

Lucas County Workforce Development Board
MEETING MINUTES FOR Thursday, October 26, 2017
OhioMeansJobs Lucas County: Room 3

LCWDB BOARD MEMBERS

N	Barnes, Jacqueline	Y	Kline, Dan	N	Roelfsema, Michael
Y	Conover, David	N	Knisely, Jeremy	Y	Schoen, Tonia
N	Cumming, Jennifer	Y	Kroma, Thomas	Y	Simon, Sandy
Y	Daher, Lee	Y	Langenderfer, Nicole	Y	Smith, Kris
N	Dettmer, Carl	Y	Luzar, Joe	Y	Swartz, David
Y	Fleetwood, David	Y	Morris, Debra	Y	Valleroy, Kristy
Y	Foght, Annette	N	Potter, Scott	Y	Van Riper, Tammy
Y	Heyrman, Matthew	N	Rodenhauser, Carolyn		
N	Jacob, Tracy				

Board of County Commissioners

Y	Skeldon Wozniak, Tina	N	Gerken, Pete President	N	Contrada, Carol
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Staff & Visitors

Y	Gebers, Craig (NetWork)	Y	Glaza, Dave (DPD)	Y	Aliakbar, Yousef (Exec. Asst. to Commissioner TSW)
Y	McFall, Norman (DPD)	Y	Vahey Casiere, Megan WDB Director (DPD)	Y	Foreman, Theo
Y	Veh, Mike (DPD)	Y	Moore, Pamela (DPD)		
Y	Saunders, Tonia (DPD)	N	Guerra, Leigh (OMJ)		

Call to Order

Lucas County Workforce Development Board convened at OhioMeansJobs Lucas County Room 3 on October 26, 2017. Joe Luzar called the meeting to order 3:06 p.m.

Approvals

Meeting Minutes

J. Luzar asked for a motion to approve 7/27/2017 meeting minutes. Motion was made by D. Conover and 2nd by D. Kline. The motion passed without objection or abstention.

Appointment of Policy & Procedures and One Stop Committee Chair

Motion to approve Jeremy Knisely as Chair for Policy & Procedures Committee, and Lee Daher as Chair for the One Stop Committee by D. Conover and 2nd by T. Schoen. No objections. Motion passed.

- **Policies Approval** – Kristy Valleroy
 - Youth Incentive Policy
 - M. Veh - Increase incentives from \$500 to \$1000.00
 - Added total incentives cannot exceed reasonable percentage of providers total annual budget

- Individual Training Account Policy
 - Included the definition of self-sufficiency
 - Added participants must demonstrate a need for formal training and meet suitability guidelines
 - ITA's can be provided to in school youth, by utilizing the State's in Demand List
 - 2nd page added the use of ITA funds for registered apprenticeship programs
 - 3rd page added the ability to provide training to youth
- Suitability and Training Services Policy
 - Almost a complete change
 - Expanded on existing processes with youth being able to be train
- Procurement Policy
 - We have always followed the County's Policy
 - The State informed us that we had to have a formal policy stating that
 - J. Luzar – Does the changes for the policies come direct? How much notice are we given?
 - M. Veh – We do get some advance notice when the policy is open for public comment. We wait for the final draft before we begin revising or drafting.
 - We should get to a point of stabilization soon
 - The changes are continuous
 - We have 3 of 25 left to complete based on the list from Columbus
 - CCMEP Policy will be tweaked for a while, as the program is new

Motion to approved policies outlined by T. Kroma and 2nd by D. Conover, no objections

- **Financial Report – Dave Glaza**
 - July 1st begins the next fiscal year
 - Budget on fiscal year is spilt 50/50
 - Part of the hold back will be awarded to training, near 50% will go back to unbudgeted funds
 - Training – spending is on track
 - WIOA allocations had a cut
 - CCMEP TANF Program – End September 30 with some trailing invoices
 - RMS TANF administrative dollars are gained from the TANF activity by our department which freed up funds on the WIOA side to use towards (training, and administrative fees).
 - Slightly higher for next fiscal year
 - Special allocations of 200K, which helps pay the State's employees rent
 - Small allocation for co-branding
 - M. Vahey Casiere – Dave please explain the Chrysler Rapid Response
 - M. Veh – The money is to retrain their workers to help with job retention, this is part of a million dollar plus initiative
 - Chrysler has kept us in the loop of their recruiting strategy
 - M. Vahey Casiere – We had to place a special request with the State of Ohio to receive the funds. We may see another request soon.
 - J. Luzar – Any questions for Dave?
- **One Stop Committee Update – Lee Daher**
 - We had a One Stop Meeting 2 weeks ago
 - Kristy, Sandy, and I met with Mike and Pam to discuss customer service processes
 - We reviewed the pie charts from the customer service surveys

