

**STARK TUSCARAWAS WORKFORCE DEVELOPMENT BOARD**

**WORKFORCE DEVELOPMENT BOARD MEETING**

**March 1, 2023**

**Zoom format**

<b>PRESENT</b>	<b>ABSENT</b>	<b>STWDB STAFF</b>
Marla Akridge	Damus Cole	J. Breedlove
John Aldergate	Para Jones	R. Harris
Stephen Carson	Bill Larman	M. Miller
Lisa Gould	Steven Meeks	
Alison Kerns	Rick Moss	
Mark Locke	Steve Rippeth	<b>ONE-STOP OPR/FISCAL AGENT</b>
Marc Manheim	Joseph Sekely	C. Byrd
Sue Marzano	Robin Waltz	A. Miller
Scott Robinson	Jenifer Waters	M. Falter
Tracy Sabo		D. Sipe
Darren Van Winkle		L. Little
		L. Yager
		<b>Guests</b>
		Brian Kandel
		Susan Lenigar

**BUSINESS MINUTES**

**CALL TO ORDER**

**S. Robinson, Chair** called the meeting to order at 12:01 p.m.

Robinson made the following announcements:

**Introduced Guests-**

- Brian Kandel (Interim Director, Stark County Job & Family Services)
- Susan Lenigar (Stark County Job & Family Services)

**Introduction of New Board Member-** Lisa Gould

- **Lisa Gould** – Senior Vice President of Human Resources (Hall of Fame Resort & Entertainment Company) – Lisa was appointed to the board -February 2023.

**Service Recognition** – Mark Locke

Recognized Mark Locke, President / CEO, Alliance Area Chamber of Commerce. Thanked him for his dedicated service to the workforce board. Locke will be retiring from the Alliance Chamber of Commerce at the end of April 2023. He has served as a board member since 2000.

**APPROVAL January 4, 2023, MEETING MINUTES – S. Robinson, Chair – (Attachment)**

**MOTION:** **MARZANO MOVED FOR THE APPROVAL OF THE JANUARY 4, 2023, MEETING MINUTES. ALDERGATE SECONDED. MOTION CARRIED UNANIMOUSLY.**

## **DIRECTOR'S UPDATE – J. Breedlove**

Breedlove shared a PowerPoint for her report.

### **Regional / Local WIOA Plans**

Regional and local plans provide the framework for local workforce development areas (local areas) and planning regions to define how their workforce development systems will achieve the purposes of the WIOA legislation. The East region includes (Stark, Tuscarawas, Mahoning, Columbiana, and Trumbull). This is a requirement of the WIOA legislation.

The Plans are created every 4 years (most recent in **2021**) with updates/modifications made every 2 years (**2023**). Currently, Breedlove is working with our East Region partners to make Regional/Local updates as an **addendum**. The East Ohio Region addendum will be presented to the board at the May 2023 meeting; plans due to ODJFS by May 31, 2023. There is no board action required.

### **PY23-24 Memorandum of Understanding (MOU) for OhioMeansJobs Stark & Tuscarawas Counties**

This agreement is negotiated by the local workforce development board and partners to establish roles, responsibilities, services, and shared operating costs, along with a budget. The **2-year** MOU will coincide with the biennium budget (Program Years 23 and 24 – July 1, 2023 – June 30, 2025). This agreement is with all partners. No action required at this time, and the MOU is due to (Ohio Department of Job & Family Services) ODJFS by May 31, 2023.

