



State of Tennessee
Department of Labor and Workforce Development
State Workforce Development Board Meeting

MEETING MINUTES: THE VALUE OF PARTNERSHIP

August 11, 2017 (10:06 AM – 12:00 PM)

<u>Board Members Present</u>		<u>Board Members Present by Proxy</u>	<u>Members Absent</u>
Rogers Anderson (8)	Greg Persinger	Danielle Barnes (Cherrell Campbell-Street)	Timothy Burchfield
Martha Axford (3)	Burns Phillips	Susan Lynn	Trudy Carson
Jason Bates	Stuart Price	Mark Norris (Alex Lewis)	Carolyn Hardy
John Clark	Bob Ravener	Bob Rolfe (Ann Thompson)	Ann Hatcher
Christine Hopkins (6)	Yolanda Shields	Governor Haslam (Paula Davis)	Candice McQueen
Warren Logan (5)	Kevin Vaughn		James Williamson
	Sandra Woods (12)		

Number in parenthesis represents the state board members' membership to the local workforce board.

Welcome & Update

Chairman Bob Ravener welcomed board members, state and LWDA staff, and guests. He recognized Dollar General for their support of the Military. In 2009, they launched a Military hiring initiative when the unemployment rate was over 10% for Veterans. Dollar General and Tennessee Department of Labor and Workforce Development along with the Board took action and began Paycheck to Patriots Initiative. Due to these efforts, this dropped the unemployment rate for Veterans to the general overall rate.

Mark Coe, HR with Dollar General, spoke about partnering with Coke for a Military-themed coke can Campaign in May. The purpose is to recognize the Military and their families. There have been over 5,000 hits to the website. They will be making a \$25,000 donation to the USO.

Mr. Coe along with Mr. Ravener presented the Department of Labor and Workforce Development with a Shadowbox for being there since the beginning with Dollar General to boost this Initiative. Dollar General continues to hire over 5,000 Veterans a year.

Roll Call

Deniece Thomas conducted the roll call and established the presence of a quorum.

Approval of Minutes (vote required)

Mr. Ravener requested the May 12, 2017 minutes be approved as written. Greg Persinger moved to approve the meeting minutes, Warren Logan seconded the motion, and the motion passed.

Opening Remarks

Sterling van der Spuy opening remarks highlighted WIOA implementation:

- Added 3 mobile units to a total of 6 in rural TN which connects people with services
 - Continue to modernize technology within our system and we are being asked to tell our story in different States
 - Continued funding to our local Workforce Boards, and assessing that our resources are being used in the right areas
 - State Workforce Board just initiated a cost analysis mandating that they spend 40% of allocation on direct participants
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- 13 Workforce Boards are in place and all have procurement of One Stop Operators
 - Rolled out Branding standards
 - Maintaining Certifications
 - On-going staff training to WIOA standards and will continue with the convening
 - Worked on [White Paper](#) to communicate benefits of WIOA funding
 - Encourage the use of funds in a timely manner so they are not subject to federal and local budget cuts
 - Highlighted success through their efforts of measuring effectiveness of programs. WOTC doubled the tax credits for TN hiring Employers through initiatives like going paperless with applications which equaled \$85,000,000
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Department Overview

Commissioner Phillips began thanking the Workforce Services Division and the State Workforce Board for all the hard work their teams put in to become the "Best Practice" in implementing WIOA. Tennessee is leading the pack when referring to modernizing technology. We are using an umbrella of technology in all areas to have efficiency, effectiveness, and accountability in government. We are creating a webinar to be used in the southeast and also nationwide.

In 2013, the challenge was to make the dysfunctional, functional and find a modern system as set forth by the federal government. There were a lot of symptoms such as: UI system not working, back log of claims, phone calls, and paper. Our team took what was working right along with Apps, and technology to create a One Touch System that is a Multi-Channel Business Measurement Tool. We implemented Zendesk in 28 days, which tracks the whole journey of a Customer, and records conversations. We use Temp Agency's to Staff as the Customer Success Team to manage the Zendesk tickets. This provides accountability, and feeds data into different dashboards in real time.

Apprenticeship in Tennessee

Michael Needel gave update on the \$3 million which was approved during the last board meeting for a Consolidated Business Grant. Mr. Needel noted that a portion of funds could be used for the Apprenticeship Program based on needs from local areas. Since July 1st, 40 businesses have expressed interest. Ex: Columbia State who wants to implement an IT Apprenticeship Program.

