

REGIONAL COUNCIL

November 20, 2003 12:00 P. M.

Nature's Way 1375 N Mountain Springs Parkway, Springville 84663

ATTENDEES

Bill Hulterstrom, United Way
Bill Young, Wasatch County *new member*
Bryan Kessinger, DWS
Darin Peirce, Pleasant Grove Macey's
Dave Ostrom, DWS
Debra Van Leeuwen, Bear Creek Country
Duane Frisby, Voc Rehabilitation
Gary Ashby, Life's Story
Jeff Linstrom, Orem Red Lobster
JoAn Gerber, DWS (Minutes)
Julie Lay, DWS (Regional Council Coordinator)
Joseph Miner, Human Services
Karen Richie, Nature's Way (*Hostess*)
Karlyn Norton, Xactware
Ken Fisher, Geneva Rock
Ken Walker, Regional Council Chair (IHC)
Melissa Finch, DWS
Neal Anderson, DWS
Paul Magleby, Magleby Construction
Rickie Bryan, Union Representative
Rob Brems, MATC
Rod Crockett, Provo School District
Ron Tiffany, Veteran Representative
Shauna Mace, DWS
Steve Cuthbert, DWS
Tim Dahlin, Park City Christian Center
Violet Smit, DWS

EXCUSED

Anna Larson, DWS
Brad Whittaker, CEDO
Casey Peterson, DWS
Christie Hulett, Micron Technology
Debbie Fotheringham, DWS
Debra Gately Bown, Wirthlin
Jack Trent, Wolf Electronics
Jared Haines, MATC
John Talcott, DWS
Karen Daniels, DWS
Kelly Liljenquist, Nestles
Larry Ellertson, Lindon Mayor/United Way
Myla Dutton, Community Action Services
Roger Liston, The Liston Group
Sherami Jara, DWS
Shirley Giles, Department of Health
Steve White, County Commissioner
Wendy Hughes, DWS

GUESTS

Amy Anderson, WIA Youth Nominee
Bernell Evans, Mayor Payson City
Dora Edvalson, Payson City
Brook Nelson, DWS Youth Services
Kathy Dimick, Coordinator Mountainland
DWS Youth Services
Lon Bowen, DWS

WELCOME

- Appreciation was expressed for Karen Richie's graciousness and work in having the Regional Council held at Nature's Way today and asked her to tell the group about the Company.
- Karen's response: Nature's Way specializes in the highest quality of natural medicines. In total, over 350 products are provided and are found in 6,000 stores (Fred Meyers, Smith's, etc.) in America.
- Introduction was given to Bill Young, the newest Mountainland Regional Council Member. Bill approached the microphone and said he was excited to be a part of the Council and was willing to serve in any way.

CHAIR UPDATE

- Ken Walker - Council of Councils is a meeting where all Regional Councils get together. It is held annually, usually in October and is an excellent educational opportunity to learn from each other and to learn more of Council best practices, etc. Each of you is invited to attend and is encouraged to put this event on your calendars for 2004.

REGIONAL UPDATE

- Melissa Finch
 - Thank you all for coming. DWS is relatively a new agency. Five Agencies were merged about 7 years ago and with the merger came challenges, one of which was defining customers and customer service. A *Customer Service* Survey has been given each year. The customers were surveyed with questions rating from 1 to 5. Mountainland began with a 3.2 rating. Your evaluations and feedback through the Mystery Shopper process have been included in the strategies and have been used in Mountainland's action plans that were acted upon, and the customer rating this year was 4.3! Over a thousand customers were surveyed. Mountainland ranked highest in the State. Thanks for you help and guidance.
 - DWS is funded in large part by Federal dollars. Some programs were heavily impacted by budget cuts; thus, the Federal Government has put more money into these programs to help meet customer needs. Mountainland has received 9 additional FTEs – front line area – to provide services for the expected customer increase.
 - Managers and supervisors have been identified as key people in the Region. A Certified Public Management (CPM) course will be offered to them. The CPM program consists of three separate courses. Each course is taught one day per week for twelve weeks. The Region feels this opportunity will enable moving individuals up to the next level of management.

