SWORWIB QUARTERLY MEETING
(Webex Video Conference due to COVID-19)
August 13, 2020
8:00 a.m. – 10 a.m.
Minutes

SWORWIB Members Present: Uche Agomuo, Jackie Alf, Khurram Altaf, Michael Beck, Heath Boucher, Paula Brehm-Heeger, Leo Chan, Natasha Chesnut, Scott Conklin, Jamie D'Agostino, Chad Day, Renee Dean, Dwayne Dews, Mark Dierig, Margaret Fox, Shanel Gentry, DeJuan Gossett, Stephanie Hall, Melissa Johnson, Laurence Jones, Matthew Jones, Chris Xeil Lyons, Shawntay Mallory, Tim McCartney, Peter McLinden, Rene McPhedran, Detries Miller, Matthew Owens, Bridget Patton, Denisha Porter, Kevin Powell, Michael Prus, Eric Rademacher, Maureen Reilly, Jennifer Roeder, Samuel Ross, MD, Diana Small, Harry Snyder, Tyronne Stuckey, Stephanie Summerow Dumas, Amy Waldbillig, Dani Watkins

SWORWIB Members Absent: Chris Fridel, Diana Mairose, Clara Matonhodze Strode, Nick Milazzo, Jerry Porter, Trisha Rogers-Lowey, Carol Sorenson-Williams, Roberta Thomas, Jennifer Winstel

SWORWIB Staff Team: Deborah Jordan, Sherry Kelley Marshall, Karen Saterfield

Resources: Tim Dingler, Kevin Holt, Lynn Murphy, Nicole Peace, Bonita Wood

Guests: Ethan Arguello, Hope Arthur, Lee Daher, Stephanie Hall, Trina Jackson, H.A. Musser Jr., Dan Rizo-Patron, Tim Slater, Brandy Taylor, Laura Tepe, Meg Thomas, Leta White, Leah Winkler

I. Opening - Welcome and Introductions

Having exceeded quorum, Chair Laurence Jones welcomed everyone to another Quarterly Board Meeting via WebEx at 8:02 a.m. He thanked everyone for taking time out of their busy schedule to attend, appreciated that we can use technology to keep business going, and reviewed online protocol. He then asked Saterfield and Marshall to do the roll call. After completing the roll call, he reminded participants to use the mute/unmute function.

II. Approval of Agenda

Chair Jones reviewed the agenda and reminded members that the SWORWIB has two Agendas at each meeting. The First Agenda approval is for the presentation of the order of business. The second agenda business item is for review and approval of "the consent agenda" which is used by larger boards to handle the business of the organization addressed in committee meetings or other venues in an efficient fashion in order to have time to focus on essential educational or training presentations and discussions. The practice is that everyone reviews the entire agenda before approval, including a close review of the consent agenda items, and then indicates during the "Approval of the Agenda" any consent agenda item they wish to move from the consent agenda to "Other Business" for separate discussion. With no comments, concerns, questions or requests for agenda item changes, Ross moved, Beck seconded the motion to approve the agenda as presented. Motion unanimously approved.

III. Approval of Consent Agenda

Chair Jones commented on the importance of Board Members being prepared and having read through the packet. He asked if there were any comments, changes or questions related to the consent agenda. There being no comments, corrections, additions or separate discussion about items on the consent agenda, Snyder moved, Chan seconded a motion to approve the consent agenda. Motion unanimously approved. The following materials provided in the board packet were therefore approved:

- 05.14.2020 Quarterly Meeting Minutes
- President's Report
  - Audit and Grant Updates
  - Board Meeting List 2021
  - FY2021 Scorecard Framework
  - NewsWIB's (Separate Packet)

