



EMPLOY MILWAUKEE BOARD OF DIRECTORS

PROGRAM COMMITTEE MEETING

Wednesday, August 21, 2019

2342 North 27th Street, Milwaukee, WI 53210 - Room 116

MINUTES

Members Present: Ted Matkom (Chair), Laura Bray, Bevin Christie, Randy Crump, Michael Daily, Pam Fendt, Lois O'Keefe, Joni R. Theobald (phone), Wallace White

Members Excused: Mark Kessenich, Charlotte Cannon-Sain, Lea Collins-Worachek, Carla Cross, Tracy Lubert, Gene Manzanet, Lupe Martinez

Employ Milwaukee Staff Present: Pete Coffaro, Rob Cherry, Jose Galvan, Tim McMurtry, Eileen McMahon

Guests Present: Renee O'Day (DWD), Steve Morris (Maximus), Rachel Zietlow (Maximus)

Chair Ted Matkom called meeting to order at 9:03 a.m.

1. Committee Business

Pete Coffaro updated committee on EMI personnel changes at the executive level since the last meeting. Mark Kessenich has been appointed as Interim CEO, Scott Jansen, COO, was part of July lay off of seven employees, and Patti Porth, CFO, has resigned and is seeking other opportunities. The Board of Directors approved a search firm and they will be recruiting for CEO on a nationwide basis.

a. Approval of Meeting Minutes from May 15, 2019 Meeting

After brief discussion, May 15, 2019 meeting minutes were approved as circulated.

2. Workforce Innovation and Opportunity Act (WIOA) Local Plan Updates

Packet information – Coffaro Memo Dated August 19, 2019 Re Policy Updates for Consideration at August 21, 2019 Program Committee Meeting, EMI Draft Policy Re Veterans and Eligible Spouses Priority of Service, EMI Draft Policy 17-01, Change 1 Re Individual Training Accounts (ITAs)

Mr. Coffaro sent out memo on August 19th, 2019 regarding changes to two policies for members' review.

a. Policy

i. Veterans Priority of Service Policy (Action Item)

To be consistent with other workforce boards in the State, EMI has adopted State standards. Policy has been reformatted to clarify that it applies to all DOL-funded programs administered by the agency.

Pam Fendt motioned to approve Employ Milwaukee Policy 19-02, Veterans Priority of Service Policy; Lois O'Keefe seconded, approved unanimously.

ii. Individual Training Account Policy (Action Item)

At the June 13, 2019 BOD meeting, they requested the Program Committee vet the proposed Individual Training Account policy to look at how many vendors were impacted and what criteria do we currently have in place? How do you replace with something more amenable to trainers? Employ Milwaukee's current ITA policy allows withholding of payment of 20% of services rendered to training providers of occupational skills trainings paid through ITA vouchers when four standards are met. The proposed revisions to the policy maintain three of the four standards. Thus, participant completes training program, obtains unsubsidized employment, retains this employment for 30 days. Removing standard where participant earns wage that meets State's Economic Self-Sufficiency Standard.

Joni Theobald motioned to approve Employ Milwaukee Policy 17-01, Change 1: Individual Training Accounts (ITAs); Wallace White seconded; motion approved unanimously.

b. Regional Planning – no discussion on this item.

c. ETPL Updates

Mr. Coffaro reported to members that Eligible Training Provider List State portal opens September 2, 2019. Training providers will be able to update their own information. All the programs will have to re-apply.

3. One-Stop Operator Report

Rachel Zietlow, Maximus, presented results of customer satisfaction survey. This is the first full year data was available. Highlights include:

- 14,222 visits to AJCs
- 137 attended various orientations
- 427 attended various workshops
- 95% of customer satisfaction survey respondents would recommend AJC to others

The MOU for current PY is pending feedback from DWD. Kiosks for more accurate traffic, referral and satisfaction survey information to be deployed in September. Chair requested numbers for who actually takes the survey. Response was survey is only three questions and less than 5% take the survey. Many tactics to increase this number have been tried. Receptionist kiosks have been placed at every job center, survey on desktops of all laptops and career counselors are requesting survey completion prior to departure. Data is more useful on third or fourth visit. Chair asked how are numbers compared to other quarters? Response was lower than others and typical for Summer.

Next steps - Ms. Zietlow will send quarter over quarter and year over year data to this committee.

4. WIOA and Core Combined State Plan Partner Status Reports

Mr. Coffaro reviewed reports and EMI is meeting or exceeding most performance indicators. However, we continue to struggle with credential attainment rate. EMI will continue to aggressively drive performance measures

Next steps – Mr. Coffaro will send out performance information for all workforce boards in Wisconsin.

5. Workforce Research and Regional Labor Market Analysis

Committee reviewed labor market analysis provided as of June 2019. There were 9,704 job openings posted on Job Center of Wisconsin as of August 14, 2019. Top categories included healthcare, office support and sales-related occupations. Total civilian labor force in Wisconsin went down almost 27,000 from 3.161 million in 2018 to 3.188 million in 2019.

6. Employer Engagement Updates

Rapid response activity for the quarter included layoffs at the following companies:

- Inmar (formerly Genco Pharmaceuticals)
- Forrer Business Interiors
- CDI – Head Start
- ResCare
- C&D Technologies

Mr. Coffaro reported that the number of hiring/recruitment events for PY2019 was 36 events, 261 participating employers, and 1,776 job seekers. The number of events increased but the number of employers and job seekers was down.

7. Standard Program Reports

a. Youth Committee Update

Youth Committee met on August 14, 2019 and approved 'Requires Additional Assistance' definition. The top three barriers to youth employment were identified:

- i. Soft Skills
- ii. Basic Skills
- iii. Transportation

Youth Committee also selected five youth program elements that focus on these specific barriers. Committee also reviewed seven youth-serving programs including Earn N Learn. Due to decreased funding, Earn & Learn program was able to sponsor 693 individuals this year compared to 973 last year. Wages for the program were similar with overall average wage at \$13.32 this year versus \$13.26 last year.

8. Other Business

a. Update on Community Engagement & Latino Community

Tim McMurtry, Community Relations Manager, presented and informed committee we are engaging Latino Community in earnest after Latino Summit in March of this year. Relying on partners to help familiarize us with community and looking for results that can be sustainable. Chair Matkom asked what was impetus for outreach? Response was that EMI had received complaints from Hispanic community, so Summit was held to have candid discussion and determine what are priorities.

b. Windows to Work – Request for Proposal

Windows to Work is a grant that provides services to those currently incarcerated. RFP was sent out on July 18, 2019 and EMI received three proposals and will be coming forward with recommendation. This will require Special Program Committee meeting.

Next steps – Mr. Coffaro will send out meeting notice for Special Program Committee for Tuesday, August 27th 12:00 – 12:30 p.m. via conference call.

c. Update on WIOA Title 1-B Procurement Timeline

Mr. Coffaro reviewed timeline slide in presentation. This will be a 60-90 day transition and plan to secure government approvals by March. Chair Matkom recommended a Special Meeting in October to discuss.

Next steps – Chair Matkom and Mr. Coffaro will determine best date for Special Program Committee regarding WIOA Title 1-B Procurement and send out to committee members.

The meeting was adjourned at 10:31 a.m. by Chair Ted Matkom.

Next Program Committee Meeting: November 13, 2019; 9:00 - 10:30 am.

Next Board of Directors Meeting: Thursday, September 12, 2019; 8:30 - 10:00 a. m. at Employ Milwaukee

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