OUTSTANDING CUSTOMER SERVICE RECOGNITIONS

- Mayor Bernell Evans
 - Payson City was recognized as an outstanding employer for the youth associated with the WIA Youth Program. Since May of 2001, Payson City has worked with 10 youth that were enrolled on the program.
 - Payson City staff have gone out of their way to develop for each youth an internship opportunity within a city office location that directly matched the youth's career interests, i.e., the planning, advertising, human resource, parks and recreation, library and computer departments. In addition, they have provided a list of skills that could be learned on the worksite that would compliment the youth's career goals.
 - The youth are placed in structured work environments with specific skills and duties that are outlined and have the added asset of being mentored by someone who have a similar career interest. Staff provides biweekly reports on how the youth are doing on the job site. These reports provide ongoing feedback to DWS and help case managers identify any problems.
 - To date, two youth that began in the internship program remain employed with Payson City.
 - It is a pleasure to work with a public organization that is dedicated to helping develop the youth in the Nebo community.
- Dora Edvalson
 - Dora is very instrumental in Payson City's success with youth internships and opportunities – confirmed by Mayor Evans.
 - Positive attitude, willing to call and search for worksites, pleasant to work with, non-judgmental and leads out in helping the youth.
- Amy Anderson
 - Nominated for Outstanding Performance by a WIA Youth Customer.
 - A DWS Youth Services coordinator began working with Amy in April 2003. Amy was 21, a mother of two, had no credit toward her high school diploma and had limited work experience.
 - Amy set high goals for her to earn a high school diploma, gain work experience and training in the secretarial field in order to support her family.
 - She studied on her own for the GED and passed just three months after beginning the program.
 - Amy interviewed and was chosen to complete a Human Resource Secretary Internship at the Payson City Offices. This Internship has been finished with glowing evaluations and recommendations from her supervisor. She is currently seeking full-time employment.
- Kathy Dimick

- Kathy was hired as the Education Coordinator for DWS Youth Services by the Mountainland Applied Technology Education Coordinating Committee (ATECC), the governing body of the Mountainland Region Education Consortium on February 12, 2001. She quickly recruited 50 youth into the program and recruited dozens of employers as participants with youth services.
- Today, through Kathy's leadership, there are five additional youth services field counselors with 360+ youth enrolled in the WIA Youth Services Program – 216 in-school and 145 out-of-school. There is a list of more than 80 youth awaiting entry into the Program when available funds and case loads permit.
- Under her guidance, Mountainland leads the State in the GED/Diploma attainment rate (2 out of 3 youth exiting the program with either one or both certificates).
- Best accuracy rate in the State, May 2003 audit.
- She is sharp, poised, professional, an effective presenter and trainer and has proven the ability to establish and maintain long-term business partnerships. We hope Kathy will remain as our Consortium Youth Services coordinator for many years to come!
- Wendy Hughes – Not present. Hold this recognition for the next Regional Council Meeting.
- “It is exciting to be a part of a Region that is excelling. This speaks highly of employee caliber.” – K. Walker

MYSTERY SHOPPER

- Karen Richie – Heber Employment Center – Carry over to January 2004
- Ken Fisher – Park City Employment Center: Very pleased with the proper actions, excellent assistance from staff, was successful in logging onto the computer and searching for information, etc. It was a positive and good visit.

MEMBERSHIP/VOTING AND NONVOTING

- If you as a member of the Regional Council are not able to attend the meeting, please send a representative in your place. He/she can get the information and take back to you.
- To remain a Council member, there can be no more than 3 unexcused absences.
- The **Red** or **Green** Card in front of your name plates are to ensure there is no question in your mind whether you are authorized to vote or not.
 - **Red = STOP, nonvoting** member
 - **Green = GO, voting** member
- Nonvoting does not make you any less of a member. It is based on the position represented on the Council. State Council uses this card process also.

PROPOSED COUNCIL CHANGES FOR 2004

- The strategically outlined changes come through the Council of Council Best Practices process.
- **Dates/Locations**
 - Meet in February, April, June, August, October and December with the objective of conflicting with family schedules as little as possible - UEA, Christmas, graduations, etc.
 - Rotate the Council Meetings throughout the Region and when possible hosted by Council Members.
 - Publish a yearly schedule as to meeting dates, times and locations
- **Council Retreat**
 - April 2004 for a full day to make ready for the fiscal year on June 1.
 - To be held off-site in Wasatch or Summit Counties if possible. **Please let Julie Lay know if you are willing to host.**
 - Agenda to include: Setting goals, update strategic plan, be educational and fun
- **Mystery Shopper**
 - To be done by the Employment Services Committee.
 - Report given in full Council meeting or have the information in a packet.
- Agenda – 12:00 to 2:00 P. M.
 - Welcome/Introductions/Approval of Minutes (5 minutes)

