**Minutes**

**Region 3&4 Chief Elected Official Board and**

**Regional Workforce Investment Board Combined Meeting**

**Thursday September 26, 2013, 9:30 am**

**Governmental Services Center, 217 West 5th Street, Spencer, Room B**

**RWIB Members Present:** Lee Been, Diane Nelson, June Goldman, Donna Hrubes, Vernon Nelson, Kenneth Vande Brake, Mike Schulte, Judy Taylor, Ranae Sipma

**RWIB Members Excused Absences:** Gregory Ver Steeg, Rhonda Jager-Pippy, Jodi Nasers

**RWIB Members Absent:** Michael Modder, George Kruger

**CEO Members Present:** Tim Schumacher, Mike Schulte, Arlyn Kleinwolterink, Merle Koedam, John Steensma, Ken Chalstrom, Pam Jordan, Ed Noonan, Pam Wymore, Dale Arends

**CEO Members Excused Absences:**

**CEO Members Absent:**

**Partners and Guests:** Val Bonney (NWIPDC), Kelly McCarty (Iowa Lakes SBDC), Mary Augustus (Iowa Voc Rehab), Marlys Jones (IWD), Jason Anderson (NWICC), Amber Roe (Proteus, Inc.), Melissa Rude (Proteus, Inc.), Ruth Bolinger (Experience Works), Doug Keast (IWD), Sandra Johnson (IA Dept for the Blind), Jolene Rogers (ILCC), Linda Gray (IWD), Craig Cretsinger (IWD)

