



State of Tennessee  
Department of Labor and Workforce Development  
State Workforce Development Board Meeting

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## MEETING MINUTES

December 11, 2015 (8:30 AM – 12:00 PM)

### Board Members Present

Rogers Anderson  
Martha Axford  
Andre Fowlkes  
Ann Hatcher  
Warren Logan  
Susan Lynn  
Chris Mason  
Greg Persinger  
Burns Phillips  
Bob Ravener  
Yolanda Shields  
James Williamson  
Sandra Woods

### Board Members Present by Proxy

Timothy Burchfield (Ann Hatcher)  
Raquel Hatter (Cherrell Campbell-Street)  
Candice McQueen (Danielle Mezera)

### Members Absent

Randy Boyd  
Trudy Carson  
Mark Norris  
Stuart Price  
Mayra Zimmer

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### Welcome & Update

Chairman Bob Ravener welcomed the board members, state staff, LWIA staff, and guests. He recognized the new format of the board meeting and committees.

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### Roll Call

Briana Moore conducted the roll call and established the presence of a quorum.

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### Approval of Minutes

Mr. Ravener asked for the minutes to be approved as written. Susan Lynn made a motion to approve the minutes from the full board meeting on September 11, 2015. Rogers Anderson seconded the motion. Motion Passed.

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### Opening Remarks

Burns Phillips, Commissioner of the Tennessee Department of Labor and Workforce Development, presented opening remarks and welcomed members and the workforce partners attending the meeting. He provided insight to the board on the efforts that were made during the Business Services Forum along with the local areas. The forum provided local Business Services Team with the resources and best practices available to assist the business/industry needs with their local areas. He encouraged the board for their continual input, commitment and support in furthering the efforts of workforce development within the state.

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### WIOA Updates

Sterling van der Spuy, Administrator of Workforce Services Division, introduced Jessica Otieno, Federal Project Officer with the United States Department of Labor (USDOL) Employment and Training Administration. After observing the administration team and their responsiveness, as well as hearing the initiatives, partnership, and systems that Tennessee has developed for the implementation of WIOA empowers her to work harder on TN's behalf.

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## Efforts and Updates since the September 2015 Board Meeting

- Visit to Under Armour with Jessica Otieno. Team efforts of hiring 300 plus employees.
- Distributed Volume 1 of Regional Alignment Structure in October 2015.
- Engaged in completing and preparing for changes in SNAP E&T Program. The state will be required to serve Able-Bodied Adults without Dependents (ABAWD), an initiative that has been inoperable since 2008 in TN due to the waiver in place. However, continued efforts to expand a program that once served in 13 counties, now increasing into 42 counties, with expectations to expand in future years. Deniece Thomas, Assistant Administrator, provided more specific updates on the expansion of Supplemental Nutrition SNAP E&T Program efforts including their new partnership with Seattle Jobs Initiative (SJI). SJI will provide insight and technical assistance to TN in its efforts to expand the program and the state's 3<sup>rd</sup> party partnerships.
- Automation of the Work Opportunity Tax Credit (WOTC) Program which cuts out paperwork and allow efficiency for WOTC applications.
- Development of Jobs4TN system: launching of GUS module by April 2016 and Adult Education module in July 2016.
  - Service delivery updates - Check-in software at the welcome desk in the American Job Centers which creates a basic registration in the Jobs4TN system
- Implementation of Workforce OneTouch (customer service help desk) piloted by the Unemployment Insurance claims agents. This help desk allows a quicker and more efficient response to various questions related to labor and workforce development. 17 staff members across the staff have been trained to quickly respond via the chat feature or quickly respond to emails.
- Business Services Forum – invited business service team members within the 13 Local Workforce Development Areas (LWDA) to collaborate and learn about the service delivery strategies to businesses. Included in the presentations was information on Labor Market Information – using the data to drive discussions and decisions, and Vocational Rehabilitation – on what services are provided to employers for employees with disabilities.
- Sending a team (representation from the following - Tennessee Board of Regents, Department Labor & Workforce Development, Department of Economic and Community Development, Department of Human Services, and Department of Education) to the National Convening in Washington D.C., January 26 – 28, 2016.

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## Budget Updates

James Roberson, Assistant Administrator, provided an overview of WIOA budget updates: governance/compliance, funding/allocation – how they are appropriated out on the state and local level, review expenses/obligations through the end of June, financial analysis report (FAR) – based off monthly expenditure report, implications, data driven action plan, and proposals – submitting to board for future opportunities. Staff provided clarification on drop dead date on 14/15 funds and expending the formula funds.

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## Oversight Committee Report

Ann Hatcher, Oversight Committee Chair, provided an overview of State Plan and the timeline for it, and a more in-depth review of budget information provided by state staff. The State Plan will be provided to board for review and vote on in February 2016. Staff provided a more detailed overview of the WIOA Program Budget, Statewide and Rapid Response Set Aside budget and the rationale behind allocations. The committee voted on and approved the budget for statewide allocation and rapid response allocation. Staff provided clarification on allocation on set aside amounts for potential programs that can be funded. Ann Hatcher made a motion to approve the statewide and rapid response set aside budget as presented and properly seconded. Motion Passed.

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### Operations Committee Report

Rogers Anderson, Operations Committee Chair, provided information on the certification of career centers, discussion about continuous service delivery strategy around the one-stop centers, and business services module – more information is forthcoming. Staff provided information on the edits to the Workforce Services Policy #20, Change 1. The committee has approved the edits/changes to policy. A motion was made to approve the changes, Ann Hatcher seconded the motion. Motion passed.

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### Opportunity Committee Report

Andre Fowlkes, Opportunity Committee, provided information on the discovery process the committee was undergoing to learn more about the 5 areas they were focusing on in their committee – to ensure those were the right areas to focus on and/or what opportunities can be developed from those. Staff also presented the technologies strategies that were being utilized, Workforce OneTouch –Zendesk and Zopim Chat that would be utilized to streamline communication to individuals and employers. A motion was made to approve the Opportunities Committee Report and properly seconded. Motion passed.

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### Regional Alignment

Dan Holton, Assistant Administrator, provided insight on the alignment of the regions and the rationale for the alignment. The state has reviewed WIOA and sent out the Volume 1 Regional Alignment Report in October 2015. The state presented a proposal of planning regions (east, middle, and west) based on Workforce Return on Investment; Regional Economic Impact; Enrollment by Priority Level; Participants, Performance, and Veterans. State provided clarification on selecting the specific regional alignment. Continual updates will be provided upon board request. A motion was made to approve the east, middle, west regional alignment (3 grand divisions) and properly seconded. Ann Hatcher along with other board members requested that more notice is given and information be provided when a decision or vote is required. Motion passed.

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### Local Area Contingency Follow-up

Susie Bourque, Director of Policy and Special Projects, provided information on what took place after the last meeting for those areas that had contingencies in place. Guidance was sent out for areas to provide a Risk Assessment Plan: for management to identify where loss may occur, indicates where their controls are, and monitoring tool. Secondly, state staff also posed a question to those areas to respond to ensure the fiscal responsibility. Updates will be provided during the next board meeting on the results of this guidance. Also, state staff will provide technical assistance to ensure fiscal transparency.

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### Closing Remarks

Bob Ravener


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### Adjourn

Future Full Board Meeting Date - February 12, 2016

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Note: An audio recording of this meeting is on file at the Tennessee Department of Labor and Workforce Development.

  
Sterling van der Spuy  
Administrator

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