



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

MEETING MINUTES

May 13, 2016 (10:15 AM – 12:15 PM)

<u>Board Members Present</u>		<u>Board Members Present by Proxy</u>	<u>Members Absent</u>
Rogers Anderson	Greg Persinger	Randy Boyd (Ann Thompson)	Andre Fowlkes
Martha Axford	Burns Phillips	Timothy Burchfield (Ann Hatcher)	Yolanda Shields
Jason Bates	Kevin Vaughn	Raquel Hatter (Tracy Bell)	Mayra Zimmer
Trudy Carson	James Williamson	Susan Lynn (Tricia Hegna)	
Ann Hatcher	Sandra Woods	Candice McQueen (Danielle Mezera)	
Warren Logan	Chris Mason	Mark Norris (Tracey Vance)	
Stuart Price		Governor Bill Haslam (Ted Townsend)	
Bob Ravener			

Welcome & Update

Chairman Bob Ravener welcomed the board members, state staff, local workforce investment area staff, and guests. He recognized the retirement of Patrick Bleecker from the Workforce Services Division and Dr. Nancy Brown from Local Workforce Development Area 2.

Roll Call

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

Approval of Minutes (vote required)

Mr. Ravener requested the minutes to be approved as written. Ted Townsend made a motion to approve the minutes for the full board meeting. Sandra Woods seconded the motion. Motion passed.

Opening Remarks

Commissioner Burns Phillips gave two comments. First, he commended Lee Company University's recent graduation. Second, Commissioner Phillips complemented the integration of the Unemployment Insurance claims database (GUS) into the Jobs4TN site. This addition of this program's data broadens the alignment and scope of services offered by TDLWD. Commissioner Phillips was especially complimentary of the hard work and leadership of Linda Davis and her team.

Lee Company University

Corey Driggs, Training and Education Manager discussed Lee Company University's (LCU) program design and success. LCU is an Accredited Training Site through the National Center for Construction Education and Research. Since its inception in 2005, the program has trained 995 students in 9,250 classes. This training program is available to all Lee Company employees free of charge and affords multiple options for career and industry advancement. Most recently, LCU has partnered with Lipscomb University to offer two certificate programs in addition to a bachelor's program. LCU is approved for the Tennessee Apprenticeship program and is a shining example of the necessity and effectiveness of apprenticeship model training programs.

Nashville Serving Veterans Board

Melinda Kelsey, TDLWD Communications Administrator serves as the Employment Subcommittee Chair on the Nashville Serving Veterans Board (NSVB). Ms. Kelsey shared information on how NSVB addresses employment, unemployment, housing, & mental health for veterans in Nashville. NSVB provides a single point of entry for all veterans and their spouses through Jobs4TN and as a result of its success, aspires to become a national model for comprehensive services to veterans.

GUS Update

Linda Davis, Unemployment Insurance Division Administrator provided an update on the launch of GUS, a module offered within the Jobs4TN system. The Unemployment Insurance (UI) benefit system has transitioned to a web-based model to provide seamless services to individuals across the state. UI staff is working round the clock during go-live (May 16, 2016) to address errors and other user issues. Tennessee has about 22,000 current UI claimants. Due to the transition of the system, UI has extended hours of 7am – 8pm CST on Monday – Friday, Saturday from 8am – 4:30pm CST. Ms. Davis also mentioned the tax module will be added to the system within the next year (2017).

Combined State Plan Action Steps

Deniece Thomas, discussed the action steps behind the Combined State Plan and the initiatives the Tennessee Department of Labor and Workforce Development (TDLWD) has undertaken with the collaboration of the partners. Some initiatives include:

- Work with the Department of Children Services – further aids the youth within Tennessee's Youth Development Centers (YDC).
 - Tennessee Higher Education Commission – training American Job Center staff to offer meaningful networks that assist adult learners reconnect to education or training credentials. Four Local Workforce Development Areas have been awarded TN Reconnect grants.
 - Tennessee Board of Regents and Supplemental Nutrition Assistance Program Employment and Training looking at expanding class capacity in some of the Tennessee Colleges of Applied Technology across the state. SNAP E&T will provide seed funding to help bring on new instructors therefore expanding the capacity and availability of classes.
 - Partnering with our libraries to further Jobs4TN access in 9 pilot sites.
 - Department of Human Services joint strategy session – using resources between DHS and TDLWD to align assistance to participants who are in the Temporary Assistance for Needy Families program with a goal of helping get our customers to self-sufficiency.
 - Certification of the Workforce System – mechanism to ensure the state provides continuity and consistency of services across the state, alignment, as well as leveraging resources with partners. State board members will have to approve the criteria which will guide the local board to certify one-stops across the state. Partners have identified 4 major components (infrastructure, dynamic economies, demographics and human capital) that are characteristics of a well-designed and implemented system.
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One-Stop Operator Procurement

Chris Yarborough, Director of Central Office Procurement provided a high level overview of the One-Stop Operator procurement – Request for Qualifications (RFQ) process which provides a more flexible procurement process. This overview included the basic process, developing the RFQ solicitation, scope of service and pro forma contract development process, as well as the evaluating process. The presentation also detailed who would be responsible for the various parts of the process. (A handout detailing specifics was provided.)

