

MOUNTAINLAND REGIONAL COUNCIL

January 30, 2003

751 E Quality Drive 12:00 p. m.

ATTENDEES

Ann Hart, Experience Works
Anna Larson, DWS
Arlene Beckstead, DWS
Bill Snow, DWS
Bob Haywood, DHS/EDO/Admin
Christie Hulet, Micron Technology
Darin Peirce, Macey's Pleasant Grove
Darren Fox, DHS
Debbie Fotheringham, DWS
Gary Ashby, GHA
Debra Van Leeuwn, Bear Creek Country
Gary Ashby, GHA
Jared Haines, MATC
Jeffery Lindstrom, Red Lobster
JoAn Gerber, DWS
Joseph Miner, Human Services
Julie Lay, DWS
Karen Daniels, DWS
Karen Larsen, DWS
Karlyn Norton, Xactware
Ken Fisher, Geneva Rock
Ken Walker, IHC
Kevin Crandall, Xactware Chair, served since 1999
Larry Ellertson, Lindon Mayor/United Way
Lon Bowen, DWS
Melissa Finch, DWS Mountainland Region Director
Michael LaFontaine, DWS
Paul Magleby
Raymond McPherron
Rickie Bryan, Union Representative
Roger Liston
Russ Fotheringham
Shara Swapp, Knaack
Sheramie Jara, DWS
Steve Cuthbert, DWS
Susan Famulary, BYU
Wendy Hughes, DWS

EXCUSED

Bill Hulsterstrom, United Way
Bryan Kessinger, DWS
Duane Frisby, Voc Rehabilitation
John Talcott, DWS
Myla Dutton, Community Action
Rod Crocket, Provo School District
Ron Tiffany, Veterans Representative
Shauna Mace, DWS
Shirley Giles, DHS
Steve White, Utah County Commissioner
Unidentified Guest

ABSENT

Brad Whittaker, CEDO
Debra Gately Bown, Withlin
Jack Trent, Wolf Electronics
Karen Richie, Nature's Way
Kelly Liljenquist, Nestles
Rob Brems, MATC
Tim Dahlin, Park City Christian Center

WELCOME

- New Members and Assigned Task Force
 - Ken Fisher – Internship
 - Paul Magleby – Work Ready
 - Shara Swapp – Work Ready
- Motions
 - Ken Walker for Mountainland Regional Council Chair

- Debra Van Leeuwen as Vice Chair
- All in favor
- New Memberships sustained by unanimous vote
 - Karen Richie, Natures Way
 - Ken Fisher, Geneva Rock
 - Shara Swapp, Knaack

MYSTERY SHOPPER UPDATES

- Posing as a job recruiter, Ken Walker's rep, reported on the Spanish Fork Employment Center:
 - Received individualized service.
 - Employee was caring, interested, patient with questions, willing to help
 - Additional information was provided
 - Responsiveness was very good, i.e., one employee was sick and absent, but the available employee helped as quickly as possible.
 - Employee was technically advanced; dress and grooming were very professional.
 - Another customer wanted to access employer web sites, but was told he could not do this. Was there a misunderstanding? The answer to these questions depends on what employer sites were wanted by the customer.
- Debra VanLeeuwen, Mystery Shopper at Park City, said her report was the same as Mystery Shopper #1. The employee also showed Debra how to access without the log in process and was very helpful in providing additional resources.
- Darrin Pearce to Spanish Fork EC – April-May
- Jeff Lindstrom, Provo EC – April-May

CHRISTIAN CENTER PARK CITY – Salt Lake City Tribune

- Every Tuesday evening, the Park City Christian Center and Timothy Dahlin, executive director host about 200 young ski resort workers from Argentina, Chile and Peru among other places at a combination pot-luck dinner, dance and free raffle.
- Churches, parishioners and businesses are chipping in to feed and provide beds and other essentials for college students who were lured to Deer Valley for work and adventure.

OUTSTANDING CUSTOMER SERVICE RECOGNITION

- Arlene Beckstead, Provo Employment Center, was commended on her high work level. Arlene pulls carries a heavy workload and then some. A new assignment that has been willingly accepted is to train others to train.
- Lon Bowen, Provo Employment Center, works with unpaid work sites. Some things are not gotten out of the books. Lon gets employees on site to learn. He grasps the apprenticeship complexities and is recognized for good and hard work.