- Chair Report/Regional Update (10 minutes) **Business actions and voting if needed. It is preferred to have an Agenda item called in and officially included on the Agenda prior to the meeting.**
- Recognition (15 minutes)
- Member Spotlight (5 minutes) 1-page handout
- Educational Speaker (30 minutes)
- Committee Reports (20 minutes)
- Committee/Task Force Breakouts (30 minutes)
- Regroup/Final Thoughts/Adjourn (5 minutes)
- **Subcommittees & Task Forces**
 - Employment Services (Job Seekers): *Nursing Shortage* – internship, work-ready; employment services to increase wages.
 - Business Services (Employers): *Workforce Summit & Cultural Diversity* – internship, measure and market, provide LMI information, lay off services, and increase access to Utah job opportunities.
 - Eligibility Services (Supportive Services Customers): Department of Corrections (possible), training/education, reauthorization
 - Youth (Ages 14 to 21): Develop products to help youth and at-risk youth become
 - Executive Committee (Regional Council): Overview programs, facilities, marketing, budget, outcomes, Council Membership and other issues as necessary.
- **Amendment** to the above proposed changes – Ron Tiffany: The changes should not be a hard and fast rule. The framework and structure needs to be flexible and needs to be revisited after a trial period.
- With Ron’s suggestions, motion was made by Gary Ashby that the Regional Council changes are accepted. Bill Hulsterstrom seconded the motion. Voting was unanimous.
- The new structure will be used at the February 26, 2004 Regional Council meeting.

CHILD CARE RESOURCE AND REFERRAL – MOUNTAINLAND – Julia Mohr Coordinator/Director

- Vision Statement: Quality, affordable child care is available to every child in Utah who needs it.
- Parents may call a CCR&R, give needed information and be plugged into the computer that will bring up a list of licensed child care providers in the parents’ vicinity. There are six Agencies in Utah. Every County is covered. Utah, Wasatch and Summit Counties Community Line: 1-801-863-8220; Toll Free: 1-800-952-8220.
- Minimal Training Levels Required for Licensing
 - Family Child Care Providers have a high school diploma or GED and complete 20 hours of child care related training each year.
 - Child Care Center Directors have a high school diploma or GED and one of the following: An associate’s degree in early childhood or child development, a bachelor’s degree including four courses in child development, or a CDA, CCP, or NAC credential. Twenty hours of child care related training must be completed each year.
Child Care Center Caregivers have a high school diploma and GED and complete 20 hours of child care related training each year.
- Child Care Start-up Grants
 - Part I: \$250 (About the cost of a License and fire alarms.) Save receipts and be reimbursed.
 - Part II: Provider’s quality of child care is observed, a brief scale is done with the provider, the environment is evaluated, etc. If all is satisfactory, the provider qualifies for another \$250 that will buy equipment and materials.
- CCR&R does not have a list of providers on the Web. The Department of Health does.
- CCR&R tracks how many current openings there are with each provider and updates monthly.
- Providers are legal with a license or a certificate. The main difference between these is training.
 - Residential Certificate (in home care)
 - Licensed Family Providers (in home)

- Licensed Family Group Providers (in home)
- Licensed Center Child Care (out of home care)
- CCR&R will come out and present child care information in meetings, for employers, etc.

TASK FORCE BREAKOUTS

- Cultural Diversity
- Nursing Shortage
- Workforce Summit
 - To assist DWS in marketing the Worksite Learning Program, this Task Force was asked to view a short slideshow presentation and complete a short survey providing feedback on these areas:
 1. Introduction (capture interest)
 2. Organization of information (clear and effective)
 3. Content (relevant)
 4. Visual Aids (appropriate, well prepared)
 5. Conclusion (key points reinforced, course of action proposed)
 6. Delivery (did the speakers speak clearly, show enthusiasm, professional)
 7. Discussion (were questions answered accurately)
 8. If you cannot complete the survey by close of this break out, please **fax to: Dave Ostrom, 801-344-1227.**
 - DWS Business Services Worksite Learning Representatives: Neal Anderson, Paid Internships and OJTs; Lon Bowen, Unpaid Internships and Apprenticeships
 - **OJT** (On-the-Job Training)
 1. Employer hires an employee who must qualify for DWS training services.
 2. DWS reimburses the employer half the employee's hourly wage for up to six months.
 3. How hard is it to get an OJT?
 - a. DWS writes up the Contract, brings it to the Employer, and pre-prints all invoices for the Employer to turn in.
 - b. Employer: Write in the number of hours worked on the invoice, give a brief evaluation of the employee, attaches verification of hours that the employee has worked.
 - c. Insurance (Workers' Compensation) is employer's responsibility.
 - **Paid Internship**
 1. DWS assigns an intern to your business for three months or more.
 2. Interns are paid by DWS and are covered under DWS insurance.
 3. Employer tracks hours; submits to DWS for payment; provides training and instruction that would help the Intern gain valuable work experience and skills.
 4. The employer has the option (not obligation) of hiring the Intern upon completion of the internship.
 - **Unpaid Internship**
 1. The Intern(s)
 - a. Must be receiving financial assistance from DWS, i.e., Food Stamps, General Assistance, Family Employment Plan (FEP)
 - b. Must job search during the internship.
 - c. Completes an Attendance Report at the end of each month.
 2. The length of the internship is usually 3 months.
 3. DWS
 - a. Assist in setting up the internship with the employer. Ages 16-17 may actually be employed in occupations that would otherwise be considered hazardous. There are 800 occupations that are apprenticeable. www.doleta.gov
 - b. Pays Workers' Comp insurance for each Intern.
 - c. Evaluates internship once a month.
 4. Employer
 - a. No money is involved.
 - b. Treat the Intern as an employee
 - o 32 hours a week per Intern

