

WORKFORCE INVESTMENT COUNCIL
Final Quarterly Board Meeting Minutes
Tuesday, January 14, 2014
9:00 A.M.-11:00A.M.
PNC Bank
800 17th Street, NW, 12th Floor
Washington, DC 20006

I. Call to Order and Introductions

The Chair called the meeting to order at 9:11 A.M. and welcomed all board members and guests.

Board members present at the meeting included:

Jesus Aguirre	Victor Hoskins
David Berns	Lori Kaplan
Robert Brandon	Barbara Lang
Anthony Cancelosi	Kenyan McDuffie
Lyles Carr	Laura Nuss
Celine Fejeran (designee, Abigail Smith)	Sarah Looney Oldmixon
David Grosso	Joslyn N. Williams
Michael Harreld	Nicola Whiteman
Cedric Hendricks	Adrienne Todman

Board members not in attendance:

Robin Anderson	Thomas Penny
Joe Andronaco	Carl Rowan
Tynesia Boyea-Robinson	Chris Smith
Charlene Drew Jarvis	Neil Stanley
Solomon Keene	Marullus Williams
Catherine Meloy	Calvin Woodland

The Chair pointed the board's attention to the October draft meeting minutes in the meeting materials. He asked the board to review the October draft meeting minutes and asked if there were any comments or questions regarding the document. Hearing no comments or questions, the Chair asked for a motion to approve the minutes.

BOARD VOTE: Upon a MOTION made by Lyles Carr and seconded by Sarah Oldmixon, the board voted unanimously to approve the draft October 8, 2013 WIC quarterly board meeting minutes.

The Chair invited Darryl Gorman, from the Office of Boards and Commissions, to swear in Lyles Carr and Councilmember David Grosso onto the WIC Board. After the swearing in, Kermit Kaleba outlined the meeting

II. DC American Job Center Certification

The Chair invited Kermit to discuss the next item on the meeting agenda. To begin the presentation, Kermit reviewed the elements of WIC Policy No. 2013-003, approved at the July 2013 board meeting, which outlines the requirements for certification of comprehensive, affiliate, and satellite DC American

Job Centers (DCAJCs) in the District. He then noted the Department of Employment Services has requested certification for the DC American Job Center (DCAJC) located at 3720 Martin Luther King Avenue, SE, Washington, DC 20032. As required by the policy, DOES submitted a business plan for the DCAJC – SE on January 10, 2014. He pointed the board’s attention to the business plan in the meeting materials and briefly walked through the plan’s elements as well as the action steps that will be required for final approval of the business plan by the WIC.

At the end of the presentation, Kermit recommended the board approve a conditional certification pending the ability of DOES to meet the deadlines and deliverables outlined in the business plan. If DOES is able to meet these requirements, the board will then consider full certification at the July 2014 quarterly board meeting.

After Kermit concluded his presentation, the Chair noted that implementing the elements in the business plan requires significant staff training, and that he believes DOES has the capacity to implement this plan. He noted that DC has a history of noncompliance with federal requirements for AJCs, and that it was important to get a process in place to address U.S. Department of Labor concerns. The Chair also noted that it doesn’t have to be DOES that administers one-stops, but that they are currently operating them and have the capacity to implement required changes. He indicated that one of the centers needs to be a “comprehensive site” as required by federal law, which is what the WIC is starting off with for the certification process.

Board Discussion/Q&A

One board member asked if the certification is only for the comprehensive center. Kermit explained eventually each DCAJC would be required to be certified. The comprehensive center (DCAJC – SE) is the first step in the overall certification process. Additionally, DOES will be required to prepare a separate business plan that is specifically tailored to each center.

Kermit also explained to the board, that the WIC Executive Committee recommended establishing a DCAJC subcommittee of the Board. Amongst other functions, the subcommittee will assist DOES in developing operational procedures that will ensure DCAJC customers will have access to all the required services, which would help develop formalized processes on how the DCAJCs can best interact with the mandated partners, which Kermit and the Chair both cited as important in implementing the plan.

Another board member asked upon certification would DC be subject to additional US DOL requirements. Kermit explained the business plan puts forth specific performance measures—this will be how the WIC will hold DOES accountable. There is a two year evaluation period once the center becomes fully certified.