IV. CCMEP & WIOA Youth Annual Report & Performance Report

Chair Jones reminded everyone how 2019 started out well and now we are in the grips of a pandemic. He congratulated President Marshall and the team for all they are doing to help people formerly working people to deal with unemployment. He also noted the importance of our in-school and out-of-school program delivery that supports youth 14-24 to be encouraged and supported during this COVID time of distress and uncertainty. He then asked Peace to offer the highlights of the WIOA/CCMEP report. Peace said we have met or exceeded our state mandates: work experience percentage is 21% (state mandate 20%); out-of-school spending percentage is 85% (state mandate is 75%); enrollment relative to contract value is 753 (state mandate is 650). The Avenues to Success (ATS) incentive program was initiated 7/1/19 – 6/30/20 and will continue 7/1/20 to 6/30/21. This has been a highly successful pilot designed to help both in-school and out-of-school WIOA youth participants stay motivated and engaged in their career development by earning incentives for achieving employment and/or educational goals. 359 total incentives were approved last year for a total of $106,050. Marshall thanked Peace, Holt and JFS for listening to the Board and creating this successful pilot within the local area which will continue this year. Peace said new contracts are in place with a one-year renewal option. Our allocation for this fiscal year is slightly increased at $1,568,963. 100% of enrolled cases have been reviewed for compliance with state and federal regulations. We exceeded our area standard in all three WIOA youth performance measures. We were below statewide measure in "measurable skill gains." There were many youth accomplishments/experiences: 145 earned a diploma or equivalent, 201 obtained unsubsidized employment, 9 obtained permanent employment with a Work Experience employer. Marshall noted that Area #13 took the Wage Pathway effort to heart at the local level and thanks the team and HCJFS for finding funds that could continue the incentive approach. She further complimented the HCJFS team for the Avenues to Success renaming. Marshall asked for a by-leave so everyone on the board knows this work well. What the CCMEP Wage Pathways approach did was incentivize efforts that can life a young person out of a challenge that could cause them to stumble. Marshall noted her support of Wage Pathway and the SWORWIB/HCJFS Team next version using local funds and known as Avenues to Success. Any middle class or upper-class parent knows the importance of reward and incentive in getting their young people to commit to a goal, achieve the goal, and the receive the accolades or reward. Marshall asked any parent in the room to raise their hand if they have motivated their child or teenager in such a way. Marshall further commented that as parents we know this can be very influential and young people learn progress, completion and reward. Our effort local is doing the same "normative, middle-class and above methods that are tried and true" and deploying the opportunity to our less funded and supported youth served by our youth providers under Nicole's leadership and the team's appreciation of the opportunity to serve. Chair Jones offered congratulations to the team and applauds for Peace, the HCJFS Team and the youth providers.

Chair Jones then asked Dingler to report. Marshall re-introduced Dingler and said she was delighted he was back with CCMEP. After some technical problems, Dingler reported on the CCMEP Annual Report. There were 1706 CCMEP collaborative customers ages 14-24. $139,954 was spent on barrier

removal/client assistance, such as legal issues and incentives, through comprehensive case management. 65% obtained employment. The top 3 industries are retail, food service, and health/home care. Dingler reported that 38 ITA's or short term, high impact trainings completed with the top training industries being STNA/PCA, Pharmacy Tech, Certified Clinical Medical Assistant. 427 JFS file audits were completed on new and ongoing TANF enrollments (25% of the cases) with all files having one or more errors. This is an opportunity for training. We have exceeded in many Performance Measures but need to improve at Credential Attainment (such as HS diploma). In the absence of questions from the Board, Chair Jones thanked Dingler for his report.

V. OMJ Annual Report & Performance Report

Chair Jones asked Holt to report. Holt noted that it has been a "weird year". WIOA re-enrollments were 347, down 100 from last year due to the fluid situation with the pandemic. The resource room is closed for now. WIOA employments were 304. Median wage for all employments was $17. Training-related wages were $20 that is what we hope to see. Training enrollments were at 338; we focus on training programs that lead to high-demand jobs, such as Admin/supervisory, healthcare, IT and supply chain & logistics. COVID-19 and audit-related challenges have reduced efficiencies. These will continue to be challenges along with MOU funding to maintain the OhioMeansJobs Center and the broader economy in 2021. We are adding more WIOA staff to work more in depth with fewer customers. We don't yet have the 4th quarter or the Final Program Year 2019 report. In the 3rd quarter, we scored five "exceeds" and three "meets." We improved our credential attainments scores. To meet state mandated requirements, many staff now work from home. We are all working harder every day. Direct service spending was 58%, just below our 60% goal at this time. Stuckey asked the Chairman for a by-leave to recognize the youth and adult services and processes in the midst of COVID-19 that remains a health threat. Chair Jones noted Stuckey's point is well taken and we are pleased for our results with performance and ongoing service to our customers.

