

Minutes of the Central Workforce Development Board

June 17, 2020

Conducted by Video Conference

Vice-Chairman Peter Callan called the meeting to order at 2:00 p.m.

CWDB members in attendance were Peter Callan, Kathy Hueste, Dewey Thompson, Sharon Gibson, Patrick Kelly, David Miller, Ray Crouch, Kathy Groves, Sue Kmet, Elizabeth Perkins, Jennifer Taylor, and Julie Littrell.

CWDB members absent were T.R. Dudley, Curtis Koelling, Deanne Stubblefield, Matt Hurley, Denise Boeckmann, Mark Maasen, Betty Jo Sydenstricker,

Caucus members in attendance were Gary Jungermann, Chief Elected Official.

CWDB staff in attendance were Amy Sublett, Jan Miller, Heather Brown, and Kevin Stadler

Guests in attendance were Brad Dorris, Director, Adult Education and Literacy, Jefferson City Public Schools and Trish Rogers, Executive Director, Central Ozarks Private Industry Council, Inc.

Approval of Agenda

Peter Callan entertained a motion to approve the agenda. Motion made by Kathy Groves, seconded by Patrick Kelly. All in favor, none opposed, the agenda was approved as presented.

Approval of Minutes

Peter Callan asked if there was any discussion on the May 13, 2020 minutes. There was none. Peter Callan entertained a motion to approve the minutes. Motion made by Dewey Thompson, seconded by Kathy Groves.

Kathy Hueste Retirement

Kathy Hueste is retiring from her position as assistant director at Lake Career & Technical Center and her position on the Board. Kathy complimented the board members and said the board has come a long way since she first became a member. She recommended that some form of orientation or training be provided to new board members.

Elaine Bryan, State Director Adult Education and Literacy, Missouri Department of Elementary & Secondary Education appointed Brad Dorris, Director of Adult Education and Literacy, Jefferson City Public Schools to replace Kathy Hueste on the Board. Brad has worked closely with Kathy on AEL programs.

Brad Dorris provided a brief introduction and was welcomed to the Board.

Covid-19 Update

Discussion was held on the Covid-19 situation. Peter Callan stated that we are emerging from Covid-19, but many people are still working from home.

Amy Sublett reported that she had participated in a call with the state this morning. Although there are indicators of economic conditions returning to normal, layoff notifications are increasing. Layoff notifications have been a continuous wave from the beginning.

Healthcare and higher education were the hardest hit sectors in terms of layoffs.

The region has made a lot of progress during this time. Amy Sublett congratulated Trish Rogers and COPIC staff who have reached out to people who have been laid off. Last week COPIC enrolled 26 new people into training services.

The region has continued to serve people despite working remotely and trying to come out of our corrective action.

Staff continue to work from home. Five job centers have reopened in urban areas. The Rolla and Columbia job centers will open on July 8. There will be limits regarding the number of people allowed in the buildings at the same time. Plexi-glass will be installed, floors will be marked, signs posted, and other steps taken that are necessities to reopen.

The Lebanon Job center was hit by a storm a month ago. Portions of the roof and air conditioning units were taken off by the storm. There is also water damage. The job center is still out of commission. The tentative plan is for the job centers in Jefferson City and Lebanon to open in mid-August.

The Potosi, Camdenton, Fulton, and Ft. Wood satellite locations will be reviewed to make sure safety precautions are in place before opening. The Ft. Wood location may open when Columbia and Rolla do on July 8.

Peter Callan congratulated the team on being able to continue providing services by working remotely.

CWDB Update

Amy Sublett reported it was roughly a year ago that the region was hit with corrective action due to significant violations from the state. We had a long list of correction action items to address. This included plans and policies that needed to be submitted to OWD.

One item is the fiscal year 18 audit conducted by Evers and Company in Jefferson City. Amy thinks the audit is close to being completed. She does not think we will come off of corrective action because fiscal year 19 and 20 audits are due soon

The fiscal year 18 audit information was given to Evers on March 1, but because of tax season and Covid-19, it has taken Evers & Co. time to get it done.

When the 2018 audit is done we have to turn around and complete the 2019 audit quickly.

This is of the highest priority.

