

FIRST PLANNING DISTRICT

WORKFORCE DEVELOPMENT BOARD

January 13, 2020

Notice is hereby given that there will be a public meeting of the First Planning District Workforce Development Board on **Wednesday, January 22nd, 2020 at 8:30 a.m.** at St. Tammany Parish Government Complex, Building B, 3rd floor conference room, 21490 Koop Drive, Mandeville, Louisiana.

AGENDA:

1. Call to order.....Alan Thriffiley, Chairman
2. Welcome and Introductions.....Alan Thriffiley (5 minutes)
3. Approval of November 20th, 2019 meeting minutes (Action Item).....Alan Thriffiley (5 minutes)
4. Comments from the Chairman.....Alan Thriffiley (5 minutes)
5. Review of Expenditure Report ending December 2019Melissa Kirsch (5 minutes)
6. Presentation of “Standard of Excellence” Center Certification.....Alan Thriffiley (5 minutes)
7. Committee Reports and Updates
 - a. Executive Committee.....Alan Thriffiley (10 minutes)
 - Approval of One-Stop Operator Policy (action item)
 - Update on Advisory Board member status
 - b. Business Engagement.....Mike Stedem (5 minutes)
 - c. Community Development.....Stephanie Dupepe (5 minutes)
 - d. Center Accountability.....Jerry Repka (5 minutes)
8. Review and discussion on current Strategic Priorities in preparation for new local plan development.....Melissa Kirsch (20 minutes)
9. Updates from One-Stop Operator.....Jennifer Barnett (10 minutes)
10. Other Business
11. Public Comment Period


Alan Thriffiley, Chairman *MBK*

FIRST PLANNING DISTRICT CONSORTIUM

WORKFORCE DEVELOPMENT BOARD

Date January 22 2020

Location St. Tammany Govt.
Building B, Koop Dr.

Sign-in Sheet

1	Chris Abadie <i>Chris Abadie</i>	26
2	Mindy Nunez Airhart <i>via phone</i>	27
3	Floyd Baker	28
4	Charlene Bonck <i>Elizabeth William</i>	29
5	Ellis Bourque <i>Ellis Bourque</i>	30
6	Dr. James Carlson <i>JG</i>	31
7	Stephanie Dupepe <i>Stephan Dupepe</i>	32
		Melissa Kirsch <i>Melissa Kirsch</i>
8	Elizabeth Ellison-Frost	33
		Dianne Wilson
9	Debbie Green <i>Debbie Green</i>	34
10	Andrew Jacques	35
		Jennifer Barnett, GoTo Strategies <i>Jennifer Barnett</i>
11	Adriana Kriesen	36
12	Rachel Mackey <i>Rachel Mackey</i>	37
13	Ron Newson	38
		Guests:
14	Mark Pisani <i>Mark Pisani</i>	39
15	Steve Price <i>Steve Price</i>	40
16	Jerry Repka, II <i>Jerry Repka</i>	41
17	Stacey Retzlaff <i>Stacey Retzlaff</i>	42
18	Mike Stedem <i>Mike Stedem</i>	43
19	Alan Thriffley	44
20	Lenny Unbehagen	45
21	John Zollinger <i>John Zollinger</i>	46
22		47
23		48
24		49
25		50

WEDNESDAY, NOVEMBER 20TH, 2019 MEETING MINUTES

The First Planning District Workforce Development Board meeting was held on Wednesday, November 20, 2019 at Nunez Community College, Music Room, 3710 Paris Road, Chalmette, LA at 8:30 a.m.

1. **CALL TO ORDER:** The meeting was called to order at 8:34 a.m. by Chairman Thriffiley.

MEMBERS PRESENT—Alan Thriffiley, Chris Abadie, Floyd Baker, Charlene Bonck, Ellis Bourque, Dr. James Carlson, Rachel Mackey, Mark Pisani, Steve Price, Jerry Repka, Stacie Retzlaff, Mike Stedem, Lenny Unbehagen, and John Zollinger.