We have many process and procedural changes to report: the use of enterable forms and electronic signatures to provide for remote access to services, rebuilt Individual Employment Plan, expanded online workshop offerings, addition of two new staff, rebuilt file management, and added a fiscal monitor to our annual schedule. All this behind-the-scenes work is critical to maintaining our standing. Our partners have also contributed to upgrading the facility. In reviewing our funds, we are close to where we want to be with income and expenses. We also received and spent $3 million in COVID-19 relief funds. This program year will be challenging for the MOU that supports the 1916 facility. To date, we have lost three center partners and 27.7% of funding for the center. Additional losses are likely as remote work becomes more routine. Immediate effect is the loss of $122,461 for the year. This is probably manageable without major expenses, but additional staff losses will challenge core functions of the 1916 operating budget. In terms of those we serve, a total of 14,553 job openings were posted online for May 24 to May 30, 2020. This represents a 21.7% decrease compared to the week prior to the Ohio Stay at Home order. We served a total of 444 employers and 326 more than once, including a success story with Ford Transmission Plant and identifying thirteen OJT new hires with a 100% retention rate after eight months. Satisfaction rates were high for both job-seeking customers and employers.

Holt took a few moments to talk about performance measures and their possible impact if not met. If Area #13 fails any for two years, the State will threaten our certification. We received our annual numbers this month; overall, we have met three, exceeded seven, and failed the Adult Certification measure. We have been trying to understand why we failed. The goal was rolled up to 75.9% from 63%. It does not threaten us now, and we're still better than other metros in this performance measure. Chair Jones congratulated Holt on all he is doing and reminded all that these are challenging times. We have still maintained partnerships, impacted customers on a daily basis, and kept the center open with all the extra cleaning needed. He thanked Holt and Marshall for all their work. Dr. Ross asked why we are discontinuing training for professionals. Marshall answered the question by saying that we believed in "training up" even if someone had a degree and high wage job. Under the law, these individuals are

"dislocated workers" who lost their job through no fault of their own. But everything to do with workforce has "politics" attached. We have monitors from Region 5/Chicago who have no idea of the depth of healthy enterprises in our region from manufacturing, health care, healthcare product manufacturing, construction, supply chain, energy and on and on. Many dislocated workers can re-engage in employment, full-time or part-time with any number of in-demand credentials, such as lean, six sigma, project management; but Chicago monitors see no value is such competencies. Marshall noted the irony that government might benefit from some of these system reviews themselves but instead deny people who have worked and then been laid off the opportunity for one of these credentials that are valuable to most private entity companies for which many can get back to work near to what they were making when they were dislocated. Moreover, they can get back to work and contribute to the tax base that provides for training our citizens and providing the talent our employers seek. Marshall asked Dr. Ross and other employer leaders to consider writing a letter to the Board about how the Bon Secours Mercy Health and others seek professionals with these talents to help improve processes in all of these industries, except of course government which believes these credentials are meaningless. We know that many workers if they were laid off still might need to update skills to be rehired. The State says we have to help the most indigent. We need the reimbursement nd must make the case well. Marshall has advocated for her whole career against the internal pressures of college educated government workers to expand funding for college by absconding with workforce resources for the benefit of funding college degree pursuit, rather than in-demand credentials for which employers are open to funding on behalf of their incumbent workers. Such policy games developed to serve monitors and others who seek to underwrite college systems despite their performance results are overreach at the federal and state levels and Marshall contends it is her role to remind state and federal monitors of the intended legislative act advanced by Obama that strengthened and re-iterated why workforce in America requires locally established policy because the Board members live in the community and the federal and state monitors do not, and therefore cannot understand local intelligence and therefore local control. Chair Jones noted Marshall's passion and sincerity and asked if others wanted to add to her argument. Dr. Ross thanked the Board for helping him understand why one-stop centers in different locations for the Hospital have such differing perspectives.

Chair Jones then asked any who had joined the meeting since the roll call to identify themselves for the records. Due to the noise from unmuting, he asked for individuals to email Marshall and Saterfield to be reflected in the roll call and attendance records.

VI. Presentation: Performance Negotiations PY2020-2021

Chair Jones introduced our speaker, Daniel Rizo-Patrone, Workforce Analytics Project Manager at the Office of Workforce Development at ODJFS. Rizo-Patrone said he was glad to be speaking to a Board that prioritized performance and high-level achievement. He has presented this PowerPoint to workforce teams on the statistical adjustment model (SAM) and performance negotiation. This is about a change in how performance measures are determined. In the past, a goal might be job obtainment based on past performance and the State's input. Under WIOA, the federal government is mandating a change to an evaluative goal based on SAM. Characteristics such as economic indicators and participant characteristics are not under the program's control. They each have a value that are entered into an equation to predict an outcome and will be adjusted with actual data at the end of the PY. For instance, the adult credential attainment performance goal has 50 individual items that are weighed. This is brand new so it will take time to work it through. The State model is updating the data used. As of August 4th, the State proposed measures for 2020-2021. Previously, they had asked local areas to propose, but the local areas did not like that. We have now entered a three-week review period. If a local area thinks they can't meet a proposed standard, they can counter propose with data-driven justification. While the State cannot consider what goes into SAM, the State will review and hold a meeting with the local area to discuss and come to agreement on the proposed standard. All finalized local area standards will be submitted to the DOL by 9-30. This model aims for fair program evaluation. PY2018 is the baseline

for which they will adjust for PY2020 and 2021. PY2019 did not count for subsequent designations. The focus on continuous improvement is not just about the increase in numbers; other improvements can be counted. Chair Jones thanked the speaker for helping us to understand and align our reports.