HHS UPDATE

- Ann Hart, Fields Operations Coordinator, Experience Works! (Green Thumb)
 - Vern Rawcliffe and Larry Messick, Field Operations Assistants
150 East Center Street, Suite 4200
Provo, Utah 84606
801-371-1193
- Gene Watson, Forest Service
Bay Steel, 801-377-5780
- Sally Brown, Title Five (Senior) Aging in America
 - According to the U. S. Census, the population 65 years of age or older grew at 82%. One in eight Americans is 65 years old or older. By 2010, about 67 million people 65 years of

- age will be living in the United States. Because of a tight labor market, employers will look for strategies to keep the business fully staffed.
- Corporate Culture: Rethink and change attitudes about older adults in the workplace. For every dollar spent on elder care benefits, it is estimated there is a return of \$1.50 through higher productivity, retention, reduced absenteeism and turnover.
- This makes for a win-win situation: Employers view older workers as reliable, flexible, competent and healthy. You can teach somebody technical skills any day of the week, but you cannot amass 20-30 years of business savvy and interpersonal skills that only time develops.
- Older workers are concerned about lack of training; prefer flexible schedules and phased retirement. Title V's grant for the Aging includes money for computer training.
- A good balance is combining senior workers with the educated young!
- Office of Child Care, jobs.utah.gov/occ

TASK FORCE/YOUTH COUNCIL UPDATES

- Nursing Shortage – Jared Haines
 - Issues were reviewed.
 - Framed an Agenda for the April 4, 9:00 a.m. meeting at the Utah Valley Regional Medical Center.
 - a. HCA Funding Update
 - b. Health & Human Services Conference call on April 23 on Health Workforce Shortages
 - c. Update on UVSC's rural RN Program – Alene Harrison
 - d. Non-Traditional RN Programs
 - e. Currently available funding programs that can be accessed to: 1) increase the number of RNs prepared to enter the workforce and 2) increase accessibility to RN training for disadvantaged populations
 - f. What can be proposed to the DWS Mountainland Regional Council that employers, agencies, the Legislature, etc. can do to increase RN educational capacity.
- BYU Internships – Jeff Lindstrom
 - Task Force reviewed the action items from the February Meeting.
 - Suggestion: Have an article written for the DWS quarterly Employer Newsletter regarding the Internship Task Force and employer opportunities.
 - Russ Fotheringham will continue to meet with community employers to help fund intern placements at UVEDA (Utah Valley of Economic Development).
 - UVEDA/DWS pathway was reviewed with this Task Force for interns qualifying for WIA funds. **Russ will meet with DWS Worksite Coordinator Neal Anderson regarding further pathway development for interns wishing to apply for internship.**
 - **Susan Famulary** will meet with the DWS Business Services Consultant Coordination group for promotion of BYU internship program information. This BSCC meeting will follow the Regional Council meeting today.
 - Suggestion: Have Joe Edman, DWS Employer Workshop Coordinator, address the internship opportunities to employers attending DWS Workshops. **Joe will review the Workshop schedule and designate the appropriate Workshops for presenting internship information.**
 - Next Regional Council Task Force Meeting: The interns who will be working at UVEDA will attend with Russ. They will be asked to present their project ideas for on-going intern placement at UVEDA and marketing of the intern program with Utah Valley employers.

- DWS Home Page under Resource Center has information concerning University Internships, Internship Facts, Benefits, direct contacts in the State, tips for employers, benefits for the students.
- Utah wants to have interns become employed and stay in the State.
- Susan Famulary, BYU
 - With an internship, the employer does not have to pay a huge fee.
 - The Intern will get valuable experience.
 - Students are capable and motivated and can bridge the gap between education and career.
 - Employers need these students
 - 88% of all graduates have done an internship.
 - Roger Liston has used 5 interns. Each was an outstanding candidate!
- Work Ready – Rob Brems
 - Focused on the prevailing attitude of job seekers coming wanting to know what the employer can do for them rather than what they can do for the employer.
 - Discussed ways to impact this.
 - Listed expectations
 - Outlined a possible workshop to develop and run through the Department focusing on employer’s perspective and issues.
 - a. Using cell phones on the job.
 - b. Showing up with children, family members in tow for interviews.
- Youth – Rickie Bryan
 - A contract is being put together.
 - A meeting is scheduled for April 8. Players will be put in place.
 - Everyone that should be involved is participating.
 - Subject of discussion will be opportunity and service availabilities.

ISSUES

- Compile a list of what to tackle next. Read the papers, talk with neighbors, and search other sources. The DWS Home Page has much on the economy. LMI would like the Regional Council in their link.

NEXT MEETING

- May 22
- 9:00 A.M. – 1:00 P.M.
- Provo Employment Center, Room 118?
- RSVP to Julie

ADJOURNED

- Kevin Crandall said, “I’m very grateful to have had the time with this Council. We write our own script here. Watch the horizon!” He then motioned the meeting adjourn.
- Christi Hulet seconded
- All in favor.
- Time: 2:00 p.m.