

## Central Workforce Development Board

Minutes of May 10, 2023

Capital City Job Center  
3600 Country Club Drive  
Suite 2004, Room 100  
Jefferson City, MO 65109  
and  
Zoom Conferencing

Chairwoman Kathy Groves called the meeting to order at 10:30.

Amy Sublett took roll call attendance; introductions followed.

CWDB members in attendance were Kathy Groves, Jessica Crum, Paula Benne, David Miller, Suzanne Absheer, Jennifer Taylor, Loreli Wilson, Charisa Lee, Jeremy Porter, Mark Maasen, Tamara Tateosian, Alice Whalen, T.R. Dudley, Ray Crouch, Betty Jo Sydenstricker, Matt Hurley, and Dewey Thompson.

CWDB members absent were Katrina Lambrecht, Patrick Kelly, Curtis Koelling, Elizabeth Perkins, Jerrell Morton, Curtis Lilly, John Butz, and Jimmy Rogers.

Others in attendance were Trish Rogers, Kerri McKee and Jason Verslues.

CWDB staff in attendance were Amy Sublett, Donna Smith, Kevin Stadler, Lisa Elrod, Korin El, Winona Cotner and Sundi Jo Graham.

Caucus members in attendance were Vic Stratman, Kip Kendrick, and George Monk.

### **Approval of Consent Agenda**

Kathy Groves entertained a motion to approve the consent agenda. The agenda included March 8, 2023 minutes, and the Central Ozarks Private Industry Council report.

Motion made by T.R. Dudley, seconded by Dewey Thompson. Discussion was entertained; there was none. All in favor, none opposed, the consent agenda was approved as presented.

### **Workforce Discussion**

Loreli Wilson provided information on her position as Director of People Services at Veterans United Home Loans headquartered in Columbia, Mo. Loreli has been employed there for 12 years. Veterans United is the nation's number one veteran's lender with 25 branches across the country. The company has received several awards and recognitions related to being a great place to work and diversity and inclusion.

Loreli's presentation to the Board was titled ***Inclusive Practices*** and included the following points:

- Understand yourself and implicit biases; the Harvard Implicit Association Test is a valuable tool to assess biases.

- Understand your workforce – workplace demographics, where the company is finding employees, and personnel activity by demographics. Look for trends among specific populations.
- Understand the workplace culture – use surveys to determine engagement, satisfaction, culture, and exit interviews by demographics. Use stay interviews to determine the level of satisfaction of employees.

#### Actionable Steps:

- Strengthen employer brand and commitment with diverse audiences – sponsorships, memberships, program offerings to diverse organizations, community event participation, and employee education programs.
- Diverse applicant sourcing – invite people of color and women to apply, share job opportunities with diverse organizations, diversify applicant sources, audit your job postings, (JobPageGrader.com), sponsor education and training, provide entry level internships.

Questions were entertained and discussion followed.

Loreli's presentation will be sent to the Board.

#### **Finance Committee Report**

T.R. Dudley reported that the Finance Committee met virtually on May 4, 2023. The committee consists of T.R. Dudley, Kathy Groves, and David Miller. Staff that participate are Amy Sublett, Donna Smith and Kevin Stadler. The committee conducted a comprehensive review of current transactions and year to date financial reports. No irregularities were found.

#### **Financial Report**

Donna Smith presented the financial report for the period of July 1, 2022 to March 31, 2023 and reviewed each line item. The budget is on target at the present time. Transfers may be made as needed from Dislocated Worker to Adult to make sure no funding is lost June 30, 2023, when this funding category expires. Donna Smith asked if there were any questions; there were none.

Amy Sublett commented that there is a great need of services for low-income adults, the under-employed, and individuals with barriers to employment, but there is less demand to assist dislocated workers. We have the ability, with Board approval, to transfer funds between Adult and Dislocated Worker funding buckets.

T.R. Dudley asked if we wanted to vote on the transfer of funds at this meeting as discussed at the Finance Committee meeting. Donna Smith said that we will hold that transfer of funds for the June 14 meeting.

T.R. Dudley entertained a motion to approve the financial report as presented and as recommended by the Finance Committee. Motion made by Mark Maasen. Seconded by Paula Benne. Discussion was entertained; there was none. All in favor, none opposed, the financial report was approved as presented.

#### **Office of Workforce Development Update**

Jennifer Taylor provided an update on Office of Workforce Development (OWD) activity. The new commissioner for the Department of Higher Education & Workforce Development, Dr. Bennett Boggs, started the first of April. He visited the Lebanon Job Center and will be visiting other centers.

The reentry project is ongoing inside Central Region Department of Correction facilities and participants are being referred to job centers for further assistance.