Others in attendance were: Melissa Kirsch, Executive Director and Jennifer Barnett, One-Stop Operator.

2. **WELCOME AND INTRODUCTIONS:** Chairman Thriffiley welcomed members and thanked everyone for attending the meeting. He declared a quorum for the meeting and explained the need to approve the last two meeting minutes, as well as a few other items that could not be brought to a vote at the September meeting due to a lack of a quorum.
3. **APPROVAL OF MINUTES:** Chairman Thriffiley requested members review the minutes of both the July 17th and September 18th meetings which were sent out the week prior and also included in the meeting packet. Motion was made by Mr. Abadie and seconded by Mr. Unbehagen to accept the minutes for both meetings as presented. Vote taken, motion passed unanimously with no abstentions noted.
4. **COMMENTS FROM THE CHAIRMAN:** Chairman Thriffiley reiterated the importance of board members making every effort to attend the full board meetings, as there are important issues to discuss and approve which requires a quorum. He also brought up the recent email sent to all board members asking for volunteers to conduct mock interviews for the school systems Job's for America's Graduates program. He thought it very appropriate to have a good turnout from the Workforce Board to help the youth of our parish in preparing for their future careers.
5. **REVIEW OF EXPENDITURE REPORT ENDING OCTOBER 2019:** Chairman Thriffiley recognized Ms. Kirsch to present the expenditure report for the month ending October 30, 2019. Ms. Kirsch reviewed the expenditure report and shared that the Centers had a solid start to the new fiscal year with an overall expenditure rate of 30%. She also mentioned the current training obligations were at \$424,000, significantly higher than this month last year. She commended the Operator and staff as they were doing a great job even while not fully staffed and with many new staff still in training mode. A few questions were asked and discussion ensued.

with a “Standard of Excellence” designation based on the successful outcomes of the evaluation conducted over the prior four months. He reviewed the process undertaken and many of the outcomes and data that was collected and reviewed. Mr. Repka also referred to a few suggestions from the committee going forward and in preparation for the next evaluations which included: 1) the creation of a customer satisfaction system that will collect data on an on-going basis with quarterly updates, 2) the formalization of a referral process among partners, and the implementation of technology (sign-in kiosk) for tracking customers more effectively. Overall, he indicated the outcomes of this review were excellent. Some discussion ensued and a motion was made by Mr. Stedem and seconded by Mr. Bourque to approve the Center Certification with a “Standard of Excellence” designation. Vote taken, motion passed unanimously with no abstentions noted. The Chairman and board members extended their congratulations to Ms. Barnett and her staff at this time for a job well done.

9. **UPDATES FROM ONE-STOP OPERATOR:** Ms. Barnett gave a brief update on current and on-going projects and operations. She first shared that a ribbon cutting ceremony for the new Center location in St. Tammany was scheduled for December 10th at 3:30pm. She hoped that many board members would be able to join in this exciting event. Ms. Barnett also stated that the opening of a small center in Plaquemines Parish would be happening in the very near future. She had hired a new staff member for this location and they would be training in St. Bernard for the next few months. She had also been working hard to complete the hiring process for two other vacant positions: 1) St. Bernard Business Services Representative and 2) St. Tammany Center Manager. The recent Job Fair was a huge success with 110 employers and over 600 job seekers in attendance. The next Job Fair was scheduled for March 26th at the Harbor Center in Slidell.
10. **OTHER BUSINESS:** The Chairman presented a proposed meeting calendar for the new calendar year. Two dates were being proposed for every other month mainly because the current meeting day was problematic for a few board members who sit on another board that meets at the same time. After some discussion it was agreed that the meetings would be held on the fourth Wednesday of every other month beginning in January. At this time, Mr. Stedem suggested we invite the newly elected St. Tammany Parish President, Mike Cooper, to the open house and try to set up a meeting with him and the Executive Committee to discuss his role with the board. The Chairman agreed with the idea and asked Ms. Kirsch to arrange the invite and meeting. Dr. Carlson gave an update on the customized training currently underway with Ochsner for Certified Medical Assistants. He shared that all fourteen students were doing very well in their classwork and he expected all of them to successfully complete. Clinicals will begin soon at Ochsner facilities and the students should graduate by the end of January. Ms. Kirsch reminded the board members to complete their ethics training prior to the end of December.
11. **PUBLIC COMMENT PERIOD:** At this time the Chairman asked if there were any public comments. None were received. The meeting was adjourned at 10:05 am.