Wipfli Monitoring

Amy Sublett reported on two other items – CWDB just went through a financial monitoring from Wipfli, who was contracted with OWD. Wipfli did the monitoring remotely; CWDB uploaded many documents to Wipfli for the monitoring.

The response from Wipfli did not find anything new; the three major items of concern are:

1. Reconciliation of bank statements.
2. Better control and tracking of inventory.
3. Lack of internal controls.

Amy Sublett said other items will be discussed, but she wanted to highlight those three items.

The Office of Workforce Development monitoring last year contained eight findings - this year there was one finding and two concerns. Amy Sublett stated that shows significant progress but we still have a way to go.

OWD Quarterly Report Card

Amy Sublett discussed the OWD quarterly report card that had been sent by email to board members.

CWDB is listed in crisis mode for three reasons:

- 1) We have been low on expenditures and obligations for serving laid off workers, due in large part to the economy. Previously, there were very few laid off workers. Now there are an abundance, due to Covid- 19. To address this, CWDB has modified the COPIC contract to allocate additional funds to serve laid off workers.
2. Poor performance for youth credentials. We negotiate our performance measures every year with the state. We are now halfway where we should be. We have failed this measure two years in a row. If a region fails in a performance measure three years in a row it gives the state a lot of leeway in what they can do for a region.
3. The completion of the audit is the third thing. We are close to having the 2018 audit completed.

Amy Sublett stated that she wanted to share this information to give an honest picture of where we are. The board knows the struggles the region has had. Amy Sublett wants to be transparent on where we are now.

Amy Sublett asked Heather Brown to discuss the performance issue. Heather Brown gave a brief explanation of how performance works. When the Department of Labor gets data on performance there is a lag time. The date of the report card from OWD is for records exited in 2018. It is hard to track youth. Heather Brown is working on a performance improvement plan. She said front line staff need education and training on performance and need to know the importance of performance. Training will be conducted to explain to staff how we get performance and report to OWD.

Trish Rogers stated that the one thing to remember about the youth program is it is more difficult to operate and manage than the adult program. There are 14 elements to address with the youth program. The youth program is also working with the hard and difficult to serve, such as homeless and those living at different addresses day to day. It is difficult to keep up just with where participants are living.

Peter Callan asked about the crisis status based on the OWD report card and if CWDB has a quarterly internal review that can be reported to the board. Amy Sublett responded that we can absolutely do that and will be watching our progress weekly.

Amy Sublett said we have to monitor 100 percent of the participant files for program compliance. Heather Brown, Korin Ell, and Winona Cotner have been working with Trish Rogers and COPIC and have done such a great job we are getting positive feedback from the state.

Amy Sublett reported that CWDB will be taking a 15% cut next year. The Department of Labor and the state negotiated this budget prior to Covid-19. The board did a lot of streamlining over the last year which has created efficiencies and makes it easier to absorb a cut.

Trish Rogers said COPIC is always looking for work sites for youth or On the Job training and asked board members to let her know if they are aware of a possible worksite. She also asked that board members refer customers to COPIC when appropriate.

To correct the deficiency in inventory control, CWDB has appointed a person who will make that a priority.

Jan Miller will provide insight where possible, including moving forward with the bank reconciliations.

Jan Miller is also working on financial system procedures, logging information, and internal controls. Her goal is to work on internal controls we need to have in place and would like to stop any practices that keep us from getting good reports from the state.

Amy Sublett stated we would appreciate ideas on the new format for financial reports and asked what the board would like to see. What does the board want CWDB to include in the report?

Peter Callan stated that the board wants to make sure we never want to be in the situation we were in last April. He stated that he doesn't know how to describe what he is looking for but would like to see a live, actual, current report of finances at every meeting. The reports cannot be made up and must be accurate. He emphasized that the board does not want surprises. The board would rather hear bad news than be surprised.

Patrick Kelly said he would like to see actual versus budgeted.

David Miller said he prefers to see reports out of the system , balance sheets, different funding, start dates, end dates, total amount, what is spent, and what is available. Some information can be on an excel sheet, but there should be a report from the system that would be the back-up for the spread sheet. This should be available at least for the finance committee to assure the numbers are coming from somewhere to give us security. He stated that MIP is a good system but must be coded right. Training or updates on the MIP system may be helpful for staff.

