

## WORKFORCE DEVELOPMENT BOARD

### Executive Committee Meeting

August 7, 2003

Chair Marilyn Potgiesser called the Workforce Development Board Executive Committee meeting to order at 7:35 a.m. at Michigan Works!/Upjohn Institute, 536 West Lovell Street, Kalamazoo, Michigan.

**Committee Members Present:** Thom Brennan (PS), Susan Einspahr (PS), Lisa Godfrey (PS), Jerry Love (PS), Mary Oudsema (PS), Pat Pangburn (PS), Marilyn Potgiesser (PS), Suprotik Stotz-Ghosh (CBO) Membership – 9, Attendance – 8 (89%), PS (88%)

**Other Members Present:** Tom Drabik (PS)

**Guests Present:** John Davis (FIA)

**Staff Present:** Kathy Olsen, Craig Schreuder, Kara Stewart, Bob Straits, Jim Walters

## I. APPROVAL OF MINUTES

**MOTION:** To approve the Workforce Development Board Executive Committee and Full Board meeting minutes of May 1, 2003.  
**Thom Brennan**  
**Support:** Jerry Love. **Vote:** Unanimously approved.

## II. COMMITTEE REPORTS

### A. Executive Committee

1. **Plans** – Craig Schreuder reported all but one of the plans being presented for board approval are annual plans and although the funding amount for each has changed for the new year, the program structure is the same. The Capacity Building and Professional Development Plan is for a grant awarded to each Michigan Works Area that will be used to support training provided by the Michigan Works Association. Carry over funds will be approximately 50% less than last year in all programs except the Dislocated Worker Program, which was increased.

**Motion:** To approve the Five-Year Service Plan for Adults and Dislocated Workers (Rev 03), the Susan Einspahr Five-Year Services Plan for Youth 2000-2005 (Rev 03), the Workforce Investment Act Adult Program Plan (03-00), the Workforce Investment Act Dislocated Worker Program Plan (03-00), the Workforce Investment Act Youth Services Program Plan (03-00), the Employment Services Plan (2003-00), the Capacity Building and Professional Development Plan (PY2003), and the Incumbent Worker Plan (PY2003).  
**Support:** Jerry Love. **Vote:** Unanimously approved.

2. **Program Guideline Statements** – Craig Schreuder reported existing program guideline statements are reviewed and updated every two to three years. The format of each policy was modified to include the background as to why the policy was established. In many cases policies are required by state policy or guideline. Recommended changes were as follows: 2003-01 Program Design for WIA and ES – no substantial change. 2003-03 Education Advisory Group – updated to incorporate the same language as in the WDB bylaws. 2003-04 Michigan Works System Center Operator – significant policy change is to identify the MWA as the one stop operator. The operator will take the lead in coordinating site activity with the landlord, customer service at the one-stop center, serve as liaison between subcontractors and the communication flow among partners at the center. 2003-05 Supportive Services-WIA Related – no substantial changes. 2003-06 Procurement Standards – no changes. 2003-07 Investment Strategy for WIA Resources – no changes. 2003-08 Selection Policy for “Job Ready” – no changes; however discussion of other related policies indicated a need to make minor changes to this policy. 2003-09 Performance Standards-Workforce Investment Act – changed to include a process to obtain a credential. The process was previously established by the WDB but not incorporated into a WDB guideline. 2003-10 Conflict of Interest/Nepotism – no changes. 2003-11

*Freedom of Information Act/Information Release* – changes reflect an increase in cost for copies. *2003-12 Standards for On-the-Job Training* - added clarifications that were a part of the RFP; deleted provisions that covered “employed” participants because it conflicted with the WDB guideline on eligibility requirements; and added a statement that states pre-selection of participants by employers is not allowed. Committee discussion eliminated the term “interview” from this policy. *2003-14 Audit Plan* – no changes. *2003-15 Work Experience* – assigned specific number of hours for work experience. *2003-16 Termination for Disruptive Behavior* – added a statement to clarify that participants are to be informed orally and in writing. Committee discussion resulted in further changes necessary to link this policy with policies pertaining to the Grievance Procedure (25) and the Job Ready Policy (08) and to identify what other alternatives exist for discipline, up to and including termination. *2003-17 Program Eligibility Definitions and Standards* – updated data used to determine self-sufficiency. *2003-18 Monitoring* – no substantial changes. *2003-19 Participant Attendance in Training Activities* – This policy sets a standard for measuring attendance. *2003-25 Equal Opportunity and Grievance and Complaint Procedure* – no changes. *2003-26 Reasonable Accommodations* – added text to identify how an individual will be provided services.

