

**MINUTES**  
**TENCO Workforce Development Board**  
**Meadowview Regional Medical Center**  
**989 Medical Park Drive**  
**Maysville, Kentucky**  
**December 20, 2017**  
**Noon**

Chair Chet Smith called the meeting of the TENCO Workforce Development Board to order on Wednesday, December 20, 2017 at Meadowview Regional Medical Center in Maysville, Kentucky. Chair Smith thanked Diana Kennedy, Director of Human Resources and Joe Koch, Marketing President with Meadowview Regional Medical Center for hosting the board meeting. Chair Smith also recognized guests in attendance and Jennifer Tuel, TENCO WDA Program Coordinator.

Joe Koch, Marketing President of Meadowview Regional Medical Center welcomed all in attendance. He reported MRMC along with Fleming County Hospital are a part of the same company, LifePoint Health. Mr. Koch provided a PowerPoint presentation relating to the facilities and their workforce needs. The missions, vision, and guiding principles of the hospitals were highlighted. MRMC was named Duke LifePoint Quality Affiliate, which the designation recognizes hospitals within LifePoint Health system that have enrolled in LifePoint National Quality program and succeeded in transforming their culture of safety and achieving high standards of quality care, performance improvement and patient engagement.

**MEMBERS PRESENT:**

Lori Ulrich	Diana Kennedy
Jamie Rucker	Chet Smith
Dan Connell	Jason Slone
Scott Keller	Alex Conrad
Adam Hinton	Scott Doan
Chuck Charles	Michael Thoroughman

**GUEST PRESENT:**

Sherry McDavid	FIVCO ADD
Amy Kennedy	Buffalo Trace ADD
Brittany Corde	Maysville Community & Technical College
Contessa Love	KEDC – Adult Education
Tonia Anderson	Morehead OET

**STAFF PRESENT:**

Denise Dials	Teresa Wilburn
Stephen Culp	Justin Suttles
Jennifer Tuel	Dena Green

Crystal Keaton

GENERAL ITEMS:

Approval of Minutes

Chair Smith asked if there were any questions or corrections to the Minutes of the August 16, 2017 and October 24, 2017 meetings. **There being none, a motion was made by Chuck Charles and second by Jason Slone to approve the Minutes of the August 16, 2017 and October 24, 2017 meetings of the TENCO WDB. Motion carried.**

Quarterly Budget Review

Stephen Culp, Fiscal Officer presented and reviewed the TENCO WDB budget through November 2017. A budget summary and detailed budget was provided. Mr. Culp reviewed and explained the total budget - \$6,365,833.79 and the total obligations, net surplus/deficit, total expenses and the remaining balance of \$4,436,007.65.

BTADD Audit Review (Administrative Entity/Fiscal Agent)

Mr. Culp also reported Buffalo Trace ADD Administrative Entity/Fiscal Agent for the TENCO WDB has received the independent Auditor's Report for the period July 1, 2016 – June 30, 2017 (FY'17). A PowerPoint presentation was provided. The presentation reviewed the WIOA expense history for the period. The report showed there were no significant deficiencies regarding internal control of the financial reporting.

REPORTS:

Youth Committee

Denise Dials, Director of Workforce Development reported the Youth Committee met and reviewed the following youth information. There are currently two- year round youth contracts. The contracts are with Morehead State University and Lewis County Board of Education. Currently, the contracts are in the last renewal period. There is approximately \$800,000 in youth funds that can be obligated for youth services for FY'19 (July 1, 2018 – June 30, 2019).

The Youth Committee recommended releasing a Request for Proposal to provide year- round youth services through contracts for FY'19. Contracts awarded will be on a one-year contract with option for renewal for three years. The contract must be for out-of-school youth (not attending any school) or an in-school/out-of-school combination.

The Youth Committee also recommended that the remaining funds after contracts have been approved, be utilized to provide a work experience summer program similar to this past summer. The program would be open for any county within TENCO. The program would provide soft skills, job readiness skills and work experience opportunities. The Committee recommended releasing an RFP for this service.