VII. ETP Evaluation Review and Approve ETP List

Chair Jones asked Detries Miller, Chair of the ETP Evaluation Committee, to report. Miller reviewed the eighteen ETP applicants and the possible outcomes: approved, not approved, conditional (must still complete key aspects of SWORWIB's expectations) and provisional (for experimentation with our evaluation expectations). We also had a couple of unapproved requests that do not meet the in-demand occupational training and/or essential worker training. Marshall thanked Miller for her serve to the SWORWIB as a Board Member and as the Chair to the ETP Evaluation Committee. Marshall noted that all the members of the committee take this work very seriously and believe that our focus on quality training and trainers is important for our job seeking customers. Chair Jones thanked the whole team for holding our values about evaluation to assure our jobseekers that our training providers understand and seek to meet the Board and customers' expectations. Stuckey asked Marshall how long the SWORWIB has been managing this work through our Board volunteers and why. Marshall reminded everyone that to our knowledge we are the only Board in Ohio who conducts our own performance assessments and works with the training organizations to share our values about results. The State of Florida does this not only with the Workforce Boards but also for college performance results. Texas and Washington State and Utah also believe these funds should not be released if the trainer entity can't care enough to meet a minimum standard for results. With no further questions or comments, Miller moved, McPhedran seconded the motion to approve the ETP list as presented. Motion unanimously approved. Chair Jones asked those present to consider someone with ambition and passion who would step up to chair this committee and notify Marshall.

VIII. Nominating Committee Report and Nomination Form

Chair Jones asked Nominating Committee Chair Matt Jones to report. Chair Jones thanked all those who are completing their term and hopes for some equally passionate replacement members. After some technical problems, Jones thanked those serving on the committee and reminded all members that our balancing task for the 51-55% business/employer representation is a challenge. We work to meet the requirements of WIOA in order to remain compliant and also include local values, maintain diversity with race, age/generational representation, gender and industry sectors. Jones asked those present to fill out nomination forms for those they believe could contribute to the SWORWIB. The committee is recruiting 6-8 candidates to maintain the Board at 50-52 members. The slate for approval will be presented at the November Board Meeting and advanced as our recommendations to the Mayor for official appointment by City Council, hopefully by the end of December 2020. The 2021 officers will also be advanced at the November Board Meeting; Jones announced, with gratitude, that Chair Jones agreed to serve another two-year term as Chairman. The next Nominating Committee Webex meeting will be August 17 and focused on open positions and who has already been nominated. Although he cannot provide bagels and juice for the online meeting, he was encouraged to share photos of them. Chair Jones thanked M.Jones for his leadership and encouraged him to continue to serve in this role.

X. Board Chair Report

Chair Jones thanked all the Board members who contributed to President Marshall's 2019-2020 Annual Performance Review that was among her highest assessment rankings since her 2007 selection to return to oversee the SWORWIB's operations, performance and successes. Area #13 received a modest 2% increase in overall funding. He also thanked Harry Snyder and the Great Oaks System for working with our President to provide an even better office arrangement in the same building at Scarlet Oaks, allowing us to have both a City and County location for the workforce board. The transition was smooth. He reported with a heavy heart that Marshall will be transitioning out of her role from now to June 2021 retirement. The Executive Committee has started the transition process, and the job will be

posted on national workforce websites, OMJ.com, the Leadership Council's website and others to achieve a broad and diverse reach for the effort. Anyone who is willing to help with this process can email Chair Jones. McPhedran agreed to lead the committee to plan the farewell party (a mild roast) for Marshall along with Alicia Tidwell who worked with Marshall for her two-year term and believes she deserves a grant farewell.

IX. President's Report

Chair Jones asked Marshall to give her report. Marshall said her focus has been on contract renewals.

