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Tom Barrett, Mayor, City of Milwaukee
Chief **Elected Official**

Donald W. Layden, Jr.
Chair

EMPLOY MILWAUKEE BOARD OF DIRECTORS

PROGRAM COMMITTEE MEETING

Wednesday, February 19, 2020 9:00a.m. – 10:30 a.m.

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

MINUTES

Members Present: Ted Matkom (Chair), Laura Bray, Bevin Christie, Lea Collins-Worachek, Michael Daily, Pam Fendt, Tracy Lubber, Parker Rios, Wallace White, Randy Crump (phone)

Members Excused: Carla Cross, Eduardo Garza, Tasha Jenkins, Mark Kessenich, Gene Manzanet, Lois O'Keefe, Joni Theobald

Employ Milwaukee Staff Present: Pete Coffaro, Rob Cherry, Jose Galvan, Jr., Toni White, Lowell Raven, Cassandra Wells

Chair Ted Matkom called meeting to order at 9:03 a.m. Pete Coffaro introduced new Employ Milwaukee Finance Director, Lowell Raven. Everyone introduced themselves.

1. Approve Minutes

a. January 8, 2020

Minutes approved as circulated.

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

a. Regional Planning

Pete Coffaro provided summary of the reviewed Combined State Plan and comments that were provided to the State on January 8, 2020 by Employ Milwaukee. Examples of comments that pertained to items such as more language addressing transportation and trauma related issues. References to business sector strategies could have gone more in depth. Rob Cherry anticipated the state providing more direction soon on the Local Plan. Once drafted, the Local Plan will be posted on the EMI website for public comment and the Board will approve the local plan at the June 11th Board Meeting.

If you need this printed material interpreted to a language you understand or in a different format, or if you require other accommodations, please contact Sharron Briggs (Sharron.Briggs@employmilwaukee.org or 414-270-1729). Deaf or hearing or speech impaired callers may reach us by the Wisconsin Relay number 711.

3. One Stop Operator Report

Pete Coffaro provided summary of the snapshot OSO report and the survey outcomes that are included in meeting packet. Information was collected via KIOSK stations at Job Centers-Wisconsin (JCW). Kiosks are located at Job Center Central (two kiosks) and UMOS (two kiosks) and one kiosk each at the other two American Jobs Centers (AJC). Key purpose for this equipment is to identify why people are coming to the Job Centers. OSO provided a Required Partner Training of the One Stop System Overview on December 17, 2019. Familiarized involved front-line staff with the resources and ability to provide good referrals to different programs. Question was posed what are examples of programs people may be referred to by staff? Mr. Coffaro stated examples such as YouthBuild, FSET, Refugee, and WIOA. Question was further posed what activities are conducted in the JCW workshops? Computer skills, resume writing, soft skills enhancement, which are just a few of the many offerings provided at our job centers. JCW provides a monthly calendar of workshops that is then posted on EMI website. In comparison with other workforce boards, Mr. Coffaro emphasized that the State will be offering more technical assistance on OSO. All Workforce Boards & Job Centers struggle with infrastructure agreements. The objective is to make sure American Job Center staff are knowledgeable on various programs and workshops.

Members discussed challenge in data is that those completing the surveys tend to be satisfied but focus needs to continue for those that are disengaged and should be a consideration to conducting exit surveys to get a more complete picture of the customers actual experience at the AJCs. It is important that the AJCs are friendly, and that staff are culturally competent. A suggestion was made to have a Career Navigator staff the OSO Kiosk. Job Center Central provided a redesign to EMI that promotes a better customer service experience.

4. WIOA and Core Combined State Plan Partner Status Reports

Pete Coffaro discussed the Credential Attainment Rate for Adult and Dislocated Worker and In School and Out of School Youth programs. WDA 2 met the credential rate in these program areas due to several efforts that included Technical Assistance to the Career Planners and data capturing.

5. Workforce Research and Regional Labor Market Analysis

– No discussion on this topic.

6. Employer Engagement Updates

Pete Coffaro led discussion on the Rapid Response outreach initiative that was made to C&D Technologies, Nestle, U.S. Bank, RFM, Olameter and Dycora. As part of the initiative, outreach efforts included EMI Business Service team member Sara Rogers serving as the Rapid Response outreach coordinator on behalf of WDA 2 along with partnering with Title 1 and Title III partners.