1. **Call to order:** Lee Beem at 9:37 am called the meeting to order.
2. **Introduction of Members, State Staff and Guests:** Self-introductions were made.
3. **Welcome:** Lee Beem welcomed everyone to the meeting.
4. **Agenda Review:** No changes were made to the agenda
5. **Approval of May 23, 2013 Meeting Minutes:**
6. **RWIB Vote –** Motion made by Judy Taylor, 2nd by Donna Hrubes, motion carried.
7. **CEO Vote –** Motions made by Ed Noonan, 2nd by Pam Wymore, motion carried.
8. **Program Updates:**
9. **Integration Statistics for Region -** Val Bonney shared the integration statistics for the region that were on page 6 of the packet for the board. Bonney reviewed the table shown and answered questions about the statistics. These statistics were for the period of 7-1-12 thru 6-30-13.
10. **Workforce Investment Act Intensive/Training Enrollments –** Bonney updated the board on the region’s intense and training service identifying the number of clients and providing the funding associated.
11. **National Emergency Grant Closeout –** Bonney reported that the grant has ended. For the period ended 6-30-13 134 clients were served and 116 were planned for. Of the 134, 105 have exited the program with 94.2% of those finding employment. There are still 29 enroll in dislocated worker formula program, largely due to closure of AdvancePierre Foods in December , 2012.
12. **Promised Jobs –** Linda Gray provided an update of the program to the board, the local IWD office had a retirement so those responsibilities were given to Melinda and Bill. Promise Jobs has integrated the National Career Readiness Certificate testing for clients to help them see were their basic skills are for job placement.
13. **Skilled Iowa –** Gray provided an updated on what is going on in this program. National Career Readiness Certificate testing is gaining acceptance in local schools, a proctor training effort is being made and Spirit Lake school district was the first on board to provide a testing site. Iowa Lakes Corridor has also become a proctor site. In addition the Goodwill facility in Storm Lake is also a proctor. The Intern program was a success this year. There were 4 interns, retail, accounting firm, product and meat processing businesses all participated in the internship program. Of the 4 involved 2 were offered employment. A change of how to include veterans and promised job clients in the internship program is being explored at this time. The typical process is matching individual clients with employers but IWD is encouraging employers to set up an offer for internship. A good discussion followed on the process and the success of the program. A book “When Boomers Bail” was brought to the attention of the board for a good read on the status of the boomers and what they will be looking for employment in their golden years. The book is available in libraries of the Corridor service are and at ILCC. Immigrants needing training was discussed and noted that an effort is being made to reach out to this segment of the workforce.
14. **Updated Skilled Iowa Integration Model –** Bonney has been working on a new model with the staff for the delivery of customer service, using a team model of welcoming, skills assessment and assisting in preparing resumes, and the interview process, etc… Also they are working on developing an opportunity for training for employers, listening to what they want or need for training of the workforce. The model includes serving more clients in a group setting, reaching out to more customers at one time, being more efficient with the delivery of services. Will continue to serve those needing 1 or 2 year training programs as need arises. In addition to center services, staff are traveling to communities with tools to be able to provide the service immediately to the customer. Also being more responsive to the employers in the field. Serving not only the unemployed but the under-employed as well.
15. **Customer Service Plan Modifications:**
16. **Training Limits/Support Limits –** Bonney presented a modification reflecting a change in the dollar amounts to provide to a participant for individual training and support services. The change is to reduce the amount from $2,000 per participant to $1,000 per participant per year for both items. This will allow for more clients to be served. The RWIB motion was made by Ken Vande Brake, 2nd by Mike Schulte, motion carried. The CEO motions was made by Arlyn Kleinwolterink, 2nd by Pam Jordan, motion carried. See page 11 of the board packet for the details.
17. **WIA Performance Goals –** Bonney presented a modification to Page 63 of the CSP - performance goals were updated due to finalized performance negotiations between the State and the Dept. of Labor. This will include a chart showing the Iowa Statewide and Region 3-4 Performance Goals, see page 12 of the board packet for details. RWIB – motion made by June Goldman, 2nd by Diane Nelson, motion carried. CEO – motion made by Tim Schumacher, 2nd by Dale Arends, motion carried.
18. **Veterans Preference –** Bonney presented a modification to the CSP for the Veteran Priority, page 50 and 51 will have the following changes, strike paragraph 3, change paragraph 4 first sentence to read; Region 3 & 4 will give priority for all One-Stop services to veterans and military spouses who seek assistance. Strike paragraph 8. RWIB – motion made by Ranae Sipma, 2nd by Donna Hrubes, motion carried. CEO – motion made by Mike Schulte, 2nd by Ed Noonan, motion carried. See page 13 of the board packet for details.
19. **Performance Year 2012 Annual Report Approval:** This item is for RWIB consideration only. Bonney presented and reviewed the WIA performance levels for the adult, dislocated worker and youth. Region 3 & 4 did very well in meeting or exceeding the negotiated rate in all categories for each level. The negotiated rates will stay constant for the next performance years. Chair Lee Beem gave kudos to Bonney and staff for attaining these results. See pages 8, 9, 10 of the board packet for details. In addition the SDR 3 & 4 Regional Annual Report for the Program Year 2012 was presented and reviewed by Bonney. In summary Bonney praised the partnership relationships in reaching out and serving a diverse client base in this region. This relationships result in success for the client. See the detailed report on pages 14 and 15 in the board packet. Motion by Schulte, 2nd by Taylor to approve the Annual Report as written. Motion carried.
20. **RWIB –** **Election of Officers:** Lee Beem was nominated for Chair, motion made by Vernon Nelson, 2nd by Donna Hrubes, motion carried; Kenneth Vande Brake was nominated for Vice Chair motion made by Vernon Nelson, 2nd by Judy Taylor, motion carried. Congratulations to the new offices Lee and Ken.
21. **CEO – Election of Officers:** Nominated for Chair was Dale Arends, motion made by Tim Schumacher, 2nd by Pam Wymore, motion carried. Nominated for Vice Chair was Mike Schulte, motion made by Tim Schumacher, 2nd by Ed Noonan, motion carried. Congrats to the new officers, Dale and Mike.
22. **Strategic Plan Action Items:** The five priority items presented on pages 16, 17 and 18 of the board packet were reviewed and updates were given:
23. **Priority 1 –** Maintaining partnerships, Goodwill in Storm Lake has offered office space for meeting with clients
24. **Priority 2 –** GAP tuition would be available for under-employed clients
25. **Priority 3 –** An effort to be made to bring all partners together to identify resources/funds available, braiding these funds to meet the needs of our customers
26. **Priority 4 –** the use of the National Career Readiness Certification in assisting dislocated workers identify their strengths, bring partners together at plant closings to offer information about their services and encouraging clients to come to the center to register and get the assistance needed.
27. **Priority 5 –** Discussion was held about creating a super Economic Development Group in the 10 county region. This idea is in the discussion stage and an effort is being made to bring the three regional economic development groups together to talk about this concept.
28. **WIA Training Provider Approval –** The board discussed approving a computer programming program at Iowa Lake Community College to be an approved program to assist clients in training for employment. Motion made by Kenneth Vande Brake, 2nd by Diane Nelson to approve this program at ILCC. Motion carried. See page 19-21 in the board packet for details.
29. **RWIB approval of Youth Advisory Council Membership –** The board was presented the name of April Stotz and Mary Sloan as new members of the Youth Advisory Council. Motion made by Judy Taylor, 2nd by Mike Schulte for approval, motion carried.
30. **2014 Meeting Dates –** The schedule meetings for 2014 are as follows:

January 23

March 27

May 22

September 25

RWIB: motion made by Diane Nelson, 2nd by June Goldman, motion carried

CEO: motion made by Mike Schulte, 2nd by Pam Jordan, motion carried

1. **Quality Assurance Review – State Staff –** As part of the Quality Assurance Review Doug Keast had noted that in the past a greater emphasis was placed on reviewing case files, however a change has been made to review what the staff here is doing and how the board members interact with the staff and mission of the Region. Keast had questions for the board in the review process:
2. How does the BWIB establish priorities? The board had the staff do a needs assessment in the region to provide feedback as to what services should be delivered in the region.
3. How is the progress of these priorities monitored? At the quarterly meetings this is an agenda item that is reviewed and discussed continuously.
4. How is customer service reported? The staff provides quarterly reports to the board, which are reviewed and discussed, unofficial customer feedback from clients shared with the staff or the partners of the service center. The One-Stop-Shop concept at the Clay County Center enables the staff to gather feedback.
5. How is the oversight of the activity at the One-Stop-Shop done? Survey of clients are conducted by the staff when providing service to clients, these responses are shared with the board at quarterly meetings.
6. How are all the counties in the region served to meet the priorities of the region? This is a challenge because of lack of financial resources in providing the services in the region. The staff reaches out to other communities by using laptop computers that have the necessary tools to deliver the service to clients. The partners are the biggest asset in delivery of our services throughout the region.
7. Keast made comments that the RWIB continue to nurture the partnerships with other agencies in the delivery of the services to clients.
8. **Partner Update –** Jo Rogers from ILCC note that the College is in the process of hiring Pathway Navigators to be in Spencer and Emmetsburg. Jason Anderson of Northwest Iowa Community College updated on upcoming events at the College; Partners Meeting 10-9, Job Fair 10-23 also a Advance Mfg. meeting and SBDC/SCORE Smart Start workshop and that enrollment was up 1% for this fall semester. Sandy Johnson from the Iowa Department for the Blind indicated they are experiencing issues with providing services because of reduced staff, shared progress about VOIP and IPhone and about beginning a how to budget your finances program. Craig Cretsinger from IWD talked about continuing efforts to assist those with disabilities to find employment and further their education and the National Career Readiness Certification. Travel in the region for clients to receive service is a concern. Ruth Bolinger, Experience Works, gave a brief history of the program, providing services to clients over 55 years of age, assisting the unemployed and under-employed. Amber Roe, Proteus, Inc. reviewed the program. Marlys Jones, IWD gave encouragement to the region for a job well done. Mary Augustus Iowa Voc Rehab discussed the agencies continuous effort in providing assistance in job skills, tuition and technical assistance to clients.
9. **Confirmed next meeting and adjournment –** January 23, 2014. Meeting adjourned at 11:40 am.