- o Provide supervision (Supervisor reviews the intern's Attendance Report monthly.)
 - o Train in the work you need done and how you want it done, but offer opportunity to learn new skills and gain work experience
- c. Allow intern time to job search as part of the work schedule.
- Youth (Steve Cuthbert)
 - Rod reported on the success of the "Women in Technology" event at UVSC, September 25, 2003. This event provided information on non-traditional careers to high school seniors and was well attended. Funding for this and other activities associated with non-traditional careers for women comes from a Perkins grant. UVSC administers this grant.
 - Much of last month's Youth Council meeting agenda centered on services provided by Vantage Point and WIA reauthorization.
 - The Senate has passed their version of WIA. We will most likely have reauthorization sometime in the Spring 2004.
 - The next Mountainland Youth Council meeting will be held on January 13, 2004 at the Provo School District Office, 10:00 a.m. to 12:00 p.m. The Agenda will include:
 1. Sherry Harwood reporting on the non-traditional careers efforts for women. (Rod will invite)
 2. State MOU workgroup report. (Steve request latest MOU draft)
 3. Report on State Youth activities. (Ricky)
 4. Report on UCAP funding grant to WIA Youth Program. (Kathy Dimick)
 5. Report on new pregnancy hotline. (Rod)

TASK FORCE UPDATES

- Cultural Diversity – Jeff Linstrom
 - Communication (respect and understanding) between employer(s) and employee(s) is the current focus.
 - Proposed activities for communication improvement
 1. Train the expectations from employers and employees
 2. Computer training
 3. Differences and problems between Spanish from different parts of a County.
 4. Social functions that will bring English, Spanish, etc. together to promote a better working environment.
 5. Gather and use information from Ken Walker who attended the New York SHRM Conference and has tapes of some sessions. Ken, "We are only at the very beginning of diversity. There is so much to be done and that can be done. Diversity can happen."
- Nursing Shortage – Ken Walker
 - Issues to address continue. The latest Utah Hospital Association study reveal the situation will get worse because a lot of nurses are reaching retirement age. There will be even a greater need for nurses.
 - Task Force action items include:
 1. Move forward with the education piece that must be fixed.
 2. Follow up with Legislators, many of whom feel this is not a State issue – only Regional.
 3. Take a strong partnership with government, including getting Governor Walker up to speed of where we are.
- Workforce Summit - Rob Brems.
 - The Worksite Learning Presentation was very good. It needs to be shown to more people. The Task Force will provide feedback through an evaluation sheet.
 - Feedback for the September 25, *Roads to Success* Workforce Summit 2003 (for Employers, Job Seekers and Youth)
 1. The attendance support from Mountainland was appreciated.
 2. Success is the pamphlet connected to this event.
 3. Getting marketing/advertising materials from the State was a struggle.
 4. A draft letter has been prepared to the State indicating that the Summit was very good; the marketing efforts could be bolstered; and because of the quality of presenters, the information

would be excellent teaching tools. It would be a good expenditure to video the sessions and give access availability to employers and classrooms.

- Youth – Rod Crockett.
 - There were over 100 senior high school girls in attendance at the UVSC’s Conference *Women in Technology*. This event provided information on non-traditional careers. It was very, very positive.
 - With reauthorization it is thought Education will be mandated to work more closely with WIA in finances. The Senate, which is supported by Provo School District, favors 60% for in-school and 40% out-of-school. It seems wiser to keep the youth in school and use the dollars for the at-risk population.
 - In December, Education will have a Pregnancy Hotline for teens needing help and support. **February 26 Regional Council Agenda.**
 - A training grant to help prepare those leaving Corrections be better prepared to return to society has been received. It is not known if the Grant is State or Federal. **February 26 Regional Council Agenda**

WRAP UP

- Send your break out notes to Joan, jgerber@utah.gov
- Who would host Regional Council next year?
- Look at the Committees, and let us know of your interests. Otherwise, assignments will be made to where it is thought you could serve in the best capacity.
- December 9 Agenda
 - 11:00 A. M. Mountainland RD Awards Banquet, UVSC Ballroom
 - 2:00 P. M. Executive Regional Council, UVSC, Room to be announced.
- O&M is drastically overspent because of paying for the buildings in full up front. Why is this being done? When payment is done such, a discount is given.

NEXT MEETING

- February 26
- Host/Location TBA

ADJOURNED

- 2:05 P. M.