FIRST PLANNING DISTRICT WORKFORCE DEVELOPMENT BOARD EXPENDITURE REPORT			
BUDGET	2019-20	EXPENSES	BALANCE OF
All funding	BUDGET	THRU 12-31-19 % Expended	FUNDS
ST. BERNARD/PLAQUEMINES Allocation			
St. Bernard Staff salary/fringe	114,263	51,662	62,601
Plaquemines Staff salary/fringe	72,377	15,481	56,896
St. Bernard Center operating costs	15,819	5,559	10,260
Plaquemines Center operating costs	6,136	1,838	4,298
St. Bernard Training/supportive services	360,625	139,114	221,511
Plaquemines Training/supportive services	130,000	1,938	128,062
SUB-TOTAL	699,220	215,592 0.308	483,628
St. Bernard dedicated to 2029-21	221,343		
Plaquemines dedicated to 2020-21	174,137		483,628
TOTAL	1,094,700		
2.5 F.T. staff positions			
ST. TAMMANY Allocation			
Staff salary/fringe	419,220	160,484	258,736
Center operating costs	32,100	14,847	17,253
Training/supportive services	1,104,680	564,223	540,457
SUB-TOTAL	1,556,000	739,554 0.475	816,446
Dedicated to 2020-21	508,200		
TOTAL	2,064,200		816,446
8 F.T. Staff positions			-
SUM Program Allocation			
Staff salary/fringe	605,860	227,627	378,233
ADMIN STAFF Program salary/fringe	121,707	53,050	68,657
Center operating costs	54,055	22,244	31,811
ADMIN STAFF Program Operating Costs	27,025	4,591	22,434
System Operator	91,520	43,393	48,127
Training/supportive services	1,595,305	705,275	890,030
Regional training			-
SUB-TOTAL	2,495,472	1,056,180 0.423	1,439,292
Dedicated to 2020-21	903,680		
TOTAL	3,399,152		1,439,292
ADMINISTRATIVE STAFF			
Administration Staff	132,283	68,210	64,073
Administration Operating Costs	19,275	9,729	9,546
SUB-TOTAL	151,558	77,939 0.514	73,619
Dedicated to 2020-21	267,946		
TOTAL	419,504		73,619

Current
Obligations

96,774
1,394

283,414

Total \$381,582

% of Expenditures	
0.266	
0.066	
0.668	

ADDITIONAL REVENUE TO DATE

PROGRAM INCOME

\$51

OTHER NON PROGRAM INCOME

\$6,294

ADDITIONAL WIOA FUNDS

Amend #1 \$3,386

Transfer \$250K from Dis Wk to Adult FY19

First Planning District Workforce Development Board – LWDA 10		
Policy Number: 125-20	Policy Name: One-Stop Operator Policy	
Director: Melissa Kirsch	Signature:	Effective Date: January 22, 2020

PURPOSE: To define the role, scope, and accountability of the FPD One-Stop Operator in the Tri-Parish area.

BACKGROUND: WIOA and its implementing regulations require local Workforce Development Boards to use a competitive process for the selection of a one-stop operator for the workforce system. USDOL TEGL 15-16 sets the parameters for which a local board must conduct the procurement of a one-stop operator, as well as the minimum requirements for their role in the workforce development system.

