

Workforce Innovation Board of Ramsey County
August 2, 2018
Meeting Minutes

WIB Members Present

Toni Carter
Michael Fondungallah
Karen Gerdin
Jennifer Germain
Larry Gilbertson
Kristin Guild
Butch Howard
Chad Kulas
Mike Lang
Gaye Adams Massey
Karin McCabe
Don Mullin
Sean Mullan
Sheila Olson
Kate Probert
Mary Russell
Chris Tolbert
Shannon Watson
Anivuin Xiong

Members Absent

Clarence Hightower-EA
James McClean-EA
Paul Nikstad-EA
Jennifer Roettger-EA
Ramona Wilson
Tracy Wilson

Staff/Guests Present

Leon Boeckermann, Ramsey County
Devin Colvin, DEED
Elena Gaarder, Nexus Comm. Partners
Rebecca Milbrandt, WIB Staff
Tim O'Neill, DEED

Call to Order

Chair Butch Howard called the meeting to order at 2:35 p.m. All those in attendance introduced themselves.

Announcements

Howard read the following announcements:

- Welcome to the Workforce Innovation Board of Ramsey County meeting. We especially welcome our partners and guests. Thank you for joining us today.
- Thank you to Sheila Olson and the staff of Goodwill-Easter Seals for hosting today's meeting.
- Congratulations to the ten WIB members who were recently reappointed for another term: Commissioner Carter, Jennifer Germain, Larry Gilbertson, Kristin Guild, Butch Howard, Paul Nikstad, Sheila Olson, Jennifer Roettger, Mary Russell and Shannon Watson. Thank you for your continued service.
- Please welcome Gaye Adams Massey to the WIB. Gaye is CEO of the YWCA-Saint Paul. We are glad to have your participation on the Board.
- You may recall at the last Board meeting, the WIB approved a letter requesting re-designation as a Workforce Development Area. On July 27, we received an official letter from DEED Commissioner Shawntera Hardy, granting Ramsey County's continued status as Local Workforce Development Area 15 and part of Regional Workforce Development Area 4. Anyone interested can pick up a copy of the letter from the counter.
- We are actively recruiting new WIB members, particularly business members. Your help with this would be welcomed. If you know of an individual or organization that might be interested, please send their contact information to Becky and we will follow up with them on your behalf.
- The Minnesota Workforce Council Association is having its annual business meeting in Duluth, August 7-9. Karin McCabe will be attending and will share highlights at an upcoming meeting.
- A current list of all community organizations under contract with Workforce Solutions is available on the counter. The only change is the removal of one contract that has ended.

- Please plan to stay after the meeting today to enjoy some refreshments and conversation.
- The next WIB meeting is October 4 from 1:30-4:30 at Goodwill-Easter Seals.

Approve Consent Agenda
August Meeting Agenda
June Meeting Minutes
SNAP E&T Local Area Plan

Motion (McCabe/Watson) to approve the consent agenda as presented. Motion carried.

Approve WIB Financial Report

Howard noted that May and June figures are included on one report. This will be the format going forward.

Motion (Mullan/Gilbertson) to approve the May/June 2018 financial report as presented. Motion carried unanimously.

Partner MOU/Infrastructure Funding Agreement

Boeckermann reported that a Memorandum of Understanding (MOU) must be signed by all stakeholders that provide services in the WorkForce Center. The approval process will include sending a draft of the MOU to all partners for review and input before they officially sign the final document at an event on August 16. The WIB will receive a copy of the final MOU via email prior to it being submitted to DEED on August 31. The WIB will then vote on final approval on October 4.