Another board member asked why the certification is conditional and why we would not wait until the center has come into complete compliance before the board votes to certify. Kermit responded the conditional certification (1) provides a strategic roadmap for DOES as they move towards full certification, (2) is a tool for the WIC to hold DOES accountable and evaluate progress, and (3) will help the WIC and DOES identify problems or challenges in advance. The board member then asked how close DCAJC SE is to full certification. Kermit responded that DOES has established a work plan, which is located in the meeting materials, to achieve all the deliverables required for full certification and is diligently working to meet those due dates.

Another board member asked if certifying DCAJC SE as a comprehensive center would drain resources from the other DCAJCs, and if there was a process used by DOES to determine that the DCAJC SE was the best site for the comprehensive center. Kermit asked Andrew Rogers, Senior Program Manager, Office of Policy and Performance at DOES, to answer the questions. Andrew explained the certification of DCAJC SE would not pull away resources from other job centers. The budget is based off of cost allocations that have already been established. He further explained DCAJC SE was chosen for multiple reasons, including the size of space and the number of customers it assists, which is currently the highest volume of customers in the system.

Another board member asked if it was possible to include more specificity within the business plan regarding DOES reporting requirements to the WIC. Kermit responded that it is possible to amend the current recommendations to require more clarity around the type and timing of reporting structure. The board member suggested a quarterly reporting schedule would be appropriate. He also noted that the report should be comprehensive and take into account both local and federal dollars. Kermit stated he would adjust Section Q “Performance Outcomes” of business plan as follows: replace “no further action” with “DOES will submit quarterly performance reports to the WIC beginning in April.” Furthermore, the WIC will require DOES to report out on progress at quarterly board meetings going forward.

Before the vote, Kermit reiterated that the board would not be voting to approve the business plan nor full certification of DCAJC - SE, but rather give conditional approval as a way to help guide DOES toward full certification.

BOARD VOTE: Upon a MOTION made by Vice-Chair Joslyn Williams and seconded by David Grosso, the board unanimously voted to approve a conditional certification for the DC American Job Center—SE location.

III. Workforce Intermediary Program Update

After the vote, the Chair invited Kermit to discuss the next item on the meeting agenda. Kermit introduced Geoff King, the Workforce Intermediary Program Manager, who provided an update on the status of the Workforce Intermediary projects.

Geoff began by quickly recapping the intent of the Workforce Intermediary (WI) pilot program. He then updated the board on the startup activities of Hospitality Connections, operated by Grant Associates under the hospitality job placement partner grant awarded in October 2013. Hospitality Connections started operations in December 2013 and has successfully formed a number of employer, workforce organization, and support service relationships during this time; including initial contact with over 50 businesses and accepting their first jobseeker referrals from workforce organizations.

He then described the review and selection process for the WI Hospitality Job Training Grant. He noted the Request for Applications closed in December, and that applications are currently in the final stage of the review. He indicated that grant award decisions will be announced in the next few weeks.

Next, Geoff provided the board with an update on the construction phase of the WI. He noted that WIC staff is in the process of finalizing the program design, and hope to issue a Request for Applications (RFA) in the next few months.

Board Discussion and Q/A

One board member asked if Hospitality Connections is recruiting jobseekers directly from the general public or if they are working with existing workforce organizations throughout the District to recruit participants. Geoff responded that they are required to work with existing workforce development service providers to recruit participants, and are not allowed to recruit from the general public.

Another board member asked if the WIC staff could identify some of the individuals and/or companies they spoke with during the construction design process. Geoff responded it is the WIC's policy to not identify specific individuals in order to help facilitate candid conversations. That said, the WIC has performed outreach to a diverse range of over 40 employers, labor unions, training providers, and other experts and stakeholders, and that we are always willing to meet with other individuals that are interested in providing feedback for our efforts.