**The committee agreed that the following policies should be resubmitted for board approval after additional changes are made: 2003-08 Selection Policy for “Job Ready”, 2003-16 Termination for Disruptive Behavior, and 2003-12 Standards for On-the-Job Training.**

**Motion:** To approve Program Guideline Statements 2003-01 Program Design for WIA and ES, 2003-03 Education Advisory Group, 2003-04 Michigan Works System Center Operator, 2003-05 Supportive Services-WIA Related, 2003-06 Procurement Standards, 2003-07 Investment Strategy for WIA Resources, 2003-09 Performance Standards for Workforce Investment Act, 2003-10 Conflict of Interest/Nepotism, 2003-11 Freedom of Information Act/Information Release, 2003-14 Audit Plan, 2003-15 Work Experience, 2003-17 Program Eligibility Definitions and Standards, 2003-18 Monitoring, 2003-19 Participant Attendance in Training Activities, 2003-25 Equal Opportunity and Grievance and Complaint Procedure and 2003-26 Reasonable Accommodations.  
**Thom Brennan** Support: Lisa Godfrey. Vote: Unanimously approved.

**B. Monitoring and Evaluation Committee** – Jerry Love reported the Monitoring and Evaluation Committee met at the Michigan Works Service Center in Kalamazoo. Jerry reported the committee reviewed procedures to be followed when serving customers at the service centers, the time-line for completing assessments and the steps taken to stay connected with each individual. Much of the discussion focused on the need for a computer lab at the service center. Other discussion included customer service, staff assignments and cross-training. One of the committee members was a former dislocated worker and he expressed that he had a “lost” experience at the center. This led to in-depth discussion on customer service. Marilyn suggested that customer service training should be an established process and staff should be held accountable to the training. Kara indicated staff are working on establishing this. MW staff have continued to send mystery shoppers to the center for evaluating service. Bob Straits reported ETC will continue to operate WIA Adult and Youth Programs and Employment Services; however, due to a change in Work First subcontractors ETC will be cutting and reassigning staff. He noted that all ETC staff participated in the customer service training that was offered but many will need additional training for new job responsibilities. The biggest concern will be the higher staff costs that are associated with maintaining staff with longevity rather than less costly, newer staff.

**C. Marketing Committee** – Mary Oudsema reported Michigan Works partnered with Southwest Michigan First and the Kalamazoo Chamber of Commerce for a Career Connections event that was held at KVCC’s M-TEC on June 19. Many education entities, non-profit organizations, and some employers were present to offer information, resources and support in an effort to assist laid-off workers in the area, many of them who were from Pfizer. Over 200 individuals attended the Career Information Forum.

Mary reported the upcoming event sponsored by Michigan Works is an Employment and Career Forum rather than a job fair. The event is scheduled for Tuesday, August 12 from 9:00 a.m. – 4:00 p.m. at KVCC’s downtown campus. There will be a four-page insert in the Kalamazoo Gazette on Sunday, August 10, 2003. Kathy Olsen reported some board members are presenting at some of the workshops. Other presenters represent the employers of additional board members, community agencies and education. Marilyn Potgiesser reported staff from Bronson Healthcare participated in the June 19 event and they are looking forward to assisting with the August 12 event.

**III. STAFF REPORTS**

- A. Program Status** – Bob Straits reported the deadline for deciding whether or not to continue to operate the service center at the Burdick Street site is Monday. Many board members previously expressed concern about the condition of the current building and making changes to make it more inviting. If another site were to be chosen, approximately 15,000 square feet would be needed. MW staff are currently negotiating subcontracts for WIA and WF programs for the new contract year. Many of the Kalamazoo ETC staff applied at Goodwill Industries for job openings and they are being interviewed. Bob indicated MW staff would like to change the format of the program status report to be more reflective of the performance standards. There were no objections. Bob reported the Kalamazoo-St. Joseph MWA reached 16 of the 17 performance standards. The youth earnings level was the one standard not reached. He explained the state looks at the earnings for two quarters prior to an individual entering into the program and with youth there is usually not much improvement in income. To improve in this area our focus will need to be on credentials attained. Numbers are on target for Work First and Welfare-to-Work Programs that end on September 30; but with high unemployment individuals are not finding jobs. The number served under Employment Services is above the expected level with a high number of individuals looking for work. There is a budgeted item for the Partners in Adult Learning (PAL) Program; however it will be a very small grant, only 5% of the current year.
- B. Legislative Update** – Bob Straits reported next years allocations decreased for the WIA Adult and Youth Programs and increased for the Dislocated Worker Program. Employment Services, Work First and Welfare-to Work decreased, however not substantially. The loss of PAL funds is the largest cut in funding. Overall, the total dollars are below last years level. At the federal level, WIA has not passed and discussion continues on the number of WIA performance standards.

**IV. MEMBERS TIME** – None.

**V. CITIZENS TIME** – None.

**VI. UPCOMING MEETINGS** –The next WDB Executive Committee meeting is scheduled Thursday, September 4, 2003 at 7:30 a.m. at a Kalamazoo location to be announced and will be followed by the Full WDB board meeting commencing at 8:00 a.m.

**VII. ADJOURNMENT** - With no further business to discuss, Chair Potgiesser adjourned the meeting at 8:50 a.m.

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Robert A. Straits

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Date

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Marilyn Potgiesser

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Date