

DAVIDSONWORKS BOARD MEETING
Minutes

DATE: Thursday, May 28, 2020

TIME: 8:00 A.M.

PLACE: Go-To Meeting - Virtual

MEMBERS: Board Chair - Brian Hughes, Don Clinard, Lee Comer, LaRue Cribb, David Davis, David Hiller, Dan Mathews, Pat Phillips, Hal Routh, and Dr. Darrin Hartness

MEMBERS ABSENT: Vice-Chair- Jane Murphy, John Clowney, Neal Grimes, Kat Berrier, Kevin Chapman, Craig Goodson, Steve Googe, Stacy English, Randy Everhart, Michael Holmes, Darrick Horton, Sandy Motley, Jeff McIntyre, Fred McClure, Mike Sharpe, Steve Shell, Beverly Swing, Derrick Swink, Barry Sink, and LeeAnn Tuttle-Thomas

GUESTS: Mary Phillips, Lexington City Schools; Caroline Brigmon, DWS; Joe Wallace, Lexington Chamber

STAFF: Pam Walton, Beth Mitchell, Cris Waugh, Eric Torrence, and Sondra Willis

EMAIL: Agenda, Minutes

RECAP of May 28, 2020 Meeting

1. Board Chair, Brian Hughes, called the meeting to order
2. Minutes from the January 30, 2020 meeting were approved
3. Update on Local Plan
4. Vote on Local Plan
5. Update on RFP
6. Vote on Youth Service Contract
7. Committee updates

I. Welcome / Introductions

Brian welcomed everyone to the virtual meeting and asked the committee to be patient with the virtual meeting requirements. It is required that a role call be made at the beginning of the meeting and for every vote. Pam stated that this process is to stay in compliance with Senate Bill 704. This Bill addressed how to conduct business during the quarantine and one of the things it spoke to is how to hold public meetings.

After role call quorum was not met, therefore, an email will be sent out to the full board for members to vote via email.

II. Item for Approval

Minutes

A motion by Don Clinard and a second by Dan Mathews to approve the minutes from the January 30, 2020 meeting as written was followed by approval by the other Board members present. As quorum was not met, an email will be sent to the full Board after the meeting asking for a vote to approve.

III. Youth Services Contract/Adult and Dislocated Worker RFP

Pam explained that WIOA law requires that the NCWorks Centers release an RFP for its Adult, Dislocated Workers and One Stop Services and Youth Services; this requirement started in 2014.

Youth Program/Contract: when all proposals are received, they are reviewed by the Youth Council members and they make the decision on the Youth service provider. Since 2014, Davidson County Community College has been the only entity who has proposed services to the WIOA Youth customers of DavidsonWorks. The RFP does not have to be re-released each year, as long as the Youth Council is reviewing the contract and makes the decision that the contractor (DCCC) is meeting the requirements of the contract. The Youth Council does this through their annual review of the contract and the program. This year, the Youth Council, upon its review of the program, chose to extend the contract that was entered into last program year and to continue the contract with Davidson County Community College as the provider of Youth services.

Pam went on to explain that Get REAL works with students who have had a difficult time being successful in conventional public schools or at home school. The program helps students obtain their GEDs and get credentials in other classes offered. Obtaining their GED and credentials in other classes all help students become more employable.

The members present voted to accept the Youth Council recommendation to extend the Youth services contract. Pam did a roll call for votes and an email will be sent after the meeting asking for the other members to vote due to quorum not being met.

Adult/Dislocated Worker/One-Stop Services RFP: This year, for the first time since the RFP process began in 2014, DavidsonWorks received a proposal for its Adult, Dislocated Worker and One-Stop services.

Pam began by detailing services that have been provided for the current year between the two NCWorks Career Centers. Staff have provided services for around 7700 people between both centers and of those 7700 people; 111 have been enrolled in a training program. Around 95% of those enrolled in training are attending a community college and of those 95% - 90% are enrolled at Davidson County Community College. In order to provide services to the people who come into the NCWorks Career Centers, the staff consists of 4 welcome center staff – 2 at each location, and 3 case managers split between the two centers. Welcome center staff work with customers one on one to enroll into the NCWorks MIS system, work on them with resumes and online applications, conduct workshops and assessments, and since the pandemic have answered a large number of in-

coming phone calls. Case managers work with customers who need more intensive assistance, or who are enrolled into a training program.

The proposal submitted by EDSI proposed with the budget given to employee 2 full-time case managers and 1 center manager who would work 10 hours per week split between the 2 centers, enroll 25 people occupational training, and 5 work experiences, this is with a budget of \$200,00. Since the release of the RFP, final budget allocations have been released to local areas, so Pam sent EDSI another budget amount to see how that would change their staffing levels and customer service plans. Pam has requested EDSI to submit a new plan with a \$300,000 budget to work with, and once she receives this back, she will notify WDB with those results. There is great concern that the staffing level proposed will not be able to serve 7700 people in the Centers and the 25 people enrolled in occupational skills training is far below the 111 enrolled in current year.

In addition to the WDB Executive Committee, Pam requested that Dwyane Childress, Purchasing Manager for Davidson County, review the RFP proposal from EDSI. Mr. Childress opinion was that EDSI appears to be a good company with a good background. However, according to the proposal, EDSI would cut services by 90%.