- Discussion of secret shoppers going through the One Stop process
- Reviewed the paper survey to ensure they are clean and straight on the page
- M. Veh – In the next round of Policy – a monitoring policy needs to be established once the guidance comes down
- What is the best way to get the opinion of the people in between of “very happy” and “very upset”
- A 10% response rate is not terrible, we would like to see a better rate
- T. Skeldon Wozniak – Are the percentages correct?
- T. Kroma – Does everyone have an email? Everyone who registers with the One Stop must have an email; however they may not check it or remember how to access it. That is why we are looking at other ways to reach them.
- J. Luzar – Does anyone on the Board have experience with gathering customer service feedback?
- L. Daher – We also discussed secret shopping other One Stops
- T. Skeldon Wozniak – Have we gone through the process here as Board Members
- M. Veh – As we start the second phase of the One Stop Certification, the State will contract secret shoppers to evaluate each One Stop. The Secret Shopper will have to answer a set of standard questions. This will provide the State an apples to apples comparison
- M. Vahey Casiere – Another County had their Board shadow for a half day at the One Stop so they can have a better understanding about some of the needs and challenges the One Stop faces. We should have our Board Members work for a day or half of a day, prior to our next meeting. Invite everyone to work at the One Stop. Pam will schedule you, if you can commit to doing this.
- L. Daher – I was at the last job fair and about 300 participants attended. I was able to hold conversations with candidates for the full 2 hours. The room was full.
- T. Kroma – What are we going to do with the data/numbers?
- M. Veh – This is our creation – how are we going to deliver it. Some questions around design are being worked out.
- The last question is not an accurate result. It was re-tooled in the middle of the survey period.
- J. Luzar – In order to compare the results we can’t keep changing the questions. We almost have to have it right out of the gate.
- J. Luzar – Should we consider having a professional firm help us with this?
- Should there be incentives for people to fill out the surveys? L. Daher – We did discuss that at the One Stop Meeting, however that is not allowed.
- C. Gebers – Can the survey be loaded to the Resource Room computers and prior to them signing out it triggers them to complete the survey. Have the results go straight to Mike.
- M. Vahey Casiere – We could have Great Lakes Resources take this over to develop a questionnaire
- T. Skeldon Wozniak – The result of the Strategic Plan is to improve the customer experience. We have to make sure we have the right questions.
- T. Kroma – Have we contacted other Boards to determine how they gain their feedback? Perhaps they will share their survey.
- T. Kroma – Establish the goal for the year and hang it on the wall in the breakroom of the One Stop.
- T. Kroma – At the bottom of the survey have a box that can be checked to see if they will like to be contacted to discuss their responses. I will be willing to contact them myself.
- L. Daher – I spoke with one person who was happy with the services they were provided.
- The One Stop Committee will set metrics for customer service.

▪ **OhioMeansJobs Lucas County Update – C. Gebers**

- Implementing certain portions of the business plan – with a WorkReady soft skills program “Bring Your A Game to Work”. We discuss the 7 A’s (Attitude, Attendance, Ambition, Acceptance, Appreciation...)
- Some behavior changes, however others did not take it seriously and did not complete.
- Attended 3 trainings in Columbus, OH
- Developing pathways to manufacturing, construction and healthcare to name a few
- HPOG has enrolled 522 participants
- Need to increase TANF Enrollment, currently looking at shorter training programs like Phlebotomy, Mental Health Tech, and Pharmacy Tech.
- C. Gebers – Brought our attention to HPOG handout he provided – Enrolled 181 Nursing Assistants (STNA) with 130 completed, LPN 147 Enrolled with 28 completed.
- C. Gebers – We have noticed that some people’s wages have increased from \$9/hr. to \$20/hr. in one year.
- C. Gebers – We have exceeded our enrolled numbers, we are falling behind on the completers.
- Working on developing more on Career Services
- There was a Healthcare Job Fair at Scott Park, several employers said that it is the best job fair they have attended. In November there will be a Manufacturing Job Fair at Scott Park Campus.
- Make information available which inform people of the skills needed for various careers.
- September general job fair had over 300 attendees
- Work with the County with Business outreach to DMS and Mobis
- 1600 people were interested in Chrysler have been interviewed and assessed with the help of Lucas County and the One Stop.
- We have monthly training sessions; the last one was about resumes.
- D. Morris – Regarding HPOG are they still enrolled or are they no longer enrolled? So there are still 120 enrolled in LPN? C. Gebers – Some could have dropped off.
- C. Gebers – We are currently working with Owens Community College to develop a pre class for the LPN. Why are you not doing the WorkKeys test? We require the WorkKeys and that is why we can’t accept your HPOG Students, because they don’t want to take the WorkKeys and tell us they don’t have to take it for the HPOG.
- How many people are taking the soft skill classes? 22 summer youth so far.
- J. Luzar – Anything else?

