

WORKFORCE DEVELOPMENT BOARD
OneStop Operations Committee Meeting Minutes
May 17, 2017 @ 3:00pm
SC Works Clemson Comprehensive Center, Large Conference Room

Members Present

Richard Blackwell*
Ed Parris

Danny Brothers

Teri Gilstrap*

**Via conference call*

Members Absent:

Amanda Blanton

David Bowers

Amanda Hamby

Staff Present:

Trent Acker

Windy Graham

Jennifer Kelly

Guest Present:

Renee Alexander

Steve Riddle

I. Welcome and Introductions

Committee Member Danny Brothers, on behalf of Richard Blackwell (present via conference call), officially called the meeting to order at 3:04pm welcoming everyone in attendance and announced the meeting being recorded for processing of minutes.

II. Approval of 3-29-2017 Meeting Minutes

The minutes from the 3/29/17 meeting were emailed to committee members and included in the meeting packet. Mr. Brothers called for corrections/amendments to the minutes or a motion to approve.

ACTION TAKEN: Ed Parris made a motion to approve the minutes, seconded by Richard Blackwell. The motion carried unanimously.

III. New Business

a. One Stop Certification Standards

Jennifer Kelly, Assistant Director for WorkLink, provided copies of the State Workforce Development Board's Instruction Letter for One Stop Certification Standards to each committee member. The State Instruction Letter states that each local board must meet the Standards by September 30, 2017. The State has issued the standards, and each local board determines whether or not the standards have been met.

Ms. Kelly provided a proposed draft of a local instruction letter that details how the WorkLink region will accomplish the One Stop Certification Standards process. Ms. Kelly explained that it follows the same process that monitoring is conducted with our Service Providers. We would issue a notice to the Centers that WorkLink staff would be on-site to review the standards during a specified week. The Operator would be required to collect and submit documentation for review prior to the on-site review week that would facilitate this process. At the end of the week a written report would be given to the Operator and a recommendation to the One Stop Committee to determine whether or not the Centers should be certified. The Operator would have an opportunity to take corrective actions. Upon satisfaction of the committee, the recommendation to certify the Centers would then go to the full Board for vote. A certificate for each Center would be issued for the Operator to display in the Centers. This certification would be good for three years. The State would then be notified and would be given documentation to prove that we have met the Standards.

The Instruction Letter from the State lays out minimum standards for each of the following three areas: Management, Job Seeker, and Business. There is a suggested column for evaluation. The draft local instruction letter allows the Operator to determine the best method as suggested in the evaluation column to prove they have met the standard. In addition to this, the Operator will be allowed to provide photographic and video graphic evidence as well.

ACTION TAKEN: Ed Parris made a motion to accept the WorkLink Instruction Letter policy for One Stop Certification Standards as presented in the packet, seconded by Richard Blackwell. The motion carried unanimously.

Trent Acker, Executive Director, drew the attention of the committee to the One Stop Certification Standards requirement to appoint a Business Services Lead for the WorkLink region. Each local Board is required to appoint a Business Service Lead on an annual basis to facilitate the Business Services Integration Team. Mr. Acker stated the preference of the staff to the Board was to elect Meredith Durham, Business Services Representative for WorkLink. Mr. Acker stated that she is very well versed in leading the Business Service Teams and has facilitated many projects on behalf of business in her previous role with SC Department of Employment and Workforce.

Ms. Gilstrap stated that she was in support of the Business Service Representative from WorkLink to serve as the Business Team Lead, but suggested to leave the appointment based on the job title of the position and not the individual's name. In the event of turnover, the successor would take over as lead for the team.

ACTION TAKEN: Danny Brothers made a motion to accept the WorkLink Business Services Representative as the Business Service Team Lead for the period of July 1, 2017 to June 30, 2018, seconded by Richard Blackwell. The motion carried unanimously.

b. Eligible Training Provider List

Ms. Windy Graham, WIOA Performance and Reporting Specialist, stated that WorkLink has received several applications from training providers for inclusion on the Eligible Training Provider List. Ms. Graham gave background on each application.

