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Note: These minutes are not official until approved by the Board at their upcoming December 4 meeting.

DRAFT-Workforce Investment Board Minutes October 30, 2008

Attendees: Linda Agnew, Steve Cassano, Karen Chadderton, Rich Cohen, Bob DeLisa, Lee Erdmann, Ken Flanagan, Elliot Ginsberg, , Lindy Lee Gold, Alan Green, Jason Howey, Mark Leahy, Rich Mullins, Bill Putt, Jonathan Richmond, John Shemo, Charles Smith, Carl Stephani, and Lyle Wray

Staff: Thomas Phillips, Alex Johnson, Sandra Rodriguez, Pam Nabors, Julie Watson, Danielle Bradley and Suzanne Dutilly

Guests: Margarita Torres, CT Department of Social Services, and Atty. Rochelle Daniels, Workforce One, Broward County, Florida

Approval of September 25, 2008 WIB meeting minutes

Outcome/Action: A motion was made by Lindy Lee Gold to approve the minutes. Carl Stephani seconded the motion. Motion carried.

Tom Phillips introduced Danielle Bradley, CWP's new Chief Financial Officer. She joins CWP from the Wallingford Family YMCA where she was Operations Director, Acting Executive Director and Finance Director.

A presentation on the **Connect-Ability Program** by Margarita Torres of the CT Department of Social Services followed. She briefly outlined the program's purpose to bring Connecticut's employers and people with disabilities together, and invited board members to participate in the CT Business Leadership Network. She also suggested a visit to the Connect-Ability website at www.connect-ability.com where there is an employer toolkit with information on disabilities, hiring, recruiting and retention and ADA.

Role of WIBs-A National Perspective

Atty. Rochelle Daniels, Workforce One-Broward County, FL

Tom Phillips introduced Rochelle noting her presentation serves as both an educational presentation to build capacity and knowledge for the board regarding their role under the Workforce Investment Act per the Governance Committee's recommendation, as well as to assist in reaching a clear understanding and then approving key action items. . He noted there will be a vote on three action items **One-Stop Strategic Goals, One-Stop Operational Goals and One-Stop RFP Framework**. Rochelle noted there will be changes in WIA because we will have a new president. Since there has been no new legislation or amendments in the past 10 years, WIBs started "pushing the envelope" to address issues in their communities such as housing, mortgages, sustainability, Veterans programs, economic development, education and creating occupational clusters-WIRED. She noted in our region, the chief elected officials have assigned selecting the One-Stop provider to the board, and this is one of the things the board will be voting on today. She questioned whether the board wants to continue with the way we have been working in the past, or go along with the One-Stop Committee's recommendations and look at a different framework of delivering services that makes more sense in our declining economy and resources. Elliot Ginsberg asked if the board can operate the One-Stop and Rochelle replied there

are two ways to do that either by establishing a consortium of three or more of the One-Stop mandated partners, or by hiring a staffing company. The staffing company is the employer but the board has control over who is hired, the number of positions and the overhead. She reviewed the responsibilities of the board noting that the most important responsibility is to promote the One-Stop, the Board and its programs, services and activities. She asked the board, "Have you tried the services yourself when you need to fill positions? She continued, "If the One-Stop services are not good enough for you, why would they be good enough for other employers?" She urged board members to try the services and get back to the staff with comments on what worked and what didn't. Boards have also recognized that their job is not to oversee the day- to-day operations but instead to look at the bigger picture and she added that by going through the recent reorganization process the CWP board has started to do this.

She said the dilemma for the North Central CT One-Stops is that in 2007 there were 23,000 people who wanted to work but had no skills. What policies should be adopted to assist these individuals coming into the One-Stop? That's the big question before you she said. She then reviewed the recommended One Stop strategic goals:

- Enhance and expand partnerships with key stakeholders to inform, prioritize and participate in the One-Stop model
- Enhance and expand business partnerships to inform, prioritize and participate in the One-Stop model
- Obtain new resources to provide skill development opportunities in the One-Stop system for challenged populations (ex-offenders, limited English, low-wage workers)

Outcome/Action: A motion was made by Bill Putt to adopt the goals. Lindy Lee Gold seconded the motion. Discussion then followed with Rich Cohen noting that the goals came through the One-Stop Services Committee and have been thoroughly vetted and he has no problem accepting the framework of the goals with the provision that we get more specific later. Bill Putt added these are board goals and we will soon be looking at One-Stop goals and a new RFP framework that will add specificity to these goals. Charlie Smith said that this meeting has been the most insightful of all the board meetings he has attended for CWP and he would like this tradition to continue because, "it really gets me thinking about how we can all make changes because of the power of our contacts."

Motion carried.

North Central One-Stop Services-Proposed RFP Framework 2009-2010

One-Stop Services Committee Chair Bill Putt reviewed the proposed changes to the framework in order to increase the efficiency of the One-Stops:

- **Core/Core Enhanced Services**
 - Staffing negotiated with CTDOL for full service sites (Hartford, New Britain, and Enfield); work under programmatic direction of CTDOL Center Director
 - Supports technology initiatives – online learning in centers
 - One contract anticipated region - wide
- **Intensive Services**
 - Single Region-wide contract for WIA Adult/Dislocated Worker/Jobs First Employment Program (JFES)
 - Integrates services: Career Assessment, Case Management, Job Preparation/Placement¹
 - Focus entirely on exceeding WIA/JFES performance measures
 - WIA Youth case management moved to youth contractors
 - Upgrades case management position qualifications and standardizes salary structure
- **Computer Literacy Training**
 - Contract with regional community colleges for services:

- o One .5 FTE Instructor @ Hartford/New Britain to deliver on-going classes and facilitated tutoring on site @ CT Works (Capital & Tunxis)

Outcome/Action: A motion was made by Bill Putt to adopt the RFP Framework process. Ken Flanagan seconded the motion. Lindy Lee Gold abstained from voting. Motion carried.

Operational One-Stop Goals

Bill Putt reviewed the following goals that the One-Stops will pursue in improving efficiency in the coming year.

- **Increase Efficiency of One-Stop Operations**
 - a. Procurement of One-Stop Services
 - i. Reduce contractor costs in overhead, management and administration
 - ii. Simplify contractor management structures
 - iii. Align partner human resource systems
- **Improve WIA and JFES Performance in CWP Operations**
 - a. Maximize resources allocated to JFES training programs; achieve a documented 50% participation rate for JFES
 - b. Monitor WIA/JFES proxy reports
 - c. Strive to achieve self-sufficiency wage standards for WIA and JFES
 - d. Achieve 100% of WIA performance goals; strive to exceed all measures
- **Enhance Quality in One-Stop Service Delivery**
 - a. Incorporate more technology in core operations
 - b. Align One-Stop services to other community-based support services for customer referral
 - c. Identify clear career pathways to target industry sectors for all One-Stop customers
 - d. Identify services to address the skill gaps between employers' needs and One-Stop customers.

Outcome/Action: A motion was made by Bill Putt to adopt the Operational One-Stop Goals. Steve Cassano seconded the motion. Motion carried.

Adjournment

The meeting was adjourned at 10:30 a.m.