Next, Pete Coffaro reviewed upcoming hiring events. The sector industries included BankWork\$ graduation (Banking/Finance) on March 5th, 2020, Hospitality, Culinary, IT, MATC Downtown (All Sectors), Hillside and Fair Chance Thursdays at EMI beginning February 21, 2020. Fair Chance Thursdays are geared toward those with criminal background challenges but open to all in the community. This effort is led by EMI Business Service's Team Member Fred Nelson.

Question was posed what are BankWork\$ enrollment requirements and are individuals drug tested and given criminal background checks? Mr. Coffaro responded that EMI does not conduct drug testing and the program relies on self-disclosure. Entry requirements include 1-2 years customer service background. BankWork\$ first class began in April 2019. Team consists of a Program Specialist, Career Navigator and one instructor. There are 14 financial sector sponsors.

Pete discussed as part of any employer recruitment efforts, EMI is not asked to conduct pre-screening efforts to avoid drop offs of applicants before the applicants meet with employers, except for Center for Healthcare Careers events, where they do have pre-screening requirements.

Question was posed what was EMI's employer pre-screening process and what are the number of graduates not getting hired because of having a criminal background? Pete Coffaro responded that pre-screening varies depending on industry and employers. Examples of questions could be an applicant's available work hours and if a candidate has a resume. With regard to BankWork\$, there were a few who had criminal backgrounds that were not disclosed and impacted ability to secure employment in the finance sectors. Chair Matkom reported in Dane County there is an upfront screening process for training for those identified with criminal backgrounds and/or credit challenges but applicants must first complete a 6-week course relating to the criminal background and/or credit challenge before enrolling in a training.

7. Standard Program Reports

Placement wages on track and reflect an increase for PY19 compared to PY18 for Adult, Youth and Re-Entry. Refer to the handout regarding specific wages.

7a. Youth Committee Update

Cream City Youth Build begins for June 2020. Entails Multi-Craft Cultural Curriculum.

Discussed 2020 Earn and Learn (E&L) schedule of events for worksite information sessions, worksite application submission deadline, Earn and Learn application start and end dates. Currently there are approximately 65 organizations that are interested in becoming E&L worksites. EMI is pushing outreach efforts for worksites from organizations on the south side as well as to outreach to additional private sector employers. Rob Cherry added that for 2020 E&L, Mayor Tom Barrett is requesting EMI take the initiative for fundraising for this program. Rob Cherry also mentioned that

efforts are being made to reach out to employers that do not have the staffing to engage in E&L, due to the time-consuming process of monitoring activities. EMI recognizes the challenge is maintaining manual time sheets compared to employers that have electronic time sheet systems. Efforts are underway to identify a vendor time sheet application for 2021 E&L that will be effective and efficient to serve the volume of individuals coming through the E&L Program. Other cities like Washington, D.C., that run huge summer Earn & Learn programs, utilize electronic tracking systems.

8. Other Business

a. Update on WIOA Title I-B Procurement

8a. Update on WIOA title I-B Procurement

Adult and Dislocated proposers' information session took place last week and a second round will be conducted on February 21, 2020 due to efforts to create more linkages for more potential bidders. Pete Coffaro explained for this PY2020 RFP, bidder respondents will be required to choose between two service models when completing the RFP.

RFP review committee will consist of one EMI Staff for each program (Adult, Dislocated Worker & Youth), one Youth Committee member and one Program Committee member.

Mr. Coffaro reported that DWD compliance monitoring took place for DWD in December 2019 and DOL & YouthBuild in January 2020. A few examples of challenging areas were Selective Service documentation and Fiscal. Mr. Cherry commented that fiscal challenges will be addressed through implementing cost allocation strategies.

Question was posed on status of selection of CEO? It is anticipated the new CEO will be formally announced at the next Board of Director's meeting on March 12, 2020.

Next Steps: Suggestion made for the Sector Analysis that providers include a column next to the name of entity and training relation and consider including a Sector Code.

Chair Matkom adjourned meeting at 10:26 a.m.

Next Program Committee meeting is May 20, 2020

Next Board of Directors meeting is March 13, 2020