### **Ohio Unemployment Insurance Operations/OhioMeansJobs Center Underserved Community Initiative**

- This is an Ohio Department of Job & Family Services (ODJFS) program, and the state has applied for these funds.
- The funds assist Unemployment Insurance (UI) claimants in underserved communities and provide more equitable access to the UI system.
- The target population would be English is 2<sup>nd</sup> language (ESL) individuals, individuals with limited access to technology and elderly & disabled.
- The initiative focuses on improving claimant UI call center services by upgrading the contact center telecommunications platform to a **blended agent model**. This incorporates a custom chat solution prioritizing chats and calls from OhioMeansJobs Offices.
- The dedicated equipment (laptop and or phone line) and a dedicated space will allow claimants to call, chat, or communicate via video conferencing with a UI Contact Center agent. This would provide direct access to claimants in underserved communities using artificial intelligence (AI) translation software and equipment in 25 OMJ offices for claimants to reach UI Contact Center agent.
- The solution would include creating a workspace and placing laptops, monitors, and direct line to the UI contact center in 25 OMJ centers.
- **Next Steps** – we have indicated our interest in participating, and a team will visit the centers for a tour for the space.
- The initial cost is paid for through a combination of SBR 23-21 and DOL Tiger team grant funding.
- Referenced PowerPoint Slide with OMJ Office Selection showing the LMI/OWD Data Counties with ESL population and noting Stark and Tuscarawas counties were selected.

### **Strategic Planning Request for Proposals (Update)**

The Strategic Planning proposal review committee convened to review 6 proposals. The committee consisted of Damus Cole, Darren Van Winkle, Marc Manheim, Sue Marzano and JoAnn Breedlove. The vendor recommendation was made to the Governing Board. Notification to the proposed vendor will be made the week of March 6, 2023. The contract is anticipated to begin April 2023 and complete in June 2023.

### **Future of Work Survey Update**

This is the project with Team NEO. The Advisory group convened, and the survey is being developed based upon their feedback. The plan is to have the survey ready to be communicated in 2 weeks. In addition, there will be a need to generate employer lists for survey outreach.

### **Congressional Meetings / Visits**

- Representative Troy Balderson Luncheon on February 13, 2023
- Representative Emilia Sykes visited the OhioMeansJobs Center-Stark County on February 16, 2023.

### **Ohio Workforce Association "Day at the Statehouse"**

Breedlove noted she will attend the Ohio Workforce Association "Day at the Statehouse" on May 23, 2023. She welcomed others to attend.

### **TREASURER'S REPORT January 31, 2023 – D. Sipe – (Attachment)**

**Sipe reported** both Adult and Dislocated Worker grants are fully expended for Program year 21. Program year 22 expenditure levels are slightly ahead of this time last year.

Outflow of Program Year 21 WIOA youth funds are behind our typical levels. However, they will be fully spent by the June 30th, 2023, grant end date.

The FY21 RESEA program funds are fully spent, and the balance of the administration funds will be spent as of February.

The BRN grant is new and will be 60% obligated once our agreement is in place for the Strategic Planning project Breedlove mentioned in her update.

The bottom section of the Treasurer's report contains our TANF funds. Fiscal Year 22 ended in October and was fully expended. Our FY23 grants are on track for full disbursement. Current expenditure levels are very similar to where we were at this time last year.

**MOTION      CARSON MOVED TO ACCEPT THE JANUARY 31, 2023; TREASURER'S REPORT AS PRESENTED. KERNs SECONDED. MOTION CARRIED UNANIMOUSLY.**

## **OHIOMEANSJOBS OPERATOR UPDATE/OPERATION REPORTS SUMMARY**

### **OPERATOR/SERVICE PROVIDER UPDATE- C.Byrd**

As the service provider, we have been working on for the past 6 months on a "Customer Service Redesign Project" to modernize how we deliver the services to our customers.

After the pandemic, we saw a need to change how we approached services to customers based on the way they were seeking in person services and virtual services. In moving in this direction, the first step was to reorganize and reassess how we approach our services to the customers.

He referenced a diagram on the screen of the "Old Structure vs the New Structure". Under the Old Structure, they were organized as specialists. The specialists were placed into different departments based on services they provided. Each department is equated to different programs. As customers visited the centers, they would determine what the customer's primary need was, and it would follow under various departments: 1. Job Search-assistance with job search and resume 2. Re-employment-for a laid off individual 3. Training-training assistance and provide tuition support to go to different training programs 4. Youth (CCMEP services).

Each department would provide their specific services then the customer would be sent to different departments for other services. The challenges were 1. "Siloed"-customers would be lost between departments 2. Transactional-not flexible for changes in customer traffic 3. Less customer friendly

The New Structure is more of a generalist approach and will be organized by customer service teams. Customers are assigned to a team who can serve all of their needs after the customer receives a quick assessment of why the customer is at the center. The staff determines if they assist other needs, and based on this information-the customer will be assigned to a Customer Service Team. The team will be made up of representatives from Job Search, Business Services, Reemployment, Training, and Youth.