Enrollments continue in the free online training program, Coursera.

An update was provided on staffing at the Capital City Job Center. A new staff person was hired and the center will soon be at the proper staffing level. Interviews are being held for a veterans staff member and it is hoped that person will start soon. This will help expand services to veterans and their eligible spouses. Current veteran staff are located at the Rolla Job Center, Ft. Leonard Wood, and the VA hospital in Columbia.

### **Central Ozarks Private Industry Council (COPIC) Update**

Trish Rogers discussed the COPIC Quarterly Report Card PY 2022 for the period of January – March 2023. The report was sent to the Board prior to the meeting. This report details COPIC's level of meeting the negotiated performance goals required by the state and CWDB. COPIC is meeting or exceeding all measures, except one: they are failing the Dislocated Worker credential measure. Two or three customers were served by a different state program and were not served by COPIC. Efforts are being made to remove them from COPIC's performance. Due to the low number of dislocated workers, it is difficult to meet these measures.

COPIC was monitored recently by the Department of Labor and the state, which resulted in good reports.

Several new staff have been hired and are in training.

### **Review Fiscal Agent Agreement**

Kevin Stadler reviewed the Fiscal Agent Agreement between the CWDB and Central Region Caucus. The agreement is reviewed annually by the Board and recorded in the minutes. Questions were entertained; there were none.

Amy Sublett asked Kevin Stadler to send the agreement to all Caucus members for review.

### **WIOA Service Provider and One-Stop Operator Contract Renewal**

Amy Sublett discussed the contract with Central Ozarks Private Industry Council (COPIC) that will end June 30, 2023. COPIC serves as the One-Stop Operator and WIOA service provider. There is the option to extend the contract for two additional one-year periods. This renewal will extend the contract for the second year of the COPIC three year contract.

Kathy Groves entertained a motion to approve the extension of the COPIC contract. Motion made by Dewey Thompson, seconded by T.R. Dudley. Discussion was entertained; there was none. All in favor, none opposed, the COPIC contract was extended for the period of July 1, 2023 through June 30, 2024.

### **Workforce Discussion**

Betty Jo Sydenstricker has been on the Board for more than fifteen years. She has been a realtor since 1983 and has been with RE/MAX since 2008. The real estate market has had many changes over the years, including a wide range of interest rates and real estate prices that continue to rise.

Mexico Mo is the county seat with a population just under 12,000. The unemployment rate is at 2.6%.

The top employer is Spartan Light Metals with 425 employees. To help address the housing shortage, the company is buying houses to house their employees. True Manufacturing, Walmart, and the school system are other large employers.

The real estate market in Mexico is still good and needs more listings. People are holding on to their houses, because although you can get top dollar for your house, you will pay a premium for your new house. There are not enough rental properties for workers.

Mexico lost their hospital a year ago and that is a serious problem. The ambulance district is also struggling.

## **Director's Update**

Amy Sublett presented the following information:

- *Status of the Economic Development Agency (EDA) grant.*

The intent of the grant is to implement workforce development strategies in industries and occupations that were impacted by the pandemic. The City of Springfield is the grant recipient and is subcontracting with CWDB.

Projects include expanding CDL training and partnering with Boone Health in Columbia to take employees in entry-level positions and move them up to in-demand jobs, such as LPN, surgical tech, and paramedic positions.

State Fair, Clement Truck Driving Academy, and Moberly Area Community College are partners for the CDL training.

Job Point in Columbia is a partner to implement a warehouse certification program.

COPIC is subcontracted to assist in implementing the grant and conducting outreach to marginalized populations to enroll them in one of these training programs.

- *US Department of Labor Visit*

A team of five people from the U.S. Department of Labor from Chicago monitored the Central Region in March. Their final report lists six findings; the findings were not of a serious nature and were process-related and easy to correct.

- *CWDB Staff Introduction*

CWDB staff member Lisa Elrod was introduced to the Board. Lisa is the program compliance and special projects manager and has worked for the Board for two years. Lisa's duties include monitoring of COPIC, working with the state and DOL on monitoring, and managing special projects such as the EDA grant.

Prior to working at CWDB, Lisa worked for the state Office of Workforce Development for 28 years. She had multiple roles at the state ending as the assistant director of field services where she oversaw all of the job centers in the state. Lisa retired from the state and was then hired to work for CWDB.

- *Capital City Job Center*

The Central Region has comprehensive job centers in Columbia, Jefferson City, Lebanon, and Rolla. The administrative office is in Rolla. The Jefferson City job center is shared with the Office of Workforce Development. The budget for workforce development has decreased by 10% for the last five years. CWDB is looking at ways to be more efficient and this may mean a more mobile approach to reach customers rather than have buildings. The rent at the Jefferson City job center is \$100,000 per year; the state of Missouri is the lease holder. Amy Sublett has made an agreement with the state of Missouri to remain in the Jefferson City center for

one more year. This will give CWDB the opportunity to explore other options and locations.

