



State of Tennessee
 Department of Labor and Workforce Development
 State Workforce Development Board Meeting

MEETING MINUTES

May 10, 2019 (8:30 AM – 12:00 PM)

<u>Board Members Present</u>		<u>Board Members Present by Proxy</u>	<u>Members Absent</u>
Rogers Anderson (Northern Middle)	Dr. Penny Schwinn (Designee: Casey)	Sen. Paul Bailey (Brandy Foust)	John Clark
Martha Axford (East)	Haugner Wrenn)	Michelle Falcon (Brittany Kerbo)	Tony Niknejad
Sen. Paul Bailey	Stuart Price	Christine Hopkins (Ann Hatcher)	Greg Persinger
Danielle Barnes (Designee: Cherrell Campbell-Street)	Bob Rolfe (Designee: Ann Thompson)	Cherrell Campbell-Street (Charles Bryson)	
Kevin Vaughn			
Jason Bates			
Tim Berry			
Rep. Clark Boyd			
Rhonnie Brewer			
Michelle Falcon			
Ann Hatcher			
Christine Hopkins (Southern Middle)			
Warren Logan (Southeast)			
Jeff McCord			
Vonda McDaniel			

Location in parenthesis represents the state board members' membership to the local workforce board.

Welcome & Update

Chairman Tim Berry welcomed everyone. He acknowledged that attendance and participation is a strong indicator that the Board has a strong interest in the workforce of our great state.

Roll Call

Nakeisha Ricks conducted the roll call and established the presence of a quorum.

Approval of Minutes (vote required)

Mr. Ravener requested the February 8, 2019 minutes be approved as written. Vonda McDaniel moved to approve the meeting minutes, Rogers Anderson seconded the motion, and the motion passed.

Department Overview

Commissioner McCord thanked the board for being here, for their service and to the people of Tennessee. He recognized that this is high purpose work, and how evident it is that this board and the local boards are the hinge that swings big doors. This is why it is so important to get your best and brightest on the local boards where the execution comes from. Workforce Services cannot do anything without the excellence and hard work of these boards.

The department is in the process of a four year planning window. The executive team is talking about where we want to be in four years, and how to get there. This will help us to be the best workforce development system in the country. Commissioner recognized Deniece Thomas as the new Deputy Commissioner of Workforce Learning &

Development. Her roles will be with Workforce Services, Adult Education, and Data and Analytics.

Workforce Services Division

Deniece Thomas reviewed highlights from Workforce Services:

- This Board gave the charge to Ernst & Young to do a capacity and evaluation study of each of the nine areas. This report will be completed by June 30th and will be presented at the August 9th Board meeting.
 - We are in the process of a Review of key programs by our federal partners; Youth, SCSEP, SNAP, and USDOL will review Ft. Campbell Strong.
 - The State Plan modification was approved and accepted by USDOL. A new plan will be required for 2020.
 - On-Site Technical Assistance visits have started. The team has completed three of the nine areas.
 - The Dislocated Worker Conference will be held at Gaylord Opryland July 22-25 to spotlight what we are doing here in Tennessee.
 - There was a meeting with Senator Lamar Alexander to talk about policy issues around WIOA. The main topic was around Funding Allocation. We would like the Governor to have additional flexibility on how funds are released to the nine areas.
 - We are working with Washington State (Patty Murry), Alabama, Pennsylvania and Virginia to put together a white paper to be issued through the National Association of State Workforce Agencies NWIOA reauthorization.
 - The comptroller's office has come in to review the WIOA cluster. They found three findings that will be presented at the August Board meeting.
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Adult Education Update

Ian White stated that Adult Education is Title II of Workforce Innovations and Opportunity Act.