POLICY:

1. Administrative Procedures

a. Selecting a One-Stop Operator (OSO)

The FPD WDB, in agreement with the Chief Local Elected Official (CLEO), will conduct a competitive procurement for the selection of an OSO. This includes providing at least 30-day public notice through which prospective local, state, and national bidders typically identify such opportunities. Solicitations will include the selection criteria to be used in the process and will be maintained as part of the documentation. The competitive process will be conducted every four years and follow the principles of competitive procurement set forth in Uniform Administrative Guidance 2 CFR 200.318-326. Refer to FPD WDB Policy #119-17 (Procurement of One-Stop Operator) and FPD WDB Policy # 107-16 (Procurement of Goods and Services) for more information.

b. Contracting with a One-Stop Operator

A One-Stop Operator Agreement will be established that specifies the following:

- the role of the OSO
- measures of success; and
- any other agreements on file that may be relevant to responsibilities of the OSO in meeting the intent of this policy.

c. Conflict Resolution

The OSO in regards to relationships with all partner agencies will utilize the dispute resolution process specified in FPD WDB Policy #107-16.

2. One-Stop Operator Roles and Responsibilities

a. The role of the OSO is equivalent to a managing partner. In this role, the OSO will be responsible for ensuring a seamless delivery of services from all partners. Certain workforce services are integrated into the framework of the service delivery system and are provided through partner agencies under various funding sources. The OSO's job description has been defined as:

- overall management of the One-Stop Delivery System within the local area
- Coordination of the delivery of workforce services within the One-Stop Centers
- Compliance, oversight and implementation of service delivery within the Centers
- Serve as a liaison to the community, partner agencies and employers for the Workforce System

CONFLICT OF INTEREST DISCLOSURE STATEMENT ONE-STOP OPERATOR

Per the Workforce Innovation and Opportunity Act (WIOA) and TEGL 15-16, it is required that any real or potential conflicts of interest associated with the One-Stop Operator are disclosed. This form is further intended to acknowledge compliance with the FPD One-Stop Operator Policy #125-20 and FPD WDB Conflict of Interest and Code of Conduct Policy #118-17. Space is provided below for any disclosures to be documented. Once completed, this form will be posted on the Tri-Parish Works website to ensure public disclosure guidelines in TEGL 15-16 are met.

DISCLOSURE

- A. Name of Individual/Business serving as One-Stop Operator:
- B. Name of Business/Employer:
- C. Employment Capacity (check all that apply):
- ☐ Employed by agency involved with delivering WIOA services (service provider)
 - ☐ Employed by WIOA training provider (institution of higher education)
 - ☐ Employed by FPD WDB board member organization
 - ☐ Employed by the FPD WDB local board
- D. Per federal law, it is required that the One-Stop Operator disclose any potential conflicts of interest arising from the relationships between the WIOA one-stop operator and/or training services providers (those agencies directly delivering the training, such as colleges and other training providers) or other service providers, including but not limited to career services providers. If any boxes above are checked, please explain how the real or potential conflicts of interest are mitigated and how you have worked with the FPD WDB to ensure sufficient firewalls exist.

By signing this disclosure, I hereby confirm that:

- 1) I have received a copy of the FPD WDB One-Stop Operator Policy #125-20, FPD WDB Conflict of Interest and Code of Conduct Policy #118-17, and TEGL 15-16;
- 2) I have read, understand and agree to comply with the policies and TEGL; and
- 3) My responses to the above questions are complete and accurate to the best of my knowledge.