The Primary focus is to work on a strategy to improve apprenticeships in Tennessee. We will have in the 13 areas a subject matter expert to work with businesses directly to help with paperwork to establish this program

A \$200,000 grant was awarded last year called the Accelerator Grant for Apprenticeships. The purpose is to develop strategies, going forward with our Partners at ECD to work on this plan. Ann Thompson thanked the Department of Labor and Workforce Development for providing the opportunity for Economic and Community Development to take the lead on this grant. This grant is only a planning grant and will have 2 outcomes: analysis of what we have, how many apprenticeships, what is an apprenticeship defined, and who is in the programs. The grant will begin immediately and will be completed by May of 2018.

Ms. Thompson also mentioned other plans of ECD releasing \$1 million dollars in work based learning grants for school districts. Books from Birth, a program to provide books for ages 0-5 for every Tennessean regardless of income, or any economic standards. It helps to establish creative thinking, expands knowledge, and builds confidence which is directly tied to our workforce. Commissioner Phillips and Melinda Kelsey are coming together with ECD and the Governor's Office beginning September 18th and will be a week of different events, and a press conference.

Fiscal Update

James Roberson provided the board with fiscal updates. He highlighted:

- Enrollment Data compared to Program/Participant Costs
- Actual Expenses by Cost Category
- Expenses by Program/Participant Category
- Participant Costs by Activity
- LWDA Trainings by Standard Occupational Codes
- Major Standard Occupational Group

Handouts were provided during the board meeting.

Committee Reports & Discussion

Operations Committee Report, Rogers Anderson

AJC Certifications Updates:

- 74 Centers approved
- 13 Conditional
- 5 have some things to address

Motion to approve Certifications was made by Stuart Price and seconded by Greg Persinger. Motion passed.

One Stop Operator's Updates:

13 area local workforce development areas and Directors have contracted and have been assigned

Partner Program Integration:

Discussed overview on SNAP E&T program. There have been changes in legislation from USDA. It allows 2 agencies working together to receive funds by Department of Human Services, as the liaison, and they will distribute in to Department of Labor and Workforce Development.

Department of Human Services presented on Temporary Assistance for Needy Families (TANF) and their integration in the American Job Centers (AJC). Their primary focus is empowering jobseekers through education and training.

Oversight Committee Report, Yolanda Shields

Additional Funds Request Policy – request for supplemental funding so there is not disruption of services to participants for two areas only. They will have to apply for that funding up to 40% of recaptured money. This will be for participant only funding. Motion to approve the policy was made by Christine Hopkins and seconded by Paula Davis. Motion passed.

Opportunities Committee Report, Warren Logan

The committee heard a presentation on WIOA performance accountability and how Federal departments have worked together to align performance measures across core programs. The core programs will be measured on the same indicators of performance. Each will have their own performance outcomes, but will also be combined with the other programs in one State report card.

Four Primary Themes of WIOA

- Partnerships
- Integrated data delivery
- Integrated service delivery
- Performance measurements

Ian White reported on Adult Education's integration into jobs4tn system and how they have taken steps to modify the existing system in order to capture new reporting elements and be prepared to report in the performance outcomes.

Department of Human Services, Division of Rehabilitation Services discussed the data needed to be shared in order to develop performance outcomes. The discussion continued on what information the department already takes and what can be added in the data scorecard.

The Committee was presented with a draft version of dashboard scorecards and discussed additional information that should be included. Will be completed over the next few meetings and will be presented to the Board.

Discussed how effective the work opportunity tax credit has been. Specifically, how streamlined it has been to reduce the paperwork burden to the business community.

Copies of these policies were provided during the committee meetings. Approved policies are available on the State Workforce Development Board webpage.

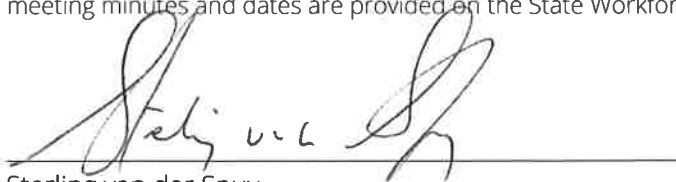
Closing Remarks

Mr. Ravener recognized two new board members: John Clark and Christine Hopkins. Deniece Thomas reminded the attendees of the upcoming WIOA Convening, October 2-4, 2017. Mr. Ravener congratulated all Employees that work on the strategy for successful employment in TN, with the 3.6 unemployment rate.

Adjourn

Mr. Ravener reminded attendees oh the upcoming board meetings. Burns Phillips made the motion to adjourn, which was seconded by Jason Bates. The motion passed.

Note: An audio recording of this meeting is on file at the Tennessee Department of Labor and Workforce Development. All meeting minutes and dates are provided on the State Workforce Development Board website.



Sterling van der Spuy
Administrator

11/27/17