Customers assigned to a cross-functional team will get all of the services the customer needs from one staff person or team. The advantages are: 1. Customer served by as few staff people as possible 2. Build Relationships 3. Easier to adjust teams for changes in customer traffic 4. More customer friendly 5. Able to adapt to customer demand with new structure.

### **COMMUNICATIONS REPORT-M. Miller (Attachment)**

- M. Miller reported on the website chats and website visits, the job search and training continue to be two of the top needs of the customer.
- She noted they are currently in a preliminary exploration phase on some new ways to enhance our outreach to young adults, and she will provide updates as this effort evolves.
- She said, the Report to the Community is complete, and all board members will be receiving a copy soon.

## **PY22 OPERATION REPORT UPDATE -A.Miller\_ (Attachment)**

Amy Miller referenced the **OhioMeansJobs Center report** for January 2023 on the screen.

### **Resource Room**

System wide, there have been 3,511 visits to our centers since July 1, 2022. This averages out to 24 per day, 19 in Stark County and 5 in Tuscarawas County.

In January 2023, there were 511 visits, which averages out to 26 per day.

The first rapid response event in January was Cooper Standard in Tuscarawas County, and they laid off 30 employees. This is the first rapid response we have had in a while. This company did not wish to have a rapid response meeting or provide packets to the impacted employees.

- There was also a rapid response event in February with Aultman Hospital. All employees impacted are being reabsorbed into other open positions at the hospital if the staff member desires.

### **Business Services**

The most job postings are in Manufacturing and Health Care, and the graph shows the number of postings and average wage in those areas for year to date and January.

- There were some great postings in January with top postings.
  - In healthcare, Hennis posting a Physical Therapist at \$40 per hour and an RN at \$20.25 per hour.

Large number of manufacturing placements – 109 with an average wage of \$17.00.

- There were great placements in Sales & Marketing 10 placements with an average wage of \$26.92.

There have been 293 placements year to date with the areas of the most placements being manufacturing, Healthcare, and Education and Social Services.

### **BRN (Business Resource Network)**

There have been 52 completed interviews, 18 proposals delivered for a total of \$1.5 million plus in leveraged resources.

The incumbent worker training program, which provides grant funding to assist eligible businesses to offset the cost of training their existing workers, has provided \$52,380 in funding in five areas.

### **Occupational Skills Training (OST)**

OST provides workforce funding for eligible individuals seeking short term training in in demand careers.

- Currently, there are 68 individuals enrolled in Healthcare and 34 in Logistics and Distribution, which are the two largest areas of customer interest in our area.
- There have been 41 who have completed training and are working with staff to translate their education into employment.
  - There have been 18 placements.
    - 15 in Logistics and Distribution with an average wage of \$26.10/hr
    - 3 in Healthcare with an average wage of \$16.02

### **CCMEP (Comprehensive Case Management Employment Program)**

This program serves young adults ages 18-24 with barriers to employment. There are currently 263 enrolled in the program that have been referred by the County Job and Family Services agencies in our area and 69 that have volunteered to participate.

In addition, there are 254 individuals being served by in school and out of school comprehensive programs that are delivered by vendors such as Goodwill, HARCATUS, JOGS and others.

### **RESEA (Reemployment Services & Eligibility Assessment)**

This program serves individuals receiving Unemployment Insurance.

- We have had 275 appointments, which include an initial appointment and a follow up appointment.
- In January we had 50 total appointments.

**MOTION: LOCKE MOVED TO ACCEPT THE OPERATIONS REPORTS AND THE COMMUNICATION REPORT PER ATTACHMENTS PREVIOUSLY EMAILED TO MEMBERS. MANHEIM SECONDED. MOTION CARRIED UNANIMOUSLY.**

**Adjourned:** 12:51 p.m.

**NEXT MEETING: May 3, 2023 (Virtual) 12:00 PM**