box was awesome information for any customer. (Located on Missouricareersoure.com, Product Box icon on the left) It lists the services customers can access in the career centers throughout Missouri. JoAnn said they are also asking the customers for comments and suggestions on how to better improve their services. The customers have commented that they love the process and the personal information and knowledge. However, some have said they don't want to spend the time going through the process.

Sheree said when they first started the NGCC model the staff was sort of confused by the new process. They did a couple of practice runs a few days before switching over to the model and there had been a lot of continuous improvement since then. Staff (especially the Welcome Team) was very stressed out initially because nobody was registered and a lot of new customers were coming in, but she felt things were beginning to improve. They were finding things to make the process better and easier. She said staff would get through the process of the change; and surprisingly the customers like the model. They now have all of their workshops in place, and she feels they need to find ways to get the customers to want their services. She didn't feel we should be begging customers to come in and she has some ideas on how to help market the career center services to make them more desirable. She plans to do some staff training to try to flip things around so customers are coming into the centers seeking the services. Sheree said their centers were not structured well for the NGCC model and she was really excited about the remodeling that was taking place and how it would help to resolve some of their issues with customer flow and help them to serve more than one customer at a time. She also spoke about the Mamtek Company coming to Moberly and how Mamtek is allowing the Moberly Career Center to do all of its prescreening for their hiring needs. She said Mamtek plans to use the WorkKeys assessment and personality testing, and the University Extension is partnering with the Career Center to do the personality testing free of charge.

Employment and Training Coordinator for Experience Works Diane Simbro said her office is collocated at the Hannibal Career Center. As one of the partners of the One-Stop System at Hannibal, they help with the workshops. Through this she has the opportunity to see a tremendous number of people every day and they are getting really good comments from the

customers regarding the NGCC model. The customers like the idea of being able to come in and get something as opposed to just walking in and being told to get on a computer and check in which is basically where they were at before the change. She felt the NGCC model was really making a difference. Diane said we have always had a problem with everyone calling the Career Centers the unemployment office and now that customers are coming in and doing more than just their 4-week check in and walking out, they may finally understand that it is truly a career center.

Patti Meldrum reminded everyone that LaBelle had been approved as a UI reporting site. She said in July they had over 107 individuals utilize the facility for UI reporting.

Mike said State staff was visiting the career centers to observe. He said they just want to take a look to see where we are and how the model is working and observe customer reaction. So far it had been reported that some centers were doing a wonderful job with implementation and all the staff were on board. There were some reports that the facilities at some of the centers were not set up to accommodate the model very well and they were trying to address that. At other centers, it has been reported that they were struggling and perhaps some of the staff still hadn't gotten the message and it may take a little more time. He said they would continue to assist the ones that were working well and they would help those that were struggling to improve one step at a time to improve and go forward.

Mike said the WIN assessment is set at level three statewide. It scores individuals in three categories; math, reading for information and locating information. If an individual doesn't score at a level three it drops them back at the level two or one. If they don't score successfully at level one then it will give them fail score. He said it is ACT accredited and we have never really had a statewide assessment before for the workforce system until we had WorkKeys.

CONFIRMATION OF NEXT MEETING DATE & LOCATION

The next NEMO Workforce Investment Board meeting is scheduled for October 18, 2010 at 7:00 p.m. The location will be announced.

ADJOURN

Steve Hines moved to adjourn the meeting. John I. Wilson seconded the motion and the meeting adjourned at approximately 7:50 p.m.

Submitted by,

Jo Moncrief