The American Board for Certification of Teacher Excellence requires that all students have a Bachelor's Degree prior to acceptance into the program of study. This program is not currently in one of our in-demand clusters. Teachers may be qualified in one of the following areas of study: Biology, Chemistry, English, Science, Mathematics, and Physics. Mr. Acker stated that the Board has not historically funded teaching programs, and if approved, this would be an exception to the Board policy regarding in-demand training clusters.

Ms. Graham reviewed the reasons to deny an ETPL application.

- Our local area is prioritizing classroom based training for the WorkLink area.

Ms. Graham explained that this does not mean that participant's cannot attend online training, but that the school must have a brick and mortar building that offers both classroom training and online training. WorkLink does not currently accept internet based schools.

- Training is not within the four in-demand career clusters for the WorkLink Area.
- WorkLink Workforce Development Board currently has a moratorium on barbering, cosmetology, nail technician, and horseshoeing.
- Training does not lead to a post-secondary occupational certificate.
- Training costs exceed the maximum amount for the WorkLink area.

Ms. Graham stated that the Committee may adopt additional criteria if needed. Ms. Graham also provided a copy of the appeal process as well.

ACTION TAKEN: Danny Brothers made a motion to deny the American Board of Certification of Teacher Excellence based on the fact that they are not in our in-demand career clusters, seconded by Richard Blackwell. The motion carried unanimously.

The Carolina Construction School, LLC, located in Lancaster, SC, also submitted an application for inclusion of the Eligible Training List. They offer heavy equipment operator training and CDL A and B truck driver training. These programs are currently offered as an exception to our industry clusters.

Ms. Graham stated that distance for training may also be a consideration to add a sixth reason for denial. Ms. Graham gave examples of possible wording, such as the training must occur within 100 miles of the WorkLink region, or training must be in contiguous regions of the WorkLink region. Ms. Gilstrap stated that based on workforce needs in Anderson County, she was in favor of not limiting training by distance at this time. Some individuals have been successful in going to Georgia to obtain credentials and then being employed in the local region.

Mr. Blackwell suggested that we ask Carolina Construction Company for how many people are served from this region to better judge whether or not there is a demand for the training.

Steve Riddle, WIOA Program Manager, stated that he has sent participants to Lancaster for a three week truck driver training course at the Truck Driver Institute. Career Coaches only pay for their tuition in these cases. The Truck Driver Institute provided a motel for the three week course. Only one training has been approved for Heavy Equipment Operator, there has been no in-demand need for training demonstrated at this time.

ACTION TAKEN: Richard Blackwell made a motion to table the application request for Carolina Construction until further information becomes available on demand and pull from the tri-county region, seconded by Ed Parris. The motion carried unanimously.

The next application is for COMNet Group, Inc. This training provider is out of Charlotte, NC and offers PMP (Project Management Professional) training. This training is in our clusters, is considered in-demand and the cost for the training is \$2,995.

Mr. Brothers asked for clarification regarding the institution not accredited. Ms. Graham stated that we are allowed to approve non-accredited institutions as long as the program leads to a credential. In this case, the institution is providing the preparatory training while a third party will provide the certification exam and credentialing.

ACTION TAKEN: Richard Blackwell made a motion to deny COMNet Group be denied based on the fact that the institution is not accredited, seconded by Teri Gilstrap. The motion carried unanimously.

Denmark Technical College applied to be on the ETPL for the following two programs: Machine Tool and Patient Care Technician. Ms. Graham stated that both courses are in-demand, in line with our career clusters, and cost is comparable to Tri-County Technical College.

ACTION TAKEN: Ed Parris made a motion to approve Denmark Technical College be accepted on to the Eligible Training Provider List, seconded by Teri Gilstrap. The motion carried unanimously.

Halsey Street, LLC previously applied with us and was tabled. Ms. Graham could not locate any proof of accreditation for this school. Ms. Graham also stated that this training is not in our clusters and is not in-demand at this time. This training provider does not have a brick and mortar school, but relies on local area facilities to use for training purposes.

ACTION TAKEN: Ed Parris made a motion to deny Halsey Street, LLC be denied based on the fact that the institution is not accredited, seconded by Teri Gilstrap. The motion carried unanimously.