**A motion was made by Michael Thoroughman and second by Chuck Charles to approve moving forward with two Requests for Proposals to provide year-round youth services and summer work experience program with a cap of \$800,000. Also noting if additional funds become available a request may be brought to the Board to increase the funding amount. All in favor. Motion carried.**

#### Strategic Planning Committee

Alex Conrad reported the Strategic Planning Committee met in November. There were board members and community partners in attendance providing for good input and discussions. Mr. Conrad reported the committee reviewed community data, statistics, and strategic plans/documents from community partners. This aligned the approach to develop workforce goals. Amy Scarborough, AT&T facilitated the meeting. The Committee identified the strengths & weaknesses in the communities resulting in identifying six partner themes to align with TENCO's mission and vision. The themes were Labor Force Participation Rate; Align Education & Workforce; Develop Programs/Projects for Youth; Coordination and Communication Between Programs; Accessibility to Services Available Through the Workforce System; and Economic Development Participation & Partnership. The Committee agreed to recommend these themes as goals for the TENCO WDB Strategic Plan. The goals will be developed into statements with action items identified for each goal.

Mr. Conrad reported the meeting adjourned without a final draft of the goals and their objectives. The Committee will reconvene January 18 and discuss to create the final draft Strategic Plan of the TENCO WDB to present at the February meeting.

#### Governing Board of Judges

Denise Dials reported on the Fiscal Agent Contract. Currently the Governing Board has a contract with BTADD as the Fiscal Agent. The contract will expire in 2018. The Governing Board of Judges for TENCO are developing the process to be used to procure fiscal services for next fiscal year.

#### OTHER BUSINESS:

##### KY Adult Education Application Review

Ms. Dials reported in the Law & Regulations, the TENCO WDB is to assist the KY Adult Education providers in reviewing applications for their services. The alignment with partner agencies is the common goal. Chair Smith has volunteered to be on the Review Committee along with recommending Scott Keller and Lori Ulrich. Other board members were encouraged to participate with the review if available. The RFP will be distributed in January and the review will be in March.

##### SNAP E & T and Medicaid Waiver Update

Ms. Dials provided an update on the SNAP E & T and Medicaid Waiver. A handout was provided relating to these programs. She reported that currently the Medicaid Waiver is not approved. The community engagement component of the Medicaid Waiver will be phased in for the TENCO WDA in November 2018.

The SNAP E & T (Food Stamps) recipients for TENCO are 3,484 individuals. Ms. Dials reviewed the handout that outlined the requirements of the SNAP E & T Program and funding amount through June 30, 2018 - \$21,746.71. Ms Dials also reported additional funds will be distributed July – September 30, 2018 through contract.

**After discussions, a motion was made by Dan Connell and second by Diana Kennedy to approve signing the contract for SNAP E & T in the amount of \$21,746.71 for local planning, preparation and provision of services through June 30, 2018. The contract will have some direct service provided though the FIVCO ADD contract requiring a line item budget revision with no amendment to the total amount allowable in the FIVCO contract. All in favor. Motion carried.**

#### Career and Technical Education Industry Certifications

Ms. Dials reported on a request through the Career & Technical Education and the KY Department of Education that the TENCO WDB review and recommend Industry Certifications to the KWIB that are valid to the local businesses. This allows a student to earn a credential or certificate while in high school. The current certificates available in school systems in the State were provided. A survey was sent to the Board & businesses in the TENCO WDA regarding the completion of the requested information of certificates to remain. Ms. Dials compiled the results. This will now be a continued process by the Board every year. The ranking results of the survey were provided, reviewed and discussed. She reported the information would be sent to KDE and to the KWIB. **After discussions, a motion was made by Chuck Charles and second by Dan Connell to approve the TENCO WDB to submit the recommendation to the KY Department of Education and Career & Technical Education the results of the Industry Certifications rankings. All in favor. Motion carried.**

#### Director's Report

The SETA Conference was held in Louisville last year with good attendance from the Board & Staff. She reported this Conference is held twice a year and if funds are available TENCO WDB members and staff are encouraged to attend. The information related to workforce, leadership, soft skills, management, youth, customer service and specific workforce activities, etc. The attendance at conferences is usually offered to Board Officers, Chairs of Committees, Board Members & Partners.

Ms. Dials reported on Performance. The State negotiated performance standards that the LWDA's have to achieve have been waived this year. TENCO is still keeping with the performance standards on the local level based on the federal regulations. She reported the State is drafting additional performance standards for the LWDA's. The standards will be in real time measures for KY.

Ms. Dials reported the Conflict of Interest forms are available for members who have not completed and submitted the form.

### Business Services Update

Crystal Keaton, Business Services Coordinator provided an update on business services activities for the TENCO WDA.