Signature/Date

Printed Name

STRATEGIC GOALS FROM 4 YEAR LOCAL PLAN

Create and Foster Business Partnerships

1. Broker new relationships with businesses
2. Create consistent information loop with businesses
3. Communicate board purpose and direction
4. Engage industry leaders in workforce solutions and sector strategies

Build Strong Partnerships for Better Alignment

1. Integration of activities to the fullest extent possible
2. Ensure collaboration among service providers
3. Implement Infrastructure Funding Agreement among mandated partners

Maintain Quality and Effective Centers

1. Ensure priority groups are served
2. Provide effective outreach efforts
3. Meet performance metrics
4. Review and certify Centers
5. Confirm on-going continuous improvement

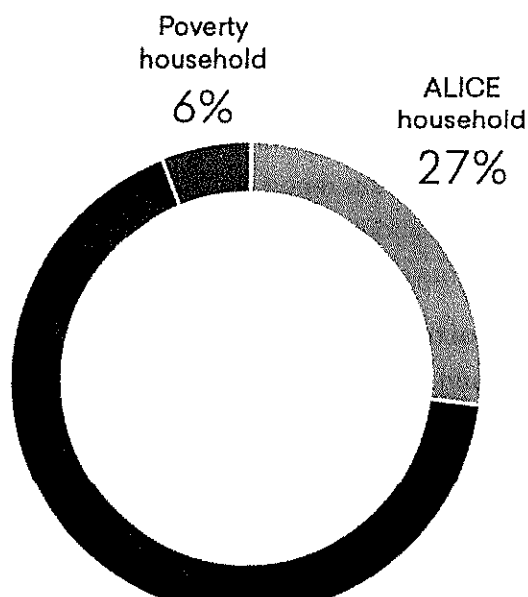
How Anne Arundel County Is Using Data To Help Their ALICE Population Overcome Barriers

JANUARY 20, 2020 BY DREW REPP

Anne Arundel County had a problem. And in some ways, it was a good problem: 3.2% unemployment. Depending on who you ask, that's full employment. However, the county was facing 14,000 annual job openings. So how do they fill all those positions when they are operating at full employment?

"When you're at 3.2% unemployment, you don't have enough individuals to meet the demand. So you have to go to non-traditional sources," Kirkland J. Murray, President & CEO of the Anne Arundel Workforce Development Corporation (AAWDC).

HOUSEHOLD TYPES BY INCOME



One of those non-traditional sources is the ALICE population. ALICE stands for Asset Limited, Income Constrained, Employed. It is a new way of defining and understanding the struggles of households that earn above the federal poverty level, but not enough to afford a bare-bones household budget. And here was Anne Arundel County's other problem. While it is a very affluent county (median household income of \$96,486), it also has 6% of its population living in poverty, and another 27% on the verge of poverty. And this problem is growing. That 27% share of ALICE households has increased from 21% in 2010.