New Horizons Computer Learning Center in Charlotte, NC has submitted their application. Ms. Graham stated that New Horizons Computer Learning Center of Columbia, SC is currently on our training provider list. Accreditations are from various locations. The Trainings match what is offered in Columbia.

ACTION TAKEN: Danny Brothers made a motion to accept New Horizons Learning Center in Charlotte, NC be accepted on the Eligible Training Provider List, seconded by Ed Parris. The motion carried unanimously.

Performance Training Solutions is located in Ohio. The accreditation comes from the school itself. Classroom training would be actually in Ohio for heavy equipment operator. Ms. Graham stated that it is these programs are in our industry clusters policy, and is in-demand for South Carolina. Tri-County Technical College and Carolina Construction offer training locally for these careers.

ACTION TAKEN: Danny Brothers made a motion to deny Performance Training Solutions, LLC be denied based on the fact that the institution is not located in our immediate area and on associated training costs, seconded by Richard Blackwell. The motion carried unanimously.

PowerSurge Energy Group, based in Darlington, SC is requesting inclusion on the ETPL. Solar panel installation is not currently in-demand in South Carolina and is not in our clusters. They do have a brick and mortar building. The accreditation is associated, not with the training provider, but with the credential itself.

ACTION TAKEN: Ed Parris made a motion to deny PowerSurge Energy Group based on the fact that they are not in our industry clusters and not in-demand, seconded by Teri Gilstrap. The motion carried unanimously.

Priority Dispatch Corporation is currently offered online only and is not in-demand or in our clusters.

ACTION TAKEN: Ed Parris made a motion to deny Priority Dispatch Corporation be denied based on the fact that the training is not in-demand in our area or in our training clusters, seconded by Richard Blackwell. The motion carried unanimously.

Solar Energy International, based on Florida, offers online training for solar panel installation. They are also not in-demand or in our clusters.

ACTION TAKEN: Ed Parris made a motion to deny Solar Energy International be denied based on the fact that the training is not in-demand in our area or in our training clusters, seconded by Richard Blackwell. The motion carried unanimously.

c. Operator Mod 2

Renee Alexander, Operator, did not have a hard copy budget to present to the committee, but referred everyone to the DW Operator Budget in the packet. She stated that Kal Kunkel was working on a modification to adjust the overages in the salary line items. The salaries were off due to changes in staff, but also due to how staff tracks the dedication of their time. The funding would be taken out of operating costs and would not change the overall amount of the grant. This budget will go straight to Finance for consideration.

IV. Old Business

a. Transportation Demonstration Grant

Trent Acker, Executive Director, informed the committee that we submitted an application in partnership with Electric City Transit for a transportation grant released by Department of Employment and Workforce (DEW). Mr. Acker stated that the CATbus declined to participate at this time; however, the Electric City Transit was interested in partnering with us. An application for this grant was submitted on June 1, 2017 in partnership with the Electric City Transit. This would offer an extension and a new bus route to underserved communities if awarded this grant.

b. Work Search Requirements

Mr. Acker stated that the State legislature passed a new law requiring Unemployment Insurance claimants to conduct a minimum of two job searches per week using the SC Works Online System. SC Works Centers traffic will be positively impacted by this news. This new requirement will go into effect on May 28, 2017. An instruction letter from DEW was included in the packet.

c. PY17 Budget Negotiations Committee

Jennifer Kelly reminded the committee that the Eckerd Workforce Development Services grants were extended during the last board meeting. Ms. Kelly stated that there has been no action regarding the Negotiations Committee due to the fact that we have not received any allocations from Department of Labor (DOL) or DEW. WorkLink typically receives notification of the allocations no later than mid-May, but this year the funding levels have not yet been released. Eckerd Workforce Development Services has been given instructions to work on a budget based on PY16. Once the allocations have been received and the budget negotiations committee has a chance to review the budgets, we can discuss where changes need to be made to the proposed budgets.

d. Strategic Plan

Ms. Kelly reviewed the progress towards the Strategic Plan as of May 17, presented in the packet. Ms. Kelly reviewed the progress made towards the WorkKeys certification goals. She stated that the data was as of 5/15, reflecting 117 new certificates in Anderson, 91 new certificates in Oconee, and 68 in Pickens. The Business Service Integration Team is still meeting monthly (next meeting is scheduled for May 19), and the partners are meeting quarterly (next meeting scheduled for August 25).