WorkForce Center Ad Hoc Committee Update

Russell stated that this committee was pulled together to look at ways of assessing customer experiences at all three Ramsey County WorkForce Center sites. She explained that Ramsey County's interest in this assessment inspired DEED to initiate a comprehensive, statewide survey. The committee had in-depth conversations with the DEED survey team about the questions, method and scope of the survey. The committee is recommending that DEED take the lead on the email survey. In-person and kiosk based surveys area also planned. Job Corps offered to have their students serve as volunteer in-person survey takers. Colvin shared information about DEED's plan for the upcoming survey. He explained that a statewide email survey of universal WorkForce Center customers was done in 2016 and will be used as a comparison to the upcoming survey. A survey connected to the roll out of the CareerForce branding could push the release of the WorkForce Center survey back slightly. Colvin stated that DEED is interested in feedback from the Ad Hoc Committee on improving responses from the community, sharing survey results with the public, and communicating action plans that are developed in response to the survey. Russell reported that the committee will review the survey results and set up a continuous improvement process for all three sites. Current committee members will be invited to continue and those interested in the next phase will be invited to join. McCabe asked Colvin to share the 2016 baseline results. Colvin agreed to provide them. He also noted the importance of keeping the 2018 survey questions close to the baseline questions for comparative purposes. It was noted that a few questions will be modified to reflect the new individual assistance service delivery model. Colvin explained that results for Ramsey County can be split out by programs, demographics and sites. Across the state, the 2016 email survey had approximately 30% response rate. It was much higher (closer to 90%) when removing email bounce backs. Watson expressed the importance of letting people know about the changes that occur due to feedback from the survey. Colvin reported that DEED will allow people to opt in to get results. Russell stated that a survey to better understand why some people aren't using WorkForce Center services could be done in the future.

Membership Committee Update

McCabe reported on the need to fill six Business openings on the WIB. She asked members to send referrals to Milbrandt. The Membership Committee is intentional about recruiting a diverse group of WIB members by industry sector, gender, ethnicity, location and business size. This data is tracked and reviewed regularly. McCabe also reported that Chair-elect recruitment is underway. It is hoped that the

Chair-elect will be elected in October. McCabe also asked business members to consider joining and chairing the Youth Committee.

Workforce Solutions Staffing Update

Boeckermann reported that Dunn Yoshitani has been hired as the WIOA Manager. Workforce Solutions also received several qualified candidates for the lead accountant position and will be conducting interviews in mid-August. Once these positions are filled and the new staff oriented, Ramsey County will repost for the permanent Executive Director, most likely later this fall.

Remarks from the County Board

Carter thanked Howard for his service as Chair. She acknowledged his passion and commitment to helping others and presented him with a proclamation from the Ramsey County Board.

Recognition of Butch Howard

McCabe presented Howard with a gift from the WIB, his engraved gavel. She thanked him for his selfless service and commended him for truly walking the walk when it comes to workforce. Both Carter and McCabe acknowledged Howard for always leading by example.

2016-2018 in Review

Howard reflected on his years as a WIB member and as Chair. He acknowledged Carter as a phenomenal leader and mentor. Howard also expressed his appreciation for the support he received from all WIB members and Workforce Solutions staff. He pointed to some of the WIB's accomplishments during the last two years, including implementation of the strategic plan, support for the Outreach to Schools initiative, identification of key industry sectors, and efforts to close the disparities gap.

Installation of 2018-2020 WIB Chair

Howard thanked McCabe for her willingness to lead the WIB. McCabe received the official gavel from Howard and accepted the position of WIB Chair for 2018-2020.

Chair's Vision for 2018-2020

McCabe thanked the WIB for allowing her to lead and expressed her excitement about the opportunities ahead. She shared her vision for the WIB over the coming years. Some key elements included working with a new County Manager and WIB Executive Director, continuing the regional work, maintaining focus on career pathways and sector strategies, elevating equity and inclusion, including non-traditional and older workers, the underemployed, and those re-entering society. McCabe challenged each WIB member to take actionable steps to make a difference in the community.

Closing Remarks

Tolbert thanked Howard for his service and his continued commitment to improving people's lives. He welcomed McCabe to her role as Chair and acknowledged her commitment to this work. Tolbert anticipated the coming years will see continued improvements at the regional level and at the WorkForce Centers. He called on WIB members to remember why they are here; a stable job creates a stable person and family.

Other

Mullan reported on the passage of the Strengthening Career and Technical Education for the 21st Century Act or reauthorizing the Perkins Act. The law holds states accountable to the goals they set and is closely aligned with WIOA.

Adjourn

Upon conclusion of the agenda, the meeting was adjourned at 3:37 pm.

The next WIB meeting is October 4, 2018, 1:30-4:30, at Goodwill Easter Seals–553 Fairview Ave. N.