

**GREATER LINCOLN WORKFORCE DEVELOPMENT BOARD
EXECUTIVE COMMITTEE MEETING
August 23, 2016 at 2:30 p.m.**

**Nebraska Educational Telecommunications
1800 N. 33rd Street, Lincoln, NE
Draft Minutes**

Executive Committee members present: Tim Bornemeier, Julie Panko Haberman, Cherisa Price-Wells, Randy Sterns, Carol Swigart, Gary Targoff, and Sherri Wimes

Board Staff: Jan Norlander-Jensen

City of Lincoln Staff:
Margaret Blatchford, City Attorney's Office
Dave Landis, Urban Development
Kimberley Taylor-Riley, Human Rights Commission

Guests:
Bryan Seck, Prosper Lincoln

The meeting was called to order at 2:30 p.m. by Carol Swigart, Chairperson of the Greater Lincoln Workforce Development Board. She announced that the meeting was being conducted in accordance with the Nebraska Open Meetings Act. A copy of the Act was available in the meeting room.

Approval of Minutes

Minutes from the June 1, 2016 Executive Committee meeting of the Greater Lincoln Workforce Development Board were reviewed. Gary Targoff moved approval of the minutes; Carol Swigart seconded the motion; the motion passed unanimously by voice vote.

Application by the Public Policy Center for an America's Promise Grant-LnkUP

Bryan Seck, Prosper Lincoln, presented information on a grant proposal, named LnkUp, for a two million dollar federal discretionary grant proposal with health care as the target industry; the occupational pipeline target will be the nursing and allied careers pathway. Targeted for LnkUP will be low-income persons, particularly those with less than a high school diploma, persons in racial/ethnic minority populations, and persons working part-time or partial-year. The service area for LnkUp is Lincoln. LnkUp will deliver 365 certifications/diplomas with over 200 unduplicated persons to be served. The University of Nebraska Public Policy Center will serve as the lead applicant with sub-awards being made to Southeast Community College, Community Action, the HUB, and the Human Services Federation. Grant funds will be used to pay for training and supportive services for participants and for staff functions for enrollment, tracking, collaboration, and reporting.

Members asked about placement rates; Bryan answered that a measure of placement was not included but he had received employer feedback that local jobs would be available for successful participants. Questions were also asked about the case management approach, employer outreach, and community collaboration. It was asked when a decision should be received; Bryan anticipated a quick turn-around perhaps as early as October.

Jan Norlander-Jensen pointed out the project narrative references to the Greater Lincoln Workforce Development Board included in the project proposal. It was asked how the grant funds are to be distributed and Bryan answered that the determination will be made based on individual need; there is no established minimum and maximum. It was asked how the Board will interact with the grant; Bryan answered through quarterly updates and by Jan serving on the Prosper Lincoln Advisory Committee for Employment Skills. The Board agreed it would like to receive regular on-going reports especially on enrollments. Board members reviewed an example of a letter of support for LnkUP. It was noted that the City of Lincoln has supplied a letter of support as has Urban Development as the WIOA provider. Members reviewed the letter, and acknowledged board commitment to participate in the Regional Workforce Partnership. Cherisa Price-Wells made a motion to approve signing the letter of support; Julie Panko-Haberman seconded the motion. Motion passed by roll call vote 7-0.

Contracting for a WIOA One Stop System Operator effective July 1, 2016

Margaret Blatchford asked Bryan Seck to stay for the next portion of the meeting because Prosper Lincoln is included in the Urban Development proposal. Margaret re-capped the RFP points: the One Stop System Operator RFP was issued the same date as the Youth RFP and closed the same date, April 15, 2016. There were no responses. Only the City/Urban Development had responded to follow up inquiry so it was decided by the Executive Committee to move to a non-competitive procurement.

Margaret stated that she had been working with Executive Committee members, primarily Gary and Carol, to collect information and answers to questions posed to Urban Development. Margaret distributed a packet of materials including a draft of Urban Development's proposal and copies of email threads containing questions and answers. The proposed budget references the work to be done by The Mediation Center and by Prosper Lincoln.