- Adult Education is tasked with offering educational services and training services to individuals that are basic skills deficient, have low-levels of literacy or lack their high school equivalency diploma.
- Three different areas that Adult Education focuses in
 - Adult Basic Education - focuses on those low level literacy folks
 - English language learners
 - English as a second language society
 - Integrated Education - migrant immigrant workers or refugees that are in the State of Tennessee to work so that way they can make a living and assimilate into our society.
- IBEW Grant (Governor Lee's Initiative for Reentry – Within the abe funding, up to 20% of those funds can be used for Corrections Education so many of our programs are partnered with local jail facilities to offer educational services to those inmates
- Currently there are about 74 to 75 correctional facilities that are being partnered with those local programs and since the new initiative announcement from the Governor we've had other local jails start reaching out and wanting to partner with our programs to provide that education.

NEW Under WIOA

Integrated education and training program - actual technical training and technical education for a specific job career cluster so that we're not only preparing them academically we're also preparing them to function on the job

Part of Title II Funding is being repro prated and assigned for pre-apprenticeship purposes to Adult Ed across the nation so we'll see how we might be able to collaborate with partners for that purpose.

Data Updates

- Participants in AE program - 10,661
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- Level Gains - 1,285 – Brief description on what a level gain is that's a base on a pretest assessment and then a post-test to set assessment to gauge whether a person has improved in their mathematics understanding or reading.
 - Diplomas – 2,383

We've been pushing with our programs to move into this space of training and preparing people for employment is challenging our partners to partner with employers within their areas so

Update for West Tennessee

We've been going through competition in West Tennessee for Northwest, Southwest and the Greater Memphis areas to improve the service delivery taking place to better serve the participants in those areas.

New Initiatives

- Identifying an LMS system so that we can provide coursework and instructional resources to teachers and students so that way they can access it from a distance
- Seeking a partnership with TBR and were in discussions with them on how that coursework will best benefit our participants.
- Alternative diploma - many states have defined different alternatives to where it's based on portfolio credits with higher Ed and then there awarded a high school diploma or that equivalency.
- A pilot program we are instituting is co-enrollment with a TCAT. Washington State uses the i-best model and partners with their adult education program technical instructors and teachers are teaching alongside each other.

Questions

Ann Thompson - Will they have to go back to the bottom and start over?

Ian – What other states have done is a portfolio model to where it's a demonstration of competency for a specific subject area so we're relying on some other states and looking at how that operating with them so that we can build on that in the future.

Rogers Anderson - Are all of our GEDs now going through the Tennessee Department of Labor and Workforce Development or are there still funds being used over the BEP?

Ian White – Not familiar with BEP, I don't believe so but we're not the sole provider of those types of services. There are nonprofits that offer similar basic education services around the state; they don't have to come through our program.

Commissioner – No funds going through BEP, any state support is coming through labor, so the funding is actually its federal funding.

Commissioner - How many working age adults seen do not have a high school diploma?

Ian White– So for 18 to 64 is around 433,000 in the state of Tennessee. If you add in those passed that working age it's more around 700,000.

Stuart Price - On said you served 10,000 plus individuals this year. I'm curious how many of those or if you track? How many of those are employer initiated engagements?

Ian White

So we don't try that right now. I think that we could get that data for those that are involved with those programs on their improvement on that job, also the formalized process of actually creating those types of programs with employers.

Ian - Not on the adult education side there's the business services unit. Adult Education might reach out to an employer and offer up these services, but a lot of employers they're not concerned with it right now. It is adaptable where we want to work with employers to provide that contextualized instruction for their needs.

Rhonnice Brewer - When you described the alternative high school equivalency so I curious if that is a portion of how they can they can earn the alternative? How that works out?

Ian – We looking at that experience, depending on that job, what the reading level they had to be at or if they're using math. With the credit piece of it, Alabama looks at what did they do well when they were in secondary schooling.

Rogers Anderson - Do we know the dropout rate?

Ian - I don't with the secondary schools what that rate is across those demographics.

Casey Haughner Wrenn We can pull those numbers. I will say in terms of our graduation rates over the past 20 years those have been going up each year, but we can look into the demographics of who is dropping out.

Jason Bates - In addition to those demographics do we understand why they're dropping out? Is there any information that's being gathered to say what the reasoning for them to drop out is?

