



Northern Middle Tennessee Workforce Board Inc.

Northern Middle TN Workforce Board Meeting
February 12, 2020
Franklin, TN

Present Members:

John Zobl
Charles Story
John Alexander
Howard Bradley
Bo Callis
Kathryn Bonecutter
Jon Hunter
Dan Caldwell
Kristi Spurgeon
G.C. Hixson
Tylesha McCray
Seth Thurman
David Rutledge
Christopher West
CAORL PURYEAR

Members Absent:

Adam Adkisson
Mark Peed
Keith Carnahan
Gealita Greenhill
Amanda Russell
Brian Sims
David Dunlap
Dan Ryan

Guest and Staff:

Rubin Cockrell
Ginger Fussell
Marla Rye
Kenny Clark
Joseph Johnson
Abigail Durwell
Suzie Tolmie
Brian Clark
Chassity Slott
Sylvia McDonald
Barry Lee
David Holtgrave
Rupa DeLoach
Mayor Rogers Anderson
Mayor Billy Vogle
Barbara Unruh
Erin Lilly
Renee Hollis
Andrea Dillard
Freda Herndon
John Watz
Jimmy Johnston
Ellen Gomez
George Phillips
Susan Cowden
Jane Hamrick
Shavone Menese
Ginger Hausser

The Northern Middle Tennessee Workforce Development Board met on Wednesday February 12, 2019 at 12:00p.m. at the American Job Center in Franklin, TN.

The meeting was called to order and Chairman John Zobl made opening remarks. He welcomed a new Board member, Kathryn Bonecutter, who is the Adult Education program director for Northern Middle. John Zobl asked for a motion to approve the minutes. G.C. Hixon made the motion to approve. Howard Bradley seconded and the vote was unanimous.

Transformation Journey:

Marla introduced the Ernst and Young team. She stated the Department of Labor and Workforce Development has contracted with EY to help improve the workforce system in the state of Tennessee. The guest speakers today will be Kenny Clark and Hannah McClure to present about the trends and the transformation journey. They stated they did a full assessment of each of the nine workforce areas and spent about two weeks doing interviews, talking about the processes, and receiving feedback. They have listed five areas for improvement: 1.) Org chart structure 2.) Performance Management 3.) Communication from the state down 4.) In depth training 5.) Technology improvements. They stated there were inconsistencies throughout all the workforce areas. They continued that they are in the middle of a customer experience journey to understand and improve the customer experience. They also mentioned AJC buildings and structures were vastly different across the state. The EY team has met with Kenyatta to focus on his vision for the workforce system as a whole is so that they can drive these changes moving forward. Marla mentioned she has seen some changes already as a result of this study. She noticed that the last couple of policies that have been released before they're going to the state workforce board, they're asking for local input from the board. She also noted that she hopes that part of the transformation journey is to improve the two-way communication with the state.

Manage Board funds to support Career Pathways:

Ginger presented the financials at the halfway point of the year. NM has spent \$5.4 million of our \$14.9 million budget for 19-20. Expenditures specific to the workforce board are at 50.9%. Ginger reported that the OSO Budget, originally \$400,000, was running high, but there has been technical assistance provided and everyone is aware of the problem and working together to solve the issues. MPCR is exceeding the requirement of 40%, we are currently at 43.63% and that is without the Campbell Strong activity.

The Campbell Strong project, total available funding is \$7.7 million. We have only spent 32% and that 77% of expenditures are directly related to participant costs. Marla added that last week there was a celebration at CSWP for serving the 1,000th soldier and spouse. She stated that we took time to recognize the staff for the great work they had done along with community partners and representatives from Ft. Campbell. John Zobl asked if we were getting many spouses to participate. Jon Hunter responded stating we did not have the spouse participation at this time we had hoped for but it was improving. He continued by saying it is hard to connect with spouses and get them into the building.

Ginger mentioned that she is working with MCHRA to increase expenditures through increased enrollments as well as reviewing the OSO budget. Marla stated that the finance committee decided that the contractor needed to bring their expenditures in line and additional money would not be offered.