Dave Landis acknowledged the frustrations that the Board has with Urban Development in the area of poor record-keeping. There is NDOL provided training coming up which should test the protocols put in place to remedy the deficiencies. The second frustration which Dave recognized as being greater than the first is the small numbers of clients being served in a non-Resource Room capacity. The numbers are below expectations. Now being the entity left standing for consideration as the One Stop System Operator brings new frustrations. Dave observed that what's missing among partners is a shared responsibility as a part of a system. Dave stated that to be asked what is his vision is to pre-empt all other partners not being asked for their vision. A system must develop a joint vision and The Mediation Center is included in the budget to serve as the agent for that function. Dave responded to the timeline questions and The Mediation Center will be able to do this by December 31, 2016. Copying charges were also clarified.

Dave Landis went on to explain that the system envisioned must be a part of the larger employer-driven reality with interaction with employers in a way that has not happened before. Prosper Lincoln has been approached to partner on employer education and engagement. Executive committee members had asked about deliverables or if there were to be projected numbers of people to become employed by these efforts and Dave answered "no." Bryan has said that he talks often to CEOs and executives that need to hear about the workforce system. When talking, Bryan will inject the story of the AJC into his presentation. Members said the description sounded like what is already happening so asked what additional services would the contract pay for. Bryan answered that Prosper Lincoln is a community initiative and this would be a contribution to the initiative. If Bryan's job is to reach out to employers and let them know what resources are out there, then it was asked if the AJC shouldn't already be a part of the story. Would partnering by this contract receive special status for the AJC and the system and is the purchase for marketing and not for placements? Dave explained that AJC system promotion would expect to receive premium status in Bryan's presentation with information handed off to the program folks to close the deal.

Dave spoke of the lack of staff experience working with employers and the need to expand that experience. It was pointed out that the contract should operate on behalf of the system not on behalf of the WIOA Adult, Dislocated Worker and Youth partners. Several of the partners do have in-depth employer experience. It was noted that placement in employment figures will need to be maintained and employer feedback gained by Bryan will be of value.

The outcomes were questioned again. Margaret spoke of this being a transition year; visioning still needs to occur and in the future, the Board needs to establish performance goals. Dave added that if the system is not better at the end of this process, it should be re-thought how it gets delivered. A question was asked if parking fees were included in the budget as it's been identified as a client challenge for AJC visits; Dave answered no and referenced the first hour free at the City owned parking garage.

Dave Landis and Bryan Seck exited the meeting. Jan Norlander-Jensen also exited the meeting due to her organizational conflict of interest. She stated that her transfer to the Mayor's Office is scheduled to be effective September 8, 2016.

Margaret Blatchford and members of the Executive Committee continued discussions about what is being purchased from The Mediation Center and what is being purchased from Prosper Lincoln. The services of Prosper Lincoln were described as marketing without measures but there was recognition that something new needed to be tried. It was asked if there could be checks and balances written into the proposal or contract. Without knowing what a realistic expectation should be, it's difficult to know results. There seems to be a lot of competition for employers and having the One Stop System front and center in presentations and job fairs seems critical. Taking a first step is important and this contract, with Prosper Lincoln included, is a new way to proceed. It was asked if Bryan would be a part of the visioning process with The Mediation Center and it was agreed that he should as a stakeholder. There should be a reporting requirement added to the contract and the Executive Committee should monitor the One Stop System Operator throughout the year.

A motion was made by Randy Sterns and seconded by Gary Targoff to go forward and work with the Purchasing Department in the direction of today's discussion to negotiate the One Stop System Operator agreement with Urban Development. The motion passed by roll call vote 6-0 with one abstention (Cherisa Price-Wells).

One Stop Center Certification extension through June 30, 2017

Background information provided stated that under WIOA, local boards will certify one stops every three years, using criteria written by the State Workforce Development Board. The state board has not published its criteria. It is recommended that the board extends Lincoln's American Job Center current certification through June 30, 2017. This extension is based on no significant changes since the May 2014 certification review. This review was based on the WIA identified elements of a comprehensive one stop center (physical layout, partners, lease arrangements, etc.) Jan Norlander-Jensen noted that future work on center certification may include defining effectiveness, performance accountability and continuous improvement. A motion to extend the current certification through June 30, 2017 was made by Sherri Wimes and seconded by Tim Bornemeier; motion passed 7-0 by roll call vote.