▪ **CCMEP and Summer Youth Updates – Norman McFall**

- Two funding streams with two different standards
- In the 3rd quarter we got the guidance
- Notification that the youth will fall into performance came late
- We are successful, the bulk of the people will not show up until July
- The State reminded us that neither this year nor last year is included in performance. We are currently setting benchmarks.
- We are in benchmark year. We are tweaking as we go. Unable to pull our performance reports, the State is aware.
- Very successful – 585 participants, a bulk of them have decided to utilize additional services.
- N. McFall – You will notice on the performance report there are two fails
 - Dislocated Worker: Effectiveness in Serving Employers: Retention – Does not account for them gaining better wages with a different employer (it only looks at the same employer)
 - Youth: Measurable Skill Gains – The definition was not given until the end of May
- The State will redefine what the DOL approved.
- We are getting punished for the participants are finding better paying jobs.
- 80% of Adults retained

- We have to do manual checking, since the reports are delayed by 4 months
- M. Vahey Casiere – Perhaps we need to send formal communications to the State regarding this issue
- Become a squeaky wheel
- Perhaps a demand letter from the Board requesting information
- The Youth providers are doing an excellent job despite our challenges
- J. Luzar – Any other questions?

▪ **Strategic Plan & Executive Director Updates** – Megan Vahey Casiere

- If it ok with the Board, I will combine the Strategic Plan and the Executive Director's Updates.
- The Rapid Response List in your packet
- We serviced 5122 people who received a layoff notice
- Theo Foreman gets the layoff notifications
- Some are temporary layoffs, for line changes
- When will Chrysler go full strength? They are on boarding now.
- 2200 are back in the plant from training for the new line.
- Retail positions are being eliminated because of conveniences like Amazon Go.
- Stores like Sears are leaving the area, something we need to keep an eye on.
- Changed discussion to ITA's and provider list
- OJT's and the Employer Report for Fiscal 2018
- One note regarding The One Stop, we are actively pursuing a new location for the One Stop and Jobs and Family Services.
- The Board of Elections is currently in this building and will remain here.
- We will tour a few buildings and we are offering for a few members to join the tour.
- The Commissioners want a location identified by the end of the year.
- This will allow us up to 1 year for the move.
- A nondisclosure form must be signed to attend the tour.
- We will request RFPs in about 2 weeks.
- M. Vahey Casiere – Sandy has been doing a great job with the emerging population (new to the workforce).
- WorkReady Lucas County –The calculated percentage is over 100, the ACT official number is at 70%. Once we reach 100% this area will become a Certified WorkReady City/County. We should hit 100% by 2019. Then ACT will come out to present the Certification to us.
- M. Veh – ACT is a month behind, S. Simon – 210 students passed the test.
- M. Vahey Casiere – Once we achieve the WorkReady Community Certificate it will become a marketing piece.
- We have yet to have anyone achieve a Platinum Certificate
- Ohio Economic Excellence Award – We received a plaque for our WorkReady Program 1 of 3 recognized.
- We should have a press release
- The Commissioners will discuss at the Tuesday Meeting, The Board is invited.
- J. Luzar – That is a big deal. Congrats!
- We also was recognized by the Toledo City Council, Dana also mentioned the WorkReady Manufacturing Program at its' Grand Opening.
- Johnson Control has been hiring from the WorkReady Manufacturing List.
- J. Luzar – We should capture these stories.
- T. Kroma – We need to show on a map the zip codes that Dana has hired from.
- T. Saunders – We are have a difficult time of getting the hiring information from Manpower who is contracted with Dana to do their on-boarding.
- J. Luzar – If we need to make a phone call to Manpower, we can make that call to get the hiring info. Many in this room know the Owner.

- J. Luzar – Anything further?
- **New Business**
 - There have been several initiatives that touch the businesses in Toledo, let's communicate with each other and try to reduce redundancies.
- **Adjourned 4:38 p.m.**

Minutes recorded and submitted by:
Kristy Valleroy, Secretary/ Treasurer & Pamela Moore, Development Specialist II.