IV. US Department of Labor Comprehensive Review Report

The Chair invited Kermit to present on the next agenda item. Kermit reminded the board that the US Department of Labor conducted an on-site comprehensive review of the District's workforce system in July-August 2013. The purpose of this review was to evaluate the District's progress toward resolving outstanding Corrective Action Plans (CAPs) and ensure compliance with federal and District policies. After the review visit, DOL issued a report on October 31, 2013 regarding the District's progress. In addition to comments about the overall workforce system, the report identified 28 new findings where the District was not in compliance with federal and/or District requirements

Next, Kermit outlined the 28 findings of noncompliance with federal requirements, including failure to conduct adequate monitoring of all ETA grants, failure to maintain complete WIA Youth participant files in the DC Networks system, and failure to consistently document WIA Youth eligibility. Kermit explained the WIC and DOES submitted a response to the review report in December 2013 that outlined the proposed steps to address the findings.

Kermit then pointed out that a number of the programmatic findings pertain to the District's WIA Youth programs. To address these issues, the WIC and DOES are in the process of developing and implementing a new youth program monitoring process, with the target to complete a full monitoring review of all youth programs, pursuant to the new monitoring process, by June 2014 and will submit full monitoring reports to DOL in July 2014. The WIC and DOES is also finalizing a monitoring and technical assistance guide, to assist the youth grantees with the transition to the new monitoring process. A training session for all WIA Youth grantees on the new monitoring process will be scheduled at the end of February. Additionally, the WIC board will be asked to approve new and revised youth policies in order to support the new monitoring process. WIC staff will schedule a conference call in late February/early March to approve these new policies.

Board Discussion and Q/A

After the presentation, the Chair addressed to the rest of the board to help put the DOL findings into perspective. While there were several findings of noncompliance, the WIC has really come a long way in the last few years. Over the past two years, the board has spent the vast majority of this time focused on developing new policies and procedures to meet federal compliance standards. Once the WIC and

DOES become fully compliant, (hopefully by July 2014) the board can then focus on the effectiveness of these policies and programs, and make sure they produce the intended programmatic outcomes.

Kermit further explained that many of our programs are in the early stages of development, and the WIC/DOES will need to conduct significant staff training so that programs are in compliance and operate effectively. Another board member noted the WIC can serve as a lesson for all the other agencies in the District, as a best practice model for how to revamp policies and procedures.

The Chair then asked if there were any additional questions or comments from the board.

One board member asked if there are any budget implications for focusing on correcting DOL findings. Kermit responded that the new monitoring process will set apart program function and monitoring function. This will include different staffing teams for each as well as different funding sources. However, the WIC and DOES do not know yet what the full staffing implications will be.

Another board member commented the focus on youth is great, and financial findings from DOL are also very important to address. She noted it has been difficult to identify youth to fill slots for in-school programming under the format of the current RFA, but her organization has worked with WIC staff to help address this issue.

The Chair noted that relatively few youth organizations applied for the grants, and indicated that it would be interesting to have a better understanding of why so few organizations applied. A board member answered that the RFA is responding to law, so she believes there that some youth providers may take issue with how the law is written, as expectations for outcomes seem unrealistic given resources. The board member further suggests that the WIC or other District agencies should provide additional resources and non-WIA funding to ensure the youth are receiving the necessary supports to help them achieve WIA outcomes. The board member suggested a conversation about how to leverage partnerships with various organizations and government agencies.

One board member noted that there are new Chairs of the Chamber of Commerce's Workforce Committee – Catherine Malloy and Rod Woodson, who are committed to creating an effective workforce system in the District. She asked if there are any areas that the WIC and DOES would like the committee to help with in 2014. Tom Luparello, Interim Director of DOES, answered he would like (1) to encourage more compliance with District work laws, (2) to have more avenues of communication with employers, specifically regarding the availability of jobs, and (3) employers to know that DOES is committed to train District residents to meet the needs of the employers. The Chair added that DOES needs to make a concerted effort to engage with and coordinate with local employers. Kermit echoed this sentiment and added that the WIC can help streamline the process to engage employers in an efficient and constructive way. Another board member stressed the issue that the workforce system needs to listen to employers, and not just speak with employers. From his experience, conversations with employers usually revolve around compliance issues. Instead, we should frame the conversations differently and show employers the various opportunities there are to engage in workforce issues.