Status of State and Board Monitoring Reports; Provider Performance and Development of Metrics; Possible Plan Revision

The following monitor events were reviewed:

State Monitor Reports

Adult & Dislocated Worker--Second Corrective Action response due 08/26/2016

Procurement--First Corrective Action response due 08/25/2016

Fiscal—In progress

GLWDB Report

Youth monitor report issued to service provider on 08/19; corrective action plan required by 09/16/2016

NDOL Mandated Technical Assistance: Record Keeping Deficiencies

The Workforce Administrator, Jan Norlander-Jensen is working with NDOL's Employment & Training Director, Joan Modrell to develop a technical assistance training which is scheduled for September 15th. Urban Development Director Dave Landis has provided additional background information which will be used to customize the training. Members talked about not understanding why these deficiencies were allowed to drag on for so long; converting from paper to Electronic Case Management (ECM) and an initial lack of internal controls were discussed. A new process was instituted on July 6, 2016 where case workers collect all necessary information; the Program Manager conducts a review for completeness and accuracy and if satisfied, emails the Department Director for final approval. Jan spoke of the need for a professional services contract to procure an independent evaluator to do compliance monitoring of 100% of new enrollments since 07-06-2016 through the end of the calendar year. This is the only way to tell if the new process is producing the desired results. The contract is anticipated not to exceed \$5,000.00.

Performance/Plan Revision

Provisional Performance for Program Year 2015 was discussed. Performance measures are being met or exceeded in all areas with aggregate scores of 119.8% for Adult, 101.5% for Dislocated Worker, and 112.8% for Youth.

The Board has been concerned about low enrollments and costs per participant for several years. Taking Greater Lincoln's numerators for the Cumulative 4 Quarter Results and comparing to statewide numerators to show "% of successes" contributed by Greater Lincoln results in the following:

- Adult Entered Employment: 13 of 200 for a 6.5% contribution
- Adult Employment Retention: 11 of 285 for 3.9%
- Dislocated Worker Entered Employment: 14 of 172 for 8.1%
- Dislocated Worker Employment Retention: 24 of 151 for 15.9%
- Youth Placement: 8 of 100 for 8%
- Youth Attainment of degree/certificate: 8 of 147 for 5.4 %
- Youth Literacy & Numeracy: 5 of 58 for 8.6%

Greater Lincoln's share of Adult funding has averaged 16% - 18% for Program Years 2013-2015. Its share of Youth funding has averaged 19% - 21% for those program years. Costs per participant from the other two local areas were also shared.

Members also discussed the current Greater Lincoln plan which contains the following goals:

Adult: \$322,806 of the available \$374,044 to be expended
68 total participants
\$4,747 cost per

Dislocated
Worker: \$247,314 available and full expenditure
25 total participants
\$6,183 cost per

Youth: \$417,600 of the available \$547,191 to be expended
50 total participants
\$8,352 cost per

After much discussion, it was decided to request technical assistance from NDOL on setting expectations for enrollments and expenditures and to also ask each of the other local areas how their local Boards approached this. At some point the local area Plan should be revised to sync the Youth Provider contract expectations with the overall youth budget and enrollment figures found in the Plan. Expectations for enrollments need to be clarified in Adult and Dislocated Workers also.

Board's Organizational Structure

Jan Norlander-Jensen stated that her position was being re-organized to the Mayor's Office sometime in early September. She will be reporting to Mike Lang, Economic Development Aide to the Mayor. With Sherri Wimes' departure, an election for Secretary will need to occur. As Board Chairperson, Carol Swigart said she would be appointing a Nomination Committee. The board's standing committee structure will entertain review given the upcoming task of regional planning.

Importance of Public Meeting Accommodations

Board members and the public have shared comments with Jan Norlander-Jensen regarding difficulties in hearing all remarks and presentations made at full Board meetings. These remarks have been shared after the meetings concluded rather than during the meetings when adjustments could have been tried. Jan included Kimberley Taylor-Riley at today's meeting to address the importance of public accommodations. Kimberley spoke about her EO background, the purpose of the Lincoln Human Rights Commission, and offered different options such as:

- Introducing microphones
- Using a table top podium and having the Chairperson situated in the middle of the room
- Asking speakers to always stand and deliver remarks
- Reading an introductory statement on the importance of speaking loudly
- Asking members to raise their hand if they cannot hear
- Including the public accommodations notice at the bottom of each agenda

Members decided to include these options at the full Board meeting on August 30, 2016.

There being no further business, the meeting adjourned at 4:45 p.m.