Traffic in the job centers is low, and generally speaking, people are not coming in. Staff have been placed at other locations to reach customers. Staff are at the food bank in Mexico one day per week, and we are partnering with the Callaway Chamber of Commerce to coordinate workforce services with their workforce development person. There have discussions with Commissioner Stratman and the MU Extension in Maries County to connect customers virtually to a staff person at the Rolla Job Center, and there is a staff person present two or three days per week at State Fair Community College in Osage Beach. We are looking at ways to reach people without necessarily having a building that everyone has to come to.

The WIOA law requires at least one comprehensive job center in the region. The Jefferson City job center has the lowest traffic in the region. Lebanon and Columbia are the two top performing job centers in the region, with Lebanon being the highest performing center.

Amy Sublett has talked to presiding commissioner Bushman about possibly vacating the center next year and he understands and is on board. There are options such as having a presence at the library, Central Missouri Community Action, or other partner agencies to provide services. The Jefferson City job center decision will be presented to the Board at this time next year for discussion.

Tamara Tateosian commented on the relationship that the Callaway Chamber has with COPIC and said that other chambers would probably embrace that. COPIC pays the Callaway Chamber \$150.00 per month for office space. The Callaway Chamber has a relationship with the businesses, so they can assist COPIC with connecting with employers.

### *Member Suggestions*

Amy Sublett has met with three new Board members to get their input on how to better engage the Board. It is difficult to have engagement on a Zoom call; however, it is also hard for members to travel across nineteen counties.

One suggestion is to have at least one, and possibly two, mandatory in-person meeting(s) per year. Options are to have two in-person meetings per year, one in the north and one in the south. Another option is to have a meeting at the central location in the region, which is the Lake of the Ozarks. We may consider having the meeting in November at the lake.

Another suggestion is to define the mission of the Board. The current mission statement is broad; goals and action items could be identified. A goal could be to ensure good customer service to ensure that no participants fall through the cracks, fund raising to offset declining funding, or to collaborate better with other partners. This will be discussed further in the future.

### *CLEO Meetings*

Amy has met with new presiding commissioners: Monk, Black, Skelton, and Auxier, and will meet with Commissioner Kendrick later this week.

### *LaunchCode*

Amy Sublett and Lisa Elrod met with the nonprofit company LaunchCode at the Algoa correctional facility. LaunchCode is in the process of forming a new division and have an agreement with the Department of Corrections, where they operate a coding class at Algoa and the facility in Potosi. LaunchCode is interested in

partnering with CWDB on the Algoa project. CWDB may offer job readiness, career readiness, work release and possibly On-the-Job training and other hiring incentives. Participants will have a nationally recognized certificate in coding.

#### *Budget Outlook*

There is concern about the budget outlook and the debt ceiling issue. WIOA funds may be impacted, which means training funds and supportive services would not be provided to participants.

T.R. Dudley asked if transitional housing for individuals released from correctional facilities was still a large barrier as it has been in the past. Amy Sublett stated that it is still a problem, and that housing in general is probably the number one problem.

#### **Chairwoman's Report**

Kathy Groves presented the following information:

- The Board does need to think about revising our mission statement into something that translates into action items.
- On May 1 the World Economic Forum released their future of jobs report for 2023. This provides the perspective of 803 employers, 11.3 million workers, 27 industries and sectors, and 45 economies. Almost a quarter of all jobs are expected to experience significant changes in the next five years. Six in ten workers will need additional training by 2027, but only half will have access to adequate training. Kathy encouraged the Board to read the report and think about the role this Board will play in the future. A link to the report will be sent to Board members.
- The Lebanon, Rolla, and Columbia site visits have been completed for the Job Center certification process. Jefferson City will be completed following this meeting. Kathy thanked the team that has assisted her in this process.
- Discussion was held on meeting locations for the remainder of the year. Kathy asked if anyone would like to host the June 14 Board meeting. Tamara volunteered the use of the Callaway Chamber of Commerce facility. Amy proposed that the September meeting be held at the Rolla job center and the November meeting be held at the lake. Mark Maasen suggested checking with KC Cloke of the Camdenton Chamber of Commerce.

#### **Adjournment**

Kathy Groves entertained a motion to adjourn. Motion made by Tamara Tateosian, seconded by Mark Maasen. Discussion was entertained; there was none. All in favor, none opposed, the meeting was adjourned at 12:20 p.m.