Ms. Kelly stated that the WorkKeys profiling was discussed at the last committee meeting, surrounding the percentage goals to be set and achieved going forward. Ed Parris, committee member and business representative, sent aggregate data on the profiles completed in the PY16 timeframe from Phillips Staffing. For 2016, we have 34 new profiles for the WorkLink region.

Mr. Parris requested staff follow-up with the State regarding support for profiling in PY17 prior to setting the bar. Ms. Gilstrap stated that the changes to assessments may affect our goals as well. There may be a need to completely change our strategic plan in regards to WorkKeys goals.

ACTION TAKEN: Ed Parris made a motion to table the profiling goal until further information from the State regarding support for the WorkKeys Initiative going forward, seconded by Teri Gilstrap. The motion carried unanimously.

V. Reports

a. SC Works System

Ms. Alexander referred to the System wide data usage report for the month of April. Total traffic for the Centers for April was 1,292. Ms. Alexander stated she hoped that the new UI job search requirement would positively affect our traffic counts as it has been down recently. Ms. Alexander referred to the Employer data usage report for the month of April. For the total number of hiring events, there were 9 for the month of April, serving 176 individuals. The next page reflects the demographics at the time of enrollment. This report is used specifically to monitor EO for our program. Ms. Alexander also asked the committee to review the WIOA Career Services report and the Training Services report.

Ms. Alexander stated that the Wells Fargo grant for financial literacy workshops has closed out. They expended all of the funds associated with the grant on food for the events and \$25 gift cards for participants. Eckerd partnered with Adult Education to increase higher workshop attendance numbers.

b. Financial

Ms. Alexander reviewed the financial budgets associated with their grants. She stated that the goal for all of the grants was to be at 83.3% spent as of April 30, 2017.

- The Adult program budget shows the salaries are 80.7% expended. The overall budget is 68.8% spent. Ms. Alexander stated that there is always a lag between creating the voucher and receiving the request for payment.
- The dislocated worker program budget shows 26.2% of the budget has been spent of a goal of 83.3%. Ms. Alexander stated that the budget is skewed due to a recent budget modification in February, where \$35,000 was added to the Tuition line item. This money has mostly been obligated, as seen in the packet on the obligations report. Ms. Alexander stated that there is only about \$6,600 remaining to be obligated out of this grant.

- The Rapid Response budget has been spent for the most part. Remaining budgeted line items are expected to be expended by June 30, 2017.
- The Adult Operator budget is on track to spend the remainder of the budgeted money. 70.8% of the salary line item has been spent, while the overall budget sits at 69.0% expended.
- The dislocated operator budget is on track as well, 82.1% of the budget has been expended. There is budget modification pending to correct the salaries.

c. **Other Business**

Mr. Brothers called for other business.

Mr. Riddle stated that a situation had arisen recently with an unemployed participant attending GED classes that needed transportation assistance, but did not meet the income guidelines as laid out in our local Supportive Service policy. The WorkLink Supportive Service policy allows only low income participants to receive transportation assistance. This particular customer fell through the cracks due to living with his mother. In this instance, his mother's income counts towards him not being low-income. The participant needed the transportation funding to be able to attend GED classes and was not able to find assistance through WIOA. Mr. Riddle brought forth a proposal to allow unemployed individuals be eligible for transportation assistance based on demonstrated need.

Ms. Gilstrap asked that any similar circumstances going forward that cannot be resolved be brought to the Anderson County Economic Development Office's attention as they may be able to assist in these circumstances.

ACTION TAKEN: Ed Parris made a motion to amend the local Supportive Service Policy to include unemployed individuals being eligible to receive transportation assistance, seconded by Teri Gilstrap. The motion carried unanimously.

VI. **Adjourn**

ACTION TAKEN: Ed Parris made a motion to adjourn the meeting, seconded by Danny Brothers. The motion carried unanimously.

Respectfully submitted by: Jennifer Kelly