Once EDSI sends the revised proposal then the WDB will have more insight to vote. Pam asked the Board if there were any questions they had for EDSI and she would submit them and relay the answers back to the Board.

When new staffing and service proposals are received, they will be forwarded to the entire Board and a vote will be requested via email.

Many questions were asked and concerns were expressed around the number of Davidson County citizens that would be served by EDSI compared to the number of citizens currently being served.

There were questions to reaching out to Boards who are currently using EDSI to evaluate their performance. Pam agreed that she would do so.

IV. Local Comprehensive Plan

The Workforce Development Board members received a copy of the Local Comprehensive 4-year Plan via email for review prior to this meeting. Every year DavidsonWorks must release a Plan of work for how workforce programs will be conducted in the coming year. Most years, the Plan consists of relatively minor administrative updates. However, every 4-years, Boards must compete a comprehensive 4-year Plan that will cover the next 4 years. Pam asked the WDB committee to review the Plan, which was sent via email. This year the plan looks a little different due to an Adult / Dislocated Worker RFP submission. Pam stated that the Plan was put out prior to COVID-19 therefore most of the questions didn't take COVID into account. However, because the pandemic will likely shape the services offered by DavidsonWorks and NCWorks, at least for the next year, many of the DavidsonWorks responses are based on uncertainty around the number of customers who will be able to physically come into a Career Center, if there will be a surge in dislocated workers, the outcome of job loss after the pandemic stabilizes and what the economy will look like in the next several months.

One of the ways we are trying to prepare staff as best as possible is that the Board applied for a small grant from NC Dept. of Commerce for assistive technology for teleworking. With it, the Board purchased licenses for GoToMeetings and DocuSign licenses, Loom video software, microphones, at-home or virtual assessment licenses, and cameras to assist with telework and serving as many customers as possible, virtually. Some of these expenses are in the Plan on how money will be spent to assist customers in the future. Pam noted that DavidsonWorks plans to continue to work regionally in order to maintain best practices, including collaboration on how to approach reopening of the NCWorks Centers. Pam stated that DavidsonWorks will reopen the center by appointment only starting June 1, 2020. Some of the changes DavidsonWorks has made are: removal of every other chair in the resource room to allow more space between customers, disinfecting computers and other equipment between each customer, removal of flyers in the resource room, the center has PPE including masks and gloves for staff, etc. DavidsonWorks' overall goal is to help customer in any way they can in the upcoming year.

Dave Hiller has been in contact with Pam on adding additional information about ways VR works with customers and partners in the NCWorks Career Centers. DavidsonWorks has a very good relationship with its partners which the Plan speaks to. Pam also mentioned that over the past few years they have really improved their relationship with Davidson County school systems.

Pam stated that the portion of the Plan that speaks to how customers will be served is dependent on the proposal received from EDSI. Pam had to answer those questions with a "decision has not been made yet." Answers to these questions will come as more information is available on how upcoming services will be provided in the coming year.

NCWorks Commission has a section in the Plan that identifies goals they would like to see Boards reach and NCWorks Centers to carry out to ensure that customers are being served in North Carolina. These goals are to set a bar and to have consistency across the state between centers. Pam discussed this section in detail with the Board.

The Plan also speaks to how boards are performing, which Davidson County's board has always been a high performing board. Pam sent the committee a chart that shows DavidsonWorks' performance for PY2019 through May. Though the numbers looked good through May, Pam warned the Board that the numbers may change when 4th quarter hits with the higher rate of unemployment currently.

Equal Opportunity is also included in the Plan to ensure that there is a process in place to prevent any customer or employee from feeling discriminated against. Every customer that comes into the center and/or who is enrolled will be presented with a form to sign and keep that states how to file a complaint. These forms are also displayed in every office and throughout each NCWorks Center. Our center has never had a discrimination claim; it is the expectation that staff will treat all customers equally and with respect.

There are specific parts of the Plan that details services provided to Adults, Dislocated Workers and Youth. Included in the Youth portion are questions about outreach and serving those Youth most in need of services. The Plan speak to employer service –

alongside Cris Waugh, the Business and Industry Manager, there is a new Business Services Representative, Will Fulbright, who has been very beneficial in helping promote business services to Davidson County employers. They have been super busy since the onset of the pandemic with assisting employers and their employees.

New WDB Members

The WDB has new members, Michael Holmes with Egger and John Clowney with Bull City Cider. Pam has a few other folks to contact concerning extending their membership with the Board.

Once the Workforce Development Board has approved to Plan, it will then go to the Board of Commissioners for the final approval to be submitted to the state.

Pam left time for Q&A

The present WDB members voted on submitting the Plan to the Davidson County Commissioners with revisions of Vocational Rehabilitation (VR) additions. An email will be sent to WDB members who were unable to attend in order to get quorum on the approval of the Plan.

V. Committee Updates

Youth Council Monitoring

See above remarks about the Youth Council recommendation to extend the Youth services contract with Davidson County Community College- presented to the WDB by Youth Council Chair, Don Clinard.

NCWorks Committee

No updates

VI. Closing Remarks

Brian Hughes, Board Chair thanked everyone for attending the meeting.

The next WBD Board meeting is scheduled for Thursday, August 27, 2020.

VII. Adjournment

Time having expired the meeting was adjourned.