Ginger presented the Northern Middle external audit for the fiscal year ending June 30, 2019 which was completed with no findings. She stated that she continues to monitor the OSO and CSP. The State Performance Accountability team was on location last week but do not have results yet.

Policy Updates:

Renee Hollis updated the Board on new policies that required a vote. She presented the updated Youth Eligibility policy. John Zobl asked for a motion to approve the new policy. Chris West motioned, and GC Hixon seconded. The vote was unanimous. Renee presented the One Stop Certification policy. Howard Bradley made a motion to approve. Bo Callis seconded and with no discussion, the policy was approved. Renee presented the second quarter performance measures. There are a couple of areas where we are not meeting those measures, specifically credentials in both our Dislocated Worker program and Youth program. Renee is working with the CSP to increase the credential ratings in both programs. Renee also is providing technical assistance to the CSP to ensure information is being captured in the state system. Marla mentioned that as a Board we need to go through our training providers and decide whom we continue to fund. Chris West suggested that we have a scholarship agreement that participant has to agree to take the certification in order to receive the funding.

Connect People with Career Opportunities:

Susan Cowden from MCHRA presented the One Stop Operator report and discussed the budget. Joe Johnson explained that the low enrollments in youth was partially due to the lack of staff that they had during that quarter. They have since fully staffed that department and are seeing positive outcomes. He stated that they are currently at 94% staffing and are working on improvements as the CSP.

Train Workforce to Fill Employer Needs:

George Phillips, the One Stop Operator (OSO) presented the OSO dashboard that shows an overview of the active cases and MPCR, which is at 43%. George reported the unemployment rate per county and stated overall most of our counties show an improvement in that rate. George states that every job seeker that comes through an AJC is given the opportunity to respond to a customer satisfaction survey. The results from that survey are on the dashboard. George asked Chairman Zobl to make a motion to certify the Trousdale AJC. John Zobl made a motion, Chris seconded it, and with no discussion, the motion was approved. Marla mentioned that by certifying this AJC this gives us one in every county in the workforce region.

Freda Herndon reviewed the recent warn notices. Conagra located in Dickson will be closing in 18 months with 300 employees. She mentioned that Macy's and Pier One in Rivergate have also both announced their closures. Freda transitioned to the ETPL and stated that she manages more than 200 providers on the ETPL list just in our 13 counties and that equates to about 2,500 programs. Freda gave an update on apprenticeship, and as of January we have five employers with 77 apprentices. More than 75% of the \$300,000 that the Board designated for apprenticeship funding has been committed to employers located in 7 of the 13 counties. Freda reported that the goal the state set for us was 84 apprentices and we are currently at 83. Brian asked if we can track the wages. Freda responded yes.

Improve Efficiency & Effectiveness of Training Programs:

Andrea presented the Federal Youth monitoring results and that all three workforce areas inspected in the state struggle with the same challenges. Findings have already been addressed along with additional assistance from the state. Andrea and John Watz presented an interactive survey for the group to establish framework for the delivery of the services. The results of this Menti.com survey are recorded in the Northern Middle TN Workforce records. Andrea reported that after the findings, we responded to the state and gave them a timeline of our plan to address these issues.

Old Business:

Rupa DeLoach reported on the labor force study. She stated they have completed the target market assessment for the region as well as the individual counties within the region. Rupa specified that they are currently working on a cluster analysis and labor market analysis. Her team is also conducting research to look at skills gaps in each county. She stated they are in the process of putting all of the findings into preliminary reports.

Committee Reports:

Marla stated they are working with MDHA and hope that we will be submitting a request to the state to operate a specialized center at Napier. She updated the Board about the potential to be located inside the Envision center and be located in a space to better serve the surrounding area. She reported that the finance committee agreed to run a pilot program with Project Return to serve offenders. Marla also spoke on the new office in Trousdale County and the work being done with Core Civics. For now, the pilot program will be for six months and we will reevaluate the program at that time.

Marla Rye concluded the meeting by confirming future meeting dates. With no other business, Chairman Zobl adjourned the meeting.