Amy Sublett said that she respects that. That is why the scorecard is on the agenda; staff want to be open and accountable.

David Miller asked when the CWDB financial manual was last updated. Amy Sublett responded that it was in 2018 and needs to be reviewed and updated now. David Miller said we have to be transparent with the board and keep our eyes on the funding.

Regional Website

Amy Sublett thanked everyone who provided feedback on the website. Some changes will be made now, others in the future. The website is a work in progress. CWDB is using social media and sending out communication as outreach to customers and to inform them of the openings of job centers. There is a massive outreach now to those who have been unemployed; staff are calling thousands of individuals who have lost their jobs.

Election of Officers

The election of board chairman and vice chairman was due to take place today. Discussion was held about postponing the election until September. It's possible we can meet in person at that point and the board would like T.R. Dudley to be present. Peter Callan stated that he would prefer the election to be in person. He stated that by postponing the election until September, it would also allow time to open the opportunity to new people.

Peter Callan asked the board what they thought about holding elections in September instead of today.

Kathy Groves asked if T.R. Dudley and Peter Callan were willing to remain in office until then.

David Miller asked if T.R. Dudley and P. Callan were willing to serve another term and if anyone else had interest in serving as an officer. He asked if there was a slate of officers for the chair and vice-chair positions. There is not.

David Miller made a motion that T.R. Dudley and Peter Callan be considered the slate of officers. Dewey Thompson seconded. All in favor, none opposed.

Planning Budget Summaries

The planning budget summaries for PY20/FY21 were presented for approval. The budgets had been sent to board members prior to the meeting so they had time to review. Jan Miller reported that we are meeting the thresholds of what the state requires, such as staff vs. admin, programs and work experience.

Peter Callan entertained a motion to accept the Planning Budget Summaries as presented. Motion made by David Miller, seconded by Kathy Groves. All in favor, none opposed, the Planning Budget Summaries were approved as presented.

Central Ozarks Industry Council (COPIC) Report

Trish Rogers provided a report on COPIC activity.

Staff have adjusted well to working remotely. However, there are problems obtaining signatures and other documentation.

COPIC was recently monitored by the Department of Social Services for the Skill-UP program. Monitors told COPIC they were very pleased with the results; there were glowing reports, case management was a good job.

COPIC has served the bulk of their participants with training and most of exits are positive with credentials being obtained.

COPIC is working daily to recruit Dislocated Workers and gearing up for an increase in participants.

Trish Rogers has been working on how COPIC can improve their reporting to the CWDB so their expenses are reported accurately. She appreciates the opportunity to provide these services.

Peter Callan thanked Trish for the report and said he is glad she is here.

Rural Communities Grant Update

Amy Sublett and Kevin Stadler had a phone conversation with Meramec Regional Planning Commission about this grant and the four counties of the region that would be involved.

Staff haven't decided yet if we will pursue the grant. Amy Sublett doesn't think CWDB can be the grant recipient because of our financial situation and lack of stability. We haven't found a partner yet to pursue that grant.

Chairman's Report

Peter Callan reported that when he thinks back to the two meetings last year, he is so happy that we have Amy, Trish, and staff. He acknowledged Gary Jungermann who bore much of the brunt of the situation.

Peter Callan emphasized the need for no new surprises and transparency. The board has the obligation to be transparent.

Peter Callan is responsible for inclusion and diversity for the UM Health System. At a future meeting we need to ask ourselves if we are providing services equitably. He stated he is glad that we are all here, but we are responsible for diversity.

Kathy Groves agreed and said our board needs to reflect the community more.

Jennifer Taylor asked when the board committees would meet and said there has been no discussion regarding the committees for quite some time.

Peter Callan said that should be put on the agenda for the September meeting.

Jennifer Taylor said the way we are providing services is evolving and it is important for the board to look at how we are delivering services and ensuring it is a reflection of our communities.

Kathy Hueste stated that we need to look at training for new board members.

Gary Jungermann said last year was the first annual CLEO training. He thinks every commissioner should go to that training. Gary stated that he learned a lot, including how important our jobs are on the board and caucus.

Peter Callan entertained a motion to adjourn the meeting. Motion made by Kathy Groves, seconded by Dewey Thompson. The meeting was adjourned at 3:20.