But perhaps each of these problems

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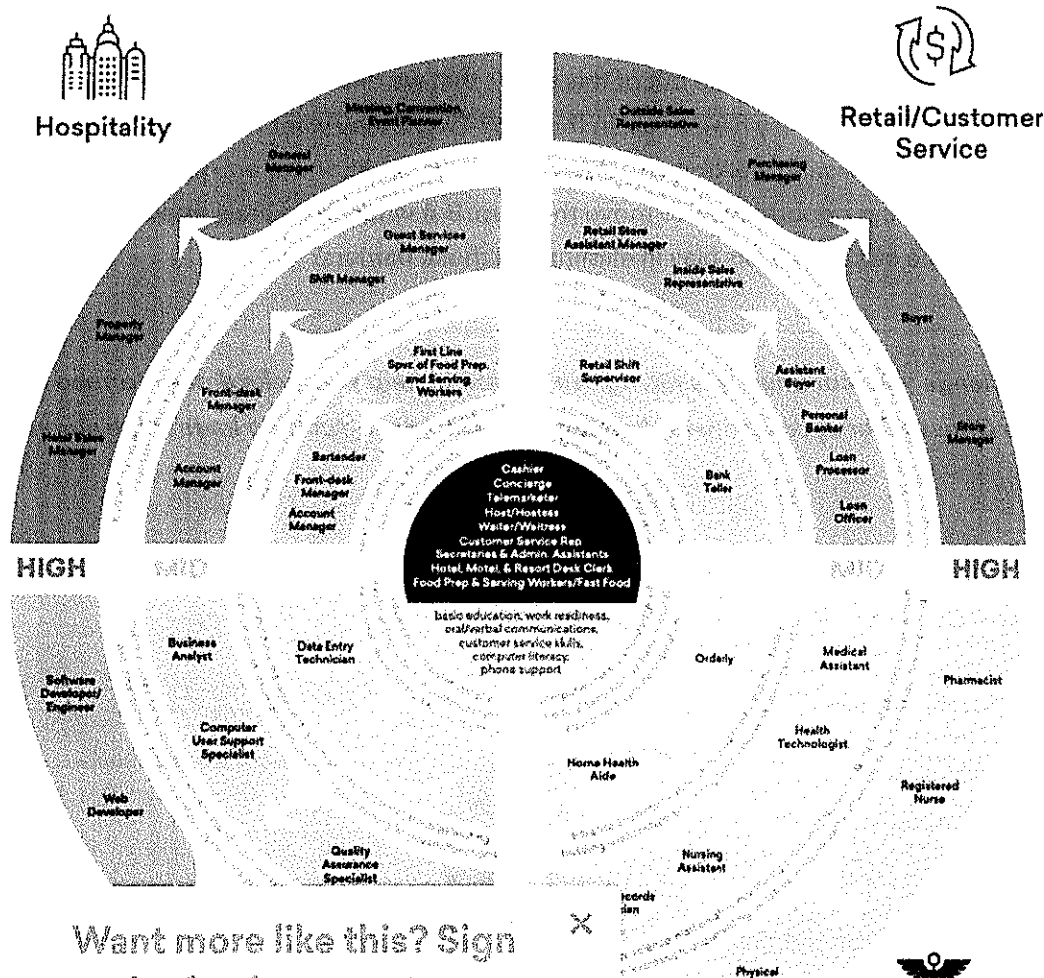
entry point and moving them up a career pathway to meet those needs," said Murray.

As they transition from being on the verge of poverty to self-sufficiency, those pathways are vital for economic mobility. Because a large segment of Anne Arundel County's labor force is highly educated, entry- and mid-level positions are often vacant. Allowing for those in the ALICE population to slide into these open roles, potentially with little training being needed.

Transferable skills were used to illustrate how individuals in entry-level positions can advance within and amongst HITCH industry jobs. Moving from entry-level to mid- or high-level may result in a change in industry, but can utilize and build on skills from the current entry-level position.

SHARE OF TOTAL EMPLOYMENT BY HITCH INDUSTRY, ANNE ARUNDEL COUNTY

HITCH Industry	2013	2018	2023
Health Care and Social Assistance	8.8%	9.5%	10.3%
IT	9.3%	8.8%	8.6%
Transportation, Warehousing, Logistics	3.4%	4.4%	4.7%
Construction (and Manufacturing)	9.4%	9.6%	9.3%
Hospitality	21.1%	21.0%	20.8%



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CURRENT STRATEGIC PRIORITIES FROM LOCAL PLAN

- 1 ●Creating and fostering business partnerships that bring the best return on investment back to the tri-parish area, the region and the State of Louisiana
- 2 ●Building sound partnerships to collaborate with workforce, education and economic development efforts to ensure economic vitality to the region
- 3 ●Creating an efficient and effective platform for servicing job seekers and the hardest to serve populations
- 4 ●Building a solid infrastructure that can exceed the demands and needs of business/industry, job seekers and partners within our region
- ~~●Paving the way for transitioning to the new workforce development system while becoming responsive to and integrated with our communities~~

OUR FOCUS AND GOALS

Business Engagement

- broker new relationships with businesses
- create consistent information loop with businesses
- communicate board purpose and direction
- engage industry leaders in workforce solutions and sector strategies

Partnership Development

- collaboration among service providers
- integration of activities to the fullest extent possible

Quality and effective Center services

- review and certification of the Centers
- effective outreach efforts
- meet performance metrics
- on-going continuous improvement
- serve priority group