

WORKFORCE DEVELOPMENT BOARD
Executive Committee Meeting
July 11, 2002

The Workforce Development Board Executive Committee meeting was called to order by Co-Chair Marilyn Potgiesser at 7:34 a.m. at the W. E. Upjohn Institute, 300 South Westnedge Avenue, Kalamazoo, Michigan.

Committee Members Present: Thom Brennan (PS), Lisa Godfrey (PS), Jerry Love (PS), Mary Oudsema (PS), Pat Pangburn (PS), Marilyn Potgiesser (PS)
Membership - 9, Attendance - 6 (67%), PS (100%)

Staff Present: Craig Schreuder, Kara Stewart, Bob Straits, Laura Waite

I. **APPROVAL OF MINUTES:** The Executive Committee meeting minutes for May 7, 2002 were not available for review. The minutes will be presented for review and approval at the next Executive Committee meeting.

II. **COMMITTEE REPORTS**

A. **Executive Committee**

1. **Plans –**

- a. Craig Schreuder reported funds in the amount of \$106,919 for the *MI Works! Systems Operation Grant*. The strategies for PY2002 include marketing and public information, service center transition, center development and coordination and customer service training. MW staff are currently exploring a system-wide strategy for customer service. Bob Straits commented that there is talk of consolidating Unemployment Agencies, and if this happens, we would like to utilize the agency's space in Kalamazoo. Bob reported the state is directing attention to customer service and the recent MI Works! Customer Satisfaction Report was not very favorable. He requested that the WDB take a more directive role. Mary Oudsema indicated she favored a "train the trainer" format and Marilyn Potgiesser mentioned the new customer service training at Bronson are a good example of this.
- b. Craig Schreuder reported the amount allocated for *Employment Services* is \$500,983 and is approximately \$45,000 greater than last year. However, this year's carry-over funds are less than last year.
- c. Craig Schreuder reported funding in the amount of \$63,902 for the *Incumbent Worker Program*. The focus for this program will be used to provide assistance to companies located and doing business within the MWA that will avert layoffs within the companies involved; to provide training to incumbent workers that will enable them to develop skills that they do not already possess and that are determined by the company as necessary to the company's primary purpose; and to provide training to companies that are cost effective and will permit the maximum number of companies and incumbent workers to be trained.

MOTION: To approve the Michigan Works Systems Operation Grant - One Stop (2002-00),
Mary Oudsema Employment Services (2002-00), and Incumbent Worker Program (PY2002) Plans.
Support: Jerry Love **Vote:** Unanimously approved.

- d. Craig Schreuder reported the proposal submitted by Employment and Training Connections (ETC) for the *WIA Young Adult Program* required further clarification in three areas: MW staff requested that ETC provide a narrative description of proposed activities that includes specific tasks and functions; an explanation of staffing allocations and participant service levels; and revised performance measures. All concerns were addressed in a satisfactory manner and the proposal as revised was accepted.