Unemployment Update

Rusty Felts discussed that states have been encouraged to modernize their Unemployment Insurance (UI) programs around the country and replace old mainframe systems. He stated we want to reintroduce the UI footprint back into career centers. Mr. Felts stated that it fell in line with one of Governor Lee's first directives called the rural impact plan. Due to budget restraints, we are going to try to accomplish this through attrition Mr. Felts stated the following:

- First of June in West, East and Middle Tennessee, we're going to have somebody in centers in those areas of the State
- Spend a month gathering important data to know what our goals need to be
- Staffing project after we've gathered all our data and are ready to start completely
- Goal is to offer more effective customer service. We're not doing a great job right now
- Customers who can't file for UI or do they're weekly certification have to put in a Zendesk ticket
- Dislocated workers back in the career centers to get qualified help if needed
- Timeline –representative from UI in all Comprehensive AJC's by the end of this year, then representation in all offices and centers within two years
- Employer Outreach Program

Questions

Ann Thompson - How many comprehensive centers/full centers are there across the state? When the Employee Outreach Program gets put together is there going to be some type of outreach that ECD could provide?

Rusty Felts- I don't have any problem with that, I think that would be a good idea. The more we can do to get that out there, it would help in a lot of ways.

Tim Berry - What other options for funding to place UI staff in the centers?

Rusty Felts - When we hire UI claims agents the only place that the next level staff comes from is from that first level of claims operations. We do have a lot of attrition as far as those positions and we're going to gain in the field will be worth giving it up in the claims center.

Commissioner McCord - The footprint it not going to be as large as it used to be. It will be a well thought out strategy as we go.

Casey Haughner Wrenn - How are you thinking of measuring success in this first phase?

Rusty Felts - Because of our Zendesk ticketing system we can see when a customer calls and for what, we can also see if there a repeat caller. We've got to be able to prove that what we're doing is working.

Deniece - One way to measure Rusty's success is going to be an uptick in dislocated workers services and employment because Rusty brings folks that need to go back to work to the American Job Centers

Career & Technical Education/Perkins V Update

Casey Haughner Wrenn discussed already how we are preparing students to join that system of workforce and build pipelines for our employers. So we are spending time today to make some of the connections between Perkins and how we can work together with the workforce board and local workforce boards in the development of that. Ms. Haughner Wrenn state:

- Last July Washington strengthened the Career and Technical Education Act (Perkins 5) was signed into law, goes in effect July, 2019
- Fifth reiteration of federal funding for Career and Technical Education Act, the bulk of the law has stayed intact with some important changes
 - o One is now an expectation that local agencies, local school districts who want to obtain these funds they're now required to do a comprehensive local needs assessment and submit an application

Casey Haughner Wrenn stated there are key provisions in the law that make explicit connections to our general

education expectations and higher education act but, also to WIOA in terms of the definitions that we're using, the stakeholders we are required to consult. Our timeline, we about to submit a transition plan that will serve as our first year.

Questions

Rhonnie Brewer - Is this needs assessment going to be required to be an overlap with the local workforce agency and the school?

Casey Haughner Wrenn -

Those types of overlaps and collaborations are going to strengthen what we're doing on the ground and how we're serving students.

Jason Bates - What role will this board have in reviewing or approving those plans?

Casey Haughner Wrenn -

We need to hear from local boards. We want them to be participating in our consultation roundtables, the public open requests, this board we will ask the same. There will be two large public comment periods;

One, this summer that will focus predominantly on the performance indicators and the targets we will set for those

There will be a second open public comment period about the bulk of the programming decisions in the plan that will be later in the fall

Jason Bates - Is there a way to ensure that we have the right teachers that have not only the skills currently but also are also able to develop the skills for the future skill set in these programs?

Casey Haughner Wrenn - There is an expectation in the law that a portion leadership funds are used for recruitment retention and development of educators.

Greater Memphis

Darryl Causey and Kyla Guyette presented on the Shelby County Government submission.