- Contracts' Status
    - 1916 Lease with the Hamilton County Board of Commissioners: We obtained a five-year lease renewal.
    - 1916 MOU Renegotiation: Due to COVID and program closures for past offerings from the State, we have three primary partners exited the OMJ Center at the end of June for Talbert, Dohn 22+ and Great Oaks. The MOU will be renegotiated for an approximately 30% budget reduction impact. Marshall also shared that many of the State Employees are adhering to Governor Dewine's stay-at-home ruling through January 4, 2021.
    - 1916 Contract for Building Management: The 6th renewal was completed with HCJFS. Chair Jones confirmed with Marshall to that the SWORWIB is responsible for building management and insurance, as well as parking facilities attached to the 45,000 square feet building. Marshall noted that the SWORWIB managing the facility allows us to invest in improvements, both shared partner costs, county costs and private resources and access to partner entities for improved pricing.
    - Great Oaks Lease Agreement: Thanks to Harry Snyder and the team at Great Oaks, we moved to a new office in the same building at Scarlet Oaks and continue with a very cooperative pricing arrangement.
    - Draft for System-wide Contract is with HCJFS Legal hands as are our other contracts underway right now.

Marshall reviewed a variety of new resources from the State for training and also new approaches for funding industry sector projects.

- State Allocations: ES-RWP Grant & COVID-19 ERNDW Grant: This is for dislocated workers affected by the 13% unemployment. Area 13 will receive $1,658,102.00 for COVID-19 ERNDW Grant.
- TechCred – August 4, 2020 thru August 31, 2020: Government has an interest in training up employees. Applications are due this month.
- ODJFS Releases PUA Claims for Payment: While OJDFS continues an investigation about potentially fraudulent claims submitted via the federal Pandemic Unemployment Assistance (PUA) program, it has released 1,500 claims for payment. Marshall thanked staff who continued to work in the building during the pandemic to help those unemployed who could not search for work from home.
- New Industry-Recognized Credential Application and Review Process: In 2014, the State Board of Education of Ohio passed a resolution to adopt a framework for determining industry-recognized credentials that qualify students for high school graduation. The Ohio Department of Education, in collaboration with the Governor's Office of Workforce Transformation, has developed a new application and review process timeline. Community stakeholders, including schools, parents, students and businesses may submit credentials to the Ohio Department of Education for consideration by completing an application.
- Return to Work Webinar – August 28, 2020: Kathleen Busemeyer has turned the workshop into a webinar about "Return to Work Issues and Considerations for Employers."
- Other:
    - Marshall announced our partnering with Trina Jackson of Hamilton County Office of Reentry (HCOR) on a $4 million Pathway Home grant to help returning citizens.

- Matt Owens announced his veterans' program received an award of $22,700 for outstanding service. He and Marshall were proud of his accomplishments involved in partnership with Veteran service agencies and the local team. Owens complimented Marshall for her commitment to serving Veterans and her joint leadership with him to apply for and win one of the grants.

XI. Public Comments and Announcements

Chair Jones asked if there were any other questions, announcements or comments from the Board members or the general public in attendance.

- Chairman of the Lucas County WFB announced he was listening in and would report back on the great job Area 13 does with over 75 people on the Webex to stay abreast of the Board's work. He also thanked Marshall for coordinating with his team in Toledo as he had heard very favorable feedback about all that Area #13 does.
- Trina Jackson (HCOR) thanked Marshall for her efforts to help address the employment barrier for returning citizens. Marshall commented there are companies willing to employ the difficult to employ and working with those returning citizens early will assistance.

XII. Next Board Meetings (Webex or Social Distancing TBD)

Chair Jones reviewed the upcoming Board meetings. He was hopeful we will have a vaccine or something to help so we can meet again in person. We are privileged to have a Manpower representative on the SWORWIB, Health Boucher, who will give us an update on the recruiting and hiring demographics in the midst of the ongoing COVID challenges.

Chair Jones reviewed the upcoming meetings for 2020 and the quarterly Board meetings for 2021 so everyone can record them in their calendar programs:

- **November 12, 2020 Quarterly Board Meeting**
- **January 21, 2020 *New Member Orientation**
- **February 11, 2021 Annual Meeting**
- **May 13, 2021 Quarterly Board Meeting**
- **August 12, 2021 Quarterly Board Meeting**
- **November 11, 2021 Quarterly Board Meeting**

XIII. Adjournment

Chair Jones thanked everyone for their attendance, noted all were gaining 3 ½ minutes back. He asked if there was anything else for the good of the order. There being no other comments, Fox moved, Brehm-Heeger seconded a motion to adjourn. Motion unanimously approved. The meeting ended at 9:56 a.m.

Respectfully,

René McPhedran
Secretary