

**Northern Middle Tennessee Workforce Board
Full Board
Meeting Minutes
November 9, 2022, In-Person & via Zoom 11:30 a.m.**

Members Attending	Members Absent	Staff & Guest Attending
John Alexander	Ginger Jarrett	Andrea Dillard
John Zobl	Keith Carnahan	Marla Rye
Tylesha McCray	Tony Adams	Josh Huhnke
Greg Jones	Shoshana Samuels	Stacey Brooks
Seth Thurman	Chris West	Kayce Gann
G.C. Hixson		George Phillips
David Rutledge		Patricia Buford
Mark Peed		Ginger Fussell
Kristi Spurgeon		John Watz
Lynn Seifert		Freda Herndon
James Harper		Mayor Jack McCall
Paul Webb		Danielle Ellis
Jessica Largen		Liz McLaughlin
Richie Brandon		Denise Thomas
Anne Fugate		Adina Chumley
George "Bo" Callis		Tanya Evrenson
Arrita Summers		Katrina Bass
Dan Caldwell		Mayor Bob Rial
		Mayor Wes Golden
		Mayor Randall Hutto
		Trish Farmer
		Ashley Crisp-Randle
		Cathy Royals
		Christel Brown
		Ginger Hausser
		James Starnes
		LaTanya Channel
		Renea Rosson
		Rob Dancer
		Sherry Maynard

The Northern Middle, Tennessee Workforce Development Board, met in person at the Wilson County Administrative & Training building and with a virtual option on Wednesday, November 9, 2022, at 11:30 a.m.

The meeting was called to order by Chairman Zobl. Attendance was taken, and a quorum declared. Chairman John Zobl asked for a motion to approve the minutes. John Alexander made the motion to approve the minutes. Seth Thurman seconded, and the minutes were unanimously approved. Marla began by commending the excellent work done by various board members in their community and

recognized the mayors in attendance. Marla updated the Board regarding the local workforce area performance and stats.

Marla recognized GC Hixson since this was his last meeting before his retirement, and GC spoke about the work he has brought to the Wilson County community. Mayor Hutto expressed his appreciation for GC Hixson and all he has done for Wilson County.

Marla then introduced Commissioner Deniece Thomas. Deniece expressed her appreciation for the work the Board performs and praised the Board for their innovations and leadership. She went on to talk of other agencies and the work they perform that moves the state in the right direction, along with businesses moving to Tennessee.

CSP Performance Review/Extension of Contracts

Andrea Dillard updated the Board regarding the Federal WIOA Scorecard. Andrea reported that we missed the 4th Quarter after Exit Employment Rate for the 21-22 fiscal year, but we are trending upward and are on track to achieving this goal for the next fiscal year.

Andrea pointed out that the Measurable Skills Gains in Quarter 2 of FY 22-23 are in the red, but this is normal. This goal is continually added to during the program year, which will raise it to a passing score by the fourth quarter.

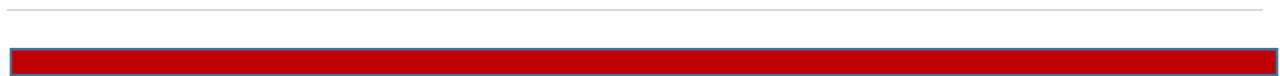
Next, Andrea spoke about the Career Service Provider's progress. Staffing issues and exit rates are two areas of concern with EDSI. Exit rate is a concern because their caseloads will become unmanageable large. Of those that have been exited, the placement rate is high. Placement wages are well in excess of the goal. Low enrollments is MAC's area of concern.

Jobs for Tennessee Graduates, Monroe Harding, and Liberty Station are three new additional youth contractors. JTG has already exceeded its enrollment goals. Monroe Harding is on track to meet its enrollment goal. Liberty Station is behind on its enrollment goal and is being monitored. They have great community support but lack experience working with grants. They are receiving technical and fiscal assistance.

EDSI

Danielle Ellis reported that EDSI has 85% of their staffing positions filled. She stated that stress and burnout had been reported as a reason for resignations. They are reworking their training, so team members are more knowledgeable and prepared to do their job. They continue to promote from within for their leadership roles. She also states that there is no one defining factor for the continual turnover, but they continue to work on the aspects they can control. Some have resigned for jobs that pay more, but that is an aspect they feel they cannot change.

Danielle then stated that they continue to work on strengthening their management team. She introduced Patrick Buford, who has been promoted to Performance Director. Patrick updated the Board on their strategies for increasing the exit rate while maintaining their enrollment rate. He states they have mandated a 30-day service strategy with each customer, including identifying their needs and goals and moving them toward achieving them. Reports are monitored and reviewed weekly to ensure career



advisors are contacting customers frequently and employing additional resources if necessary. One resource being used is a call center to contact customers after work hours. Another strategy implemented is customers are contacted 90 days before the end of their training to plan next steps. Patrick went on to say that the current staffing model is being examined. One adjustment being made is the hiring of Workbase Learning Coordinators who will work directly with the participant.

Chairman John Zobl asked Danielle to work with Marla's team to compile a staffing analysis regarding the turnover EDSI continues to experience. He requested this report be done on an ongoing basis for a while.

MAC

Tanya Evrenson reported on MAC's performance over the last quarter. She started by informing the Board that one of her staff members was promoted within the agency, and they are now working on filling her vacant position. Tanya stated that they were a bit behind on their in-school and out-of-school youth goals but are continuing to recruit participants in this program through the community programs they have partnered with.

Tanya went on to explain why their enrollments are currently low. She reported that they had school partnerships last year that were not renewed and are currently working on establishing new relationships.