Regional Planning Updates

EAST REGION

Winnie Wilson presented the following updates for LWDA 1-5 (34 counties within the region):

- Workforce development study with the Nashville Chamber of Commerce will be completed in June 2016 - bringing multi-partner groups together to look at the critical sectors to review the similarities and differences within the region.
- Effective WIOA transitional activities:
 - a. Professional development and competency building with the staff which includes regional training; case management, customer service and delivery of business services; reviewing performance requirements for WIOA; skill building and knowledge building meetings and conferences; Global Career Development Facilitator credentialing
 - b. Service planning and training
 - c. Strategic planning meetings

Ted Townsend would like a copy of the planning region calendar and sessions.

WEST REGION

Margaret Prater presented for LWDA 11 – 13

- WIOA transitional activities:
 - a. Work toward certification and functional alignment. Rick Record presented on case management, business management and performance management for adult, youth and dislocated workers.
 - b. 12 week Customer-centered design challenge process
 - c. 9 member team including the LWDA staff, TDLWD staff, TANF representatives, AE representative, and Vocational Rehabilitation. We are participating in the customer center design challenge.
 - d. Phase 1 of the global career developer facilitation.
- Employment Network applications submitted
- Area 13 announced their kickoff for the ACT Work Ready project. 6 counties already certified.

MIDDLE REGION

Paul Haynes and Selina Moore presented updates for LWDA 6 - 10

- June 7 Regional Board Training hosted by Rutherford County Chamber of Commerce
- June 14 – 15 Regional Staff Training “We are WIOA” 10-15 minute panel discussion—highlights on all that are under WIOA. Business Services teams and employer outreach. Target priority populations. Developing a service strategy and backward mapping

Committee Reports

OVERSIGHT COMMITTEE UPDATE

Ann Hatcher, Oversight Committee Chair along with members reviewed a summary of expenses and obligations for the planning year of 2014-2015 and 2015–2016 (handout detailing specifics provided). The committee discussed the reallocation of rapid response funds for apprenticeship programs that was approved by the board within the last year. Members of the Operations Committee joined the discussion regarding the proposed incentive awards plan calculations. (A handout was provided during the committee meeting.) A vote will be required to approve the calculations as provided in during the committee meeting. Chris Mason made a motion to approve calculations and it was properly seconded by Trudy Carson. Motion passed.

OPERATIONS COMMITTEE UPDATE

Stuart Price presented updates on behalf of the Operations Committee. Committee members discussed the apprenticeship program and potential connection opportunities between private sector and services offered under WIOA. Also providing benefits of a state-run program that presents an attractive alternative since the federal program can be somewhat intimidating, maybe even impractical for companies that are not large enough to have the resources available to facilitate it and administer it. Updates were provided on the changes regarding priority of veterans' services; underserved population - incarcerated groups; Pathways TN - looking more comprehensively at the full spectrum of education and how we can create an environment from middle school to technical training to university degrees and how we can establish something that builds upon itself eliminating redundancies (handout provided during committee meeting); RESEA - updated strategies on targeting those whose unemployment benefits are about to run out; SNAP E&T and the certification policy.

OPPORTUNITIES COMMITTEE UPDATES

Trudy Carson, Opportunities Committee Chair, provided updates from her committee meeting. The committee discussed the VOS greeter technology which increases productivity and lessens the time the participants wait. Committee members were provided an update on WOTC and the changes with the new online database the program is using to interface with employers. The process used to take a year now 24 hours. The Finance Unit presented the new grants management software used by the Division to collect all the monetary information from the different groups and putting it into one electronic database so it doesn't get lost in the email chains. It streamlines the process and provides a faster response. Lastly, an update was provided on changes with WIOA Youth Services. Eligibility now ends at 24 years of age instead of 21; Individuals with disabilities are a target population for services and 75% of expenditures must now be used on out-of-school youth. In efforts to increase partnerships, TDLWD staff hosted a webinar with DCS state and regional staff along with foster care parents and families to explain WIOA Youth Services and share contact information for TDLWD's youth leads across the state.

Updates

Sterling van der Spuy, Workforce Services Administrator provided updates and highlights on what's ongoing and upcoming for the Workforce Services Division. These update included:

- Reminder to SWDB and LWDA, the Labor and Education Alignment Program (LEAP) request for proposals has gone out and the letter of intent is due by May 18, 2016. This will be the 2nd round of LEAP Grants.
- New Jersey and Indiana staff visited with our staff to discuss and share processes for implementing new technology and WIOA changes across programs. Staff has provided expertise to assist each team in mapping out the path to full WIOA implementation and integration in their respective state.
- The division of Workforce Services is a part of the Career Forward Task Force with the Department of Education under Dr. McQueen's leadership. Working closely with Nick Hansen and Dr. Mezera as they secured a partnership grant around Skills for Youth. Invited to participate in a trip to Chicago last week. Addressing pipelines and how we connect students with work based learning to support educational attainment as well as skill development.
- The division of Workforce Services is a part of the Governor's Rural Task Force that has identified 21 distressed to addressing better ways we can connect to benefit that citizenry. We continue to work across agencies, and with county mayors and organizations that can provide their expertise on best practices, models, and ways we can improve the experience and connection of the customer and based on models start rolling out these experiences to other areas.

Adjourn

The motion to adjourn the meeting was made by Chris Mason and seconded by Trudy Carson. The motion passed.

Future Full Board Meeting

- August 12, 2016
- November 18, 2016

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



Sterling van der Spuy
Administrator

7/20/16