

**Meeting Minutes Format
Workforce Development Board
September 2, 2020**

Mission Statement:

The St. Charles County Workforce Development System is an alliance of public and private leaders dedicated to moving careers, companies and communities forward through workforce development that impacts local wages, economic development that impacts local business investment and community development that impacts the local tax base.

Attending Members: Ben Abbott, Jessica Bloch, Donny Carroll, Jeff Cartnal, Greg Clemons, Luanne Cundiff, Emma Jane Fox, George Herina, Amanda Rose, Susan Sams, Chris Seyer, Amanda Sizemore, and Scott Tate.

Guest Speakers: Dr. Mardy Leathers, DHEWD

Guests: Tim Foster and David Hicks

Staff: Jennifer George, Cindy Fulton, Lori Myers, Vicki Swartzenberg, Jenny Warren, Donna Holesinger and Dorothy Jones

- I. Welcome/Comments - Ben Abbott, Workforce Development Board Vice-Chairperson
- II. Roll Call – Lori Myers
- III. Presentation by Dr. Mardy Leathers, Missouri Department of Higher Education and Workforce Development – Job Centers of the Future
 - Dr. Leathers provided background information leading up to Job Centers of the Future.
 - The focus will be on service delivery and performance.
 - Each of the 14 workforce regions will have a customer journey map completed.
 - A goal is to modernize the public workforce system through extended hours and virtual opportunities.
 - A consultant team will be working on a marketing plan and will be conducting focus groups. The project goals will be related to technology, people, policy and process.
 - Dr. Leathers reviewed the timeline for the project which will be completed by the end of May 2021.
 - Project outcomes were reviewed which include deliverables such as the 14 customer journey maps, a State comparison report, a marketing plan and policy and technological recommendations.
 - Immediate next steps:
 - Meet with local workforce development board directors.
 - Prepare for and schedule focus groups with employers, job seekers and Job Center staff.
 - Begin research for a comparative analysis
 - How board members can participate:
 - Provide customer service suggestions
 - Participate in focus groups
 - Communicate concerns
- IV. Consent Agenda

Ben Abbott entertained a motion to approve the consent agenda. A motion was made by Luanne Cundiff. Jessica Bloch seconded the motion. All were in favor. The motion was approved and carried.

V. One-Stop Certification Review Team Recommendation

Lori reviewed the One-Stop Certification process and went over the Review Teams letter recommending the Missouri Job Center of St. Charles County for certification. Lori indicated that the next steps would be for the board chair to submit a letter to OWD indicating the Review Team's recommendation. Subsequent to this, the Review Team will assemble all required documentation to submit to OWD by the deadline of 9/15/2020.

VI. Director's Report

- RFP for One-Stop Operator and Title I-B Career Services (Adult and Dislocated Worker) – Jennifer George informed the board that the RFP has been posted. The RFP Review Committee consisting of 3 members of the board's Executive Committee along with staff will review the proposals in October.
- Current Performance Measures – Jenny Warren reviewed the PY19 St. Charles County Performance report for Quarter 4 as of 8/14/2020. The St. Charles Region has met/exceeded its negotiated performance measures.
- Customer Surveys – Lori reviewed job seeker survey results from January to August 2020 and employer survey results for PY19.
- Missouri Public Workforce System Report Cards – Quarter 3 and 4 – Jennifer reviewed the two report cards covering the items cited as “Top Three Issues” and “Promising Practices” for the St. Charles Region on both reports.
- Executive Director Update by Jennifer George
 - The Executive Director job posting is currently posted. Interviews are expected to take place mid-September.
 - Job Center updates
 - In-person traffic is down
 - Phone call volume is still high with most calls related to unemployment questions
 - 66 WIOA enrollments for the months of June, July and August
 - 12 enrollments so far for CARES Act Funding opportunities
 - There have been some challenges with the State specific to the Eligible Training Provider System. After a recent State review of the programs listed on the ETPS, some popular programs were removed and are no longer available to WIOA participants.
 - State staff at the Job Center have been making outreach calls to promote training opportunities. Staff have not been able to make as many calls as reported in other regions due to staff shortages.
 - Job Fairs – The State has hosted two virtual job fair events. More virtual job fairs will be scheduled in the coming months.
 - The Missouri Job Center of St. Charles County is collaborating with the General Motors facility in Wentzville to hold a drive-through event on September 10th to help them fill part-time temporary positions.

VII. Final Announcements & Adjournment

Ben Abbott motioned to adjourn the meeting if no further comments, it was seconded it and all approved. Motion carries.

Next Meeting: The next full board meeting will be December 2, 2020.