Strategic Priorities

Manage Board funds to Support Career Pathways

Ginger Fussell reminded the Board that her measures of the CSP's performance are based on their expenditures. Ginger then gave an overview of funding and contracts for the new board members and mayors joining the meeting.

Ginger reported that our \$13.295M budget grew last quarter by new funding of \$205K in apprenticeship money and an additional \$116K in RESEA funding. Spending this quarter was lower than the previous quarter, but still had solid results. Spending is ahead of schedule in Adult and Youth but significantly underutilized in Dislocated Worker.

The first action item request is to leverage the underutilized Dislocated Worker funds that will expire in June; the flexibility to repurpose up to \$1.5M of Dislocated Worker funds for Adult as needed is being requested effective November 1, 2022, to June 30, 2023, pending TDLWD approval.

The second action item request is to shift half of the Youth reserve of \$1.374M into this fiscal year. The \$13.295M budget included an ultra-conservative amount of \$2.7M carry over into the next fiscal year. Considering the momentum we have with Youth spending, the fact that we will get additional Youth funding in April, and the upcoming Youth procurement is why this request is important. The net increase to the budget is \$1.695M to \$14.990M.

The third action item is to request the flexibility to increase the Youth portion of EDSI's contract up to an additional \$750K through June 30, 2023.

Next, Ginger provided detailed revenue and expense budgets at \$14.9M. The contractor MPCR is strong at 51.9%. 40% is required. This is increased compared to last quarter. Ginger reviewed a three-year



visual chart of the contractor billing trends. All contractors are reasonably tracking in progress. If they sustain this quarter's billing for all four quarters, they will exceed last year's billing. CSPs are approximately 60-61% out of 70% progress. The OSO is 18% out of 25% time progression.

Then Ginger reported that EDSI and MAC met MPCR during the quarter. EDSI has met 50% of MPCR contract to date; MAC is 3% shy of the contract goal. EDSI met Youth Work Experience and In-School Youth during the quarter but not contract to date. MAC met Youth Work Experience during the quarter but not In-School Youth. They have met both contract to date. Since MAC was strong last year in In-School Youth, we lowered EDSI's In-School Youth target and raised MAC's. We will continue to monitor this as each contractor develops their respective programs. The main monitoring issue is a recurring concern with EDSI's continuing staff churn.

Ginger then reviewed the previously mentioned action items of 22-23 budget revision of \$14.9M (+1.6M), 22-23 flexibility to repurpose additional Dislocated Worker admin and/or program funding to Adult up to \$1.5M effective November 1, 2022, through June 30, 2023 (Pending TN DOL approval), and EDSI Career Service Provider contract-flexibility to increase Youth portion of EDSI contract up to an additional \$750K through June 30, 2023.

Mark Peed confirmed that the finance committee had approved these action items. John Zobl then asked for a motion to approve the items. Mark Peed made the motion. David Rutledge seconded the motion, and the Board approved unanimously.

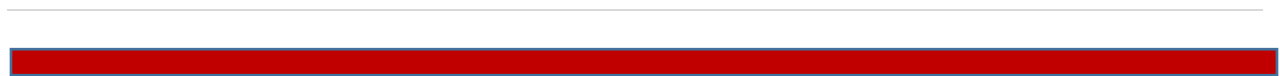
Connect People with Career Opportunities

Stacey Brooks informed the Board about Persevere Tech Alliance-Good Jobs Challenge. This alliance program is based on six mutually supportive components. They are technology training provided through the Alliance Technology Training Institutes, career readiness, life skills, financial fitness instruction and support, on-the-job training (OJT) or apprenticeships wrap-around supportive services, job placement and support, and employer support. These components are designed to help and develop the whole person so they can be successful.

George Phillips presented his OSO report to the Board. He reported that many of the AJCs in the Northern Middle area held on-site and off-site job fairs this quarter. George updated the Board regarding Title I enrollments and Adult Education participants. Wagner Peyser is slightly down in two categories but had a big increase in participants. George then reported that the AJC traffic count was over 21K for the quarter, which is the busiest quarter in over a year. Unemployment rates for all 13 counties went down. The largest decrease was in Houston County, with a 1.4% decrease. KPI goals are being met in all areas. Staff turnover is still a challenge.

Train Workforce to Fill Employer Needs

Andrea Dillard updated the Board regarding the Incumbent Working Training and Apprenticeship Training Grants. Available funds designated by the Board for the IWT is \$300K, and close to \$140K has been obligated. It is projected that there will be no problem spending the rest of the funds in the allotted time. The Apprenticeship Training program has \$194,415 allocated from a state apprenticeship grant, with \$146K being obligated.



Andrea then reported to the Board that the Innovation Committee wanted to develop guidelines for adding providers to the ETP list. She then stated that the committee had approved the additional provider and programs and would move forward on developing guidelines later. Seth Thurman made a motion to approve the additions to the ETP list. Greg Jones seconded. The Board voted in favor unanimously.

Improve Efficiency & Effectiveness of Programs

Marla reminded the Board that one of their objectives decided upon during the strategic planning session is to invest in more marketing. \$100k was set aside to hire a marketing firm for outreach. Commissioner Deniece Thomas and the state approved the funds, and Small Town Start Up from Robertson County was chosen. An innovative marketing campaign will begin this quarter.

Marla reviewed several grant opportunities to include serving justice-involved individuals. She then apologized for not introducing our new board member at the beginning of the meeting. She went on to introduce Dr. Arrita Summers, President of TCAT Dickson who is replacing Dr. Carol Puryear.

Adjourn

John Zobl reminded the Board that the next meeting would be on February 8, 2023. With no other discussion, the meeting was adjourned.