Another board member commented that from her experience, many of the District's younger youth (i.e. 14 - 16 year olds) are not prepared to enter an office environment. She then asked how could DOES structure the Summer Youth Employment Program (SYEP) to create an alternative work experiences for youth that are not yet ready to enter into an office environment? Tom Luparello responded that due to the large scale of SYEP (roughly 15,000 youth) it is difficult to find adequate and appropriate placements

that match a youth's abilities and interest. However, DOES is working to match youth with quality experiences that fit their experience level.

Another board member noted the importance of making additional resources available to assist youth with personal issues that may hinder their employment. The Chair echoed this sentiment, and stated DOES should develop partnership protocols, so that staff know exactly who to call for various issues (e.g. housing, childcare, mental health, etc.)

To close out the discussion, Tom Luparello reiterated to the board that DOES is taking the necessary steps to address all the findings and working closely with DOL to resolve them.

V. Public Comments

The Chair then called for any public comments.

One audience member asked if there would be any additional training for DCAJC staff as DOES implements the business plan, and if so, where will the funding come from. Paulette Francois, Deputy Director for Workforce at DOES, answered that there is a training plan, and DOES has obligated training funds from the overall workforce budget. Mary Anne Lawrence, a technical assistant consultant under contract with DOES, has put together a suite of training materials that alignment with business plan. Paulette also noted DCAJC staff can only be paid from one funding stream (e.g. WIA or Wagner-Peyser). Currently those funds are co-mingled and need to be separated to create more clarity. The business plan sets forth a plan to have separate staffing teams, who will work on one program and who will be paid through the separate funding streams.

Another audience member suggested the WIC should use the Workforce Intermediary construction project as an opportunity to fund a new workforce-training model that includes creating a pipeline of workers for upcoming job opportunities. For instance, the WIC could partner with a large construction project, and get the general contractor and all subcontractors at every level involved in training and hiring jobseeker participants. From there the WIC can evaluate the model and look at how to do something that actually works for jobseekers and employers moving forward. Kermit confirmed that this is one of the construction strategies the WIC is currently considering utilizing, and it was approved by the Board at the October board meeting.

Another audience member commented she was concerned that the requirements outlined in the DCAJC business plan do not address specific local needs of our DCAJC customers. For instance, the literacy level of customers appears to be a large issue. Has DOES conducted a needs assessment regarding the literacy levels of the DCAJC customers? A customer's literacy level can influence if they are able to meet requirements to access WIA intensive and training services. The Chair suggested that District's workforce system should coordinate with the Office of the State Superintendent for Education (OSSE) to help DCAJC customers meet the literacy requirements. Furthermore, DOES needs to develop an internal protocol on how to ensure individuals who need literacy assistance are referred to the correct programs. Paulette agreed there needs to be a stronger relationship between DOES and OSSE. Kermit also pointed out the DCAJC certification sub-committee will assist in the development of the referral process and help formalize processes on how the DCAJCs can best interact with the mandated partners.

Another audience member asked how AJC's will address outcomes reporting given different requirements for different federally and locally funded programs. For example, some outcomes will be

reported for WIA, while others may be reported for other programs that have inconsistent reporting requirements. Will there be a way to consistently track service delivery and related outcomes for everyone that visits an AJC, regardless of program utilized? Paulette Francois responded that WIA and Wagner Peyser services are substantively different, and that Wagner Peyser services often consist primarily of internet-based services. Individual Training Accounts funded through WIA involve much more comprehensive training services and retention data is tracked for those participants using wage records.

One audience member commented the retention measure is not an accurate measurement. Paulette Francois indicated that she'd be happy to meet with the audience member to show how retention outcomes are calculated. She indicated that she and her team would look into this matter, and present their findings at the next board meeting.

Another audience member asked what the WIC is doing to help coordinate the assessment processes used by the Department of Human Service (DHS) and the Department of Employment Services. Since both agencies are assessing a similar population, it was suggested that it would be beneficial to share the same or similar assessment process. David Berns, Director of the Department of Human Services (DHS), responded that DHS has conducted roughly 20,000 assessments of TANF recipients, and has developed initial indicators of literacy in coordination with OSSE's literacy assessment scale.

VI. Adjournment

The Chair adjourned the meeting at 12:03M. The next WIC quarterly board meeting is scheduled for April 8, 2014.