- Made contact with 103 businesses; provided 291 services; repeat businesses served – 36. There will be a quarterly follow-up schedule developed to reach back with the businesses. There have been on-site recruitments with businesses; assisted National Guards & Veterans; worked with the ex-offender population (FIVCO Re-entry Program); and economic development with Braidy Industries.
- Rapid Response – Pentair – all participants have been seen at this time. AK Steel – 30 employees affected (10 in training); In the region there will be upcoming Rapid Responses for Outdoor Group (Archery) in Powell County with TENCO assisting in the RR due to residents from TENCO area; and upcoming DP&L closure locally affecting 140-150 individuals.
- The next Business Services Team meeting will be held March 21<sup>st</sup>.

### Economic Development Update

- Denise Dials reported the FAME Program first cohort would be graduating next semester in May. The next FAME program at the MCTC Maysville Campus has started with all individuals having opportunity for apprenticeship placement.
- The Career Center's Face Book page is being heavily utilized by followers and provides a great opportunity to share career center and business information to the public. Businesses are encouraged to send information to be placed on the Face Book page.
- Recruiting – Clopay will have hiring event on January 12<sup>th</sup>;
- TENCO Career Centers job postings were reviewed.

### Career Center Update

Justin Suttles, TENCO Career Centers One-Stop Operator provided an update on activities.

- Customer Service main priority and Career Centers are receiving positive feedback through surveys;
- The Memorandum of Understanding for services at the Morehead Center is in progress and will be provided to the Board at the February meeting with the other affiliate Centers MOU to follow;
- Career Center Certification is being redone by the State and will have the new standards to the KWIB at the February meeting for approval. The "hubs" (Morehead) will need to be certified by June. The satellite and affiliate sites will be certified by year-end.
- The TENCO Website is "under construction" through contract with Right Eye Graphics in Ashland and will be presented at the February meeting. The website will have a system approach and include workforce and partner information.

### Partner Updates

- Jason Slone reported he is on the State Career Center Certification Committee and the three groups are reviewing the criteria. The timeline for completion is January and will

present to the KWIB in February. The overall goal is to better align the criteria and reduce duplication.

- Staff assistance with Unemployment Insurance in the Career Centers has been removed from all centers. Customer's may access the computers in the Career Center and/or phones to file their claims. Staff can assist the customer in the navigation of the computer, but cannot answer questions regarding their specific claims. Customers have had many complaints since this was implemented, including the length of time they wait when calling in for assistance, the lack of knowledge the person has they have spoken to when calling the help line, and being given wrong information that has affected their claim.
- Staffing at the Centers is a concern. Several positions have been posted to hire new OET employees.
- Mt. Sterling/Montgomery County Career Center located on the MCTC Campus closed their Center for two weeks due to College closure for the Christmas Holiday. The Montgomery County staff provided Career Center services through the Morehead Center during that time. There was an increase in traffic due to the seasonal shut down.

Jason Slone reported on the front desk position at the Morehead Career Center. The position is staffed through Title V services and has a continued revolving staff. The Title V budget and guidelines for placement of staff has changed and no longer supports the type of assistance needed at the Career Center. He requested to have the opportunity for the Morehead Career Center to hire a front desk individual to be located at that facility as a direct service provided through the FIVCO ADD Contract.

Stephen Culp reported staff have reviewed the front desk position request at the Morehead Career Center and an estimate to hire for the position at \$12.00 an hour to the end of this fiscal year was in the amount of \$22,321.00 for full-time. The amount includes full salary, fringe benefit and indirect expense. To fill the position on an annual amount would be \$44,642.00. He also reported the FIVCO ADD Direct Service Contract has a budget of \$745,000 and are on pace to spend about 60% of this amount. The FIVCO Contract currently would not need amended. Ms. Dials mentioned the front desk position is a vital position for the Career Centers to provide information to the customers. The Board also discussed in future to have the front desk position as a shared position cost of the Career Center Partners outlined in the IFA's of the Memorandum of Understandings.

**After review and discussion, a motion was made by Alex Conrad and second by Michael Thoroughman to approve hiring for the full-time front desk position at the Morehead Career Center for the remainder of FY'18 at \$12.00/hour and evaluate on an annual basis. All in Favor. Motion carried. Jason Slone abstained from voting.**

#### Topics for Future WDB Meetings

Chair Smith asked if there were any further topics of interest to discuss. The Board was reminded to contact the WDA Staff on items for discussions at future meetings.

Other

Chair Smith informed the Board of the 2018 TENCO WDB meeting schedule provided and to reserve the dates on their calendars.

**With no further business to discuss, the meeting adjourned on a motion made by Jason Slone and second by Jamie Rucker at 2:45 p.m.**

Recorded by: Teresa Wilburn