Rhonnie Brewer – You were not part of the team, so I think it's important for this board to understand how timespan this was put together.

I came on board March 6th. I do bring experience directly in workforce development. So for me it's the opportunity to bring Greater Memphis to where it has the potential to be.

Casey Haughner Wrenn – You mentioned Agape, are there other partners that you're using? What do those services look like for in school and out of school youth?

It is out for bid for both in school and out of school youth. Our youth operations are going to be taking a change from top to bottom. The more we demand and the more structure we put into place our enrollment rates, retention rate and out outcome rates go through the roof. We are focusing on CTE students with our in-school funds.

Local & Regional Plan Presentations

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Southern Middle

Selina Moore and Wendy Jones presented on the Southern Middle submission.

Ann Thompson – The TCAT that you mentioned is that the higher education center?

We have two, there's a higher education center that's going in Lawrence County that will have different higher Ed divisions located in there.

Casey Haughner Wrenn

I want to call attention to the fact you actually set a goal for Pathway certifications. Also a shout out on the work based learning support. I would encourage you to have more specifics about those in-school youth programs. I think you can expand those through the pathway certification into more robust workplace learning for all students

East

Bill Walker presented based on the East Tennessee Local Workforce Development Board.

Casey Haughner Wrenn -I was looking for more on what those actual activities look like and so when you mentioned work based learning, I was not sure if there was others like what specific details to some of those in-school and out-of-school youth activities or partners that you work with to do this?

Our contractor is responsible for recruitment and training of those individuals. We're placing students on jobs and monitoring them and attempting to build job readiness and appreciation for work through job placement in work experience. In the transition school to work, we're beginning to build a network of individuals through our contract with UT and Voc Rehab.

Motion to approve all three regions local plan as recommended: Motioned: Rhonnie Brewer Seconded: Jason Bates

Fiscal Update

Ivan Greenfield discussed the Fiscal Review

Federal Funding Allocations:

- 100 Percent Federal Financial Assistance
 - Two Grant Categories: Formula and Discretionary
 - PY2019 WIOA and WP are based actual amounts awarded (State Reserve Funds are derived from WIOA and WP)
 - PY2019 Other Programs are based on preceding two year average
 - Projected amounts does not including Discretionary Grants
 - Where the Funding Comes From
 - 100 Percent Federal Financial Assistance
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Committee Updates

Committee notes are compiled and available upon request.

Oversight Committee Report, Ann Hatcher

Ann Hatcher presented 2 items that needed a vote.

- Budget for the state reserve funds that Ivan just shared that is about 18.2 million and how those funds will be used.
- Workforce Service Policy – Sanctions for failure to meet federal and state standards

Both motions passed

Operations Committee Report, Rogers Anderson

Rogers Anderson gave an update on discussions that were held in Committee

- Nakeisha Ricks brought us up to date on the SNAP E&T and the upcoming changes and the farm bill.
- Quick overview of the MNSF program by Lance Butler.
- Introduction from the key performance indicators from the state and some soft markets.

Mr. Anderson stated there was no action taken by the committee.

Innovations Committee Report, Warren Logan

Warren Logan gave an update on discussions that were held in Committee

- Virtual American Job Center
- Best Practices in the Re-Entry System
- Fort Campbell Strong
- Apprenticeship Grant

Closing

Commissioner McCord thanked everyone for their time and mentioned that he and a team would be visiting all the regions of the state for town hall meetings starting mid- May.

Ms. Thomas wanted the Board to know that with the approval of the plans there is requirements for the Board to be updated on how those local plans are being implemented. Those updates will be split between the next two Board meetings in August and November. If the local boards are not meeting the actual targets in their plans, some type of corrective action will take place.

Mr. Berry adjourned the meeting.

Note: An audio recording of this meeting is on file at the Tennessee Department of Labor and Workforce Development. All meeting minutes and dates are provided on the State Workforce Development Board website.



Tim Berry, Chairman State Workforce Development Board

8/9/19