

REGIONAL COUNCIL

ATTENDEES

Britt Mathwich, The Homestead
Bryan Kessinger, DWS
Dave Cook, Clyde Companies
Debbie Fotheringham, DWS
Deborah Van Leeuwen, Wasatch Community Foundation
Gary Anderson, Utah County Commissioner
Gary Ashby, Life Stories
Gerald White, Utah National Guard
Jared Ferguson, Provo School District/Applied Technology
Jared Henricksen, DWS
Jeff Lindstrom, Chair
JoAn Gerber, DWS
John Talcott, DWS Mountainland Director
Julia Mohr, Childcare Resource & Referral
Julie Lay, DWS
Karlyn Norton, Xactware
Kendall Crittenden, Wasatch County Commissioner
Mike Richardson, DWS
Myla Dutton, Community Action
Paul Kennard, Wasatch County Economic Development
Ralph Clegg, Utah County Health
Sam Jarman, Alpine School District Administrator
Tim Dahlin, Park City Christian Center
Todd Harris, Nu Skin
Todd Herbert, Todd's CDL

EXCUSED

Beth Rowley, IM Flash Technologies
Bill Hulterstrom, Utah County United Way
Brent Platt, Child & Family Services
Brian Christensen, Utah School Employees
Clay Christensen, MATC President
Darren Johnson, Division of Rehabilitation
Gifford Briggs, Big D Construction
Jason Nielsen, Redmond Minerals
Karen Larsen, DWS
Kip Bromley, Adult Education/MATC
Lacey Cherrington, Checknet, Inc.
Marlene Pelham, Far West Bank
Pam Niece, Intermountain Health Care
Randy Stocks, Brent Brown Automotive
Rickie Bryan, Union Representative
Ted Terry, Wasatch Mental Health
Wally Trotter, Mountainview Hospital

WELCOME – Jeff Lindstrom

- Thank you very much for taking time to attend.
- The Council is appreciative to Bryan Kessinger, Manager, for allowing us to meet at the Provo Employment Center. We'll hear more from Bryan later.

AUGUST 28, 2008 MINUTES

- *Correction:* Kendall Crittenden was in attendance at the August 28th meeting.
- Motion was made by Mr. Crittenden to approve the minutes as corrected.
- Myla Dutton seconded the motion.
- All were in favor.

STATE COUNCIL of COUNCIL – Todd Herbert

- Todd Hebert attended this October 9, 2008 event for Jeff Lindstrom.
- The State Council now directly approves a vendor for an occupational skills training provider or school. The Regional Councils are advised of vendor approvals. A list of the Occupational Skills approved may be found at [Training Provider List](#)
- *Industry at the Wheel, Project Update October 9, 2008* was a booklet given to the Regions/others by the State Council. The information was on the following sectors –

deliverables from 2007 Council of Council, Statewide progress/products and events,
Regional progress/progress and events:

- Automotive/Diesel
- Construction
- Energy
- Healthcare
- Manufacturing
- Basic Education
- Mountainland Regional Council will continue to work on the Sectors.
- The brochure *High Wage. High Demand. High Skill. You're in the driver's seat!* Sponsored by DWS, lists colleges and universities offering automotive and/or diesel training. This was a handout given at the recent automotive fair. Students signed up and gave an email address.
 - **Todd Herbert** will transcribe the names and addresses. He will send notice of when eLink is ready for use.

UTAH'S 21ST CENTURY WORKFORCE INITIATIVE - Mike Richardson

- As a whole, the United States is falling behind the rest of the world in workforce preparedness. Governor Huntsman has appointed a steering committee - representatives of education, business, workforce development and government - to recommend a course of action to develop a more competitive work force for the 21st Century. Regional Councils are involved.
- SMART (Stakeholder-focused, Measure and data-driven, Action-oriented, Responsive to customers, and Time-bounded) SESSIONS
 - The purpose of these sessions is to find out what has been done and what can be done.
 - Four sessions during the Summer of 2008 will produce draft recommendations available for public comment during September and October and will be published through the Governor's Web Site.
 - The Governor's initiatives will be selected from these.
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 - Topics
 - Organizational Alignment and Finance
 - Teaching and Education Management: Utah spends a lot of money training teachers. Half of Utah's new teachers end up quitting within five years. Very little support in managing classrooms is received. Experienced teachers are not doing a good job of mentoring and advising new teachers.
 - Workforce and Economic Development and Preventing Dropouts from High School through Higher Education: Identifying the problems that lead to a shortage of qualified Utah workers.
 - Early Childhood Education and Curriculum
 - This is a long-term process involving input, return on investments, and a lot of partners. The private sector needs to be the driver.
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- Lean Six Sigma

- Lean Six Sigma for services is a business improvement methodology that maximizes shareholder value by achieving the fastest rate of improvement in customer satisfaction, cost, quality, process speed, and invested capital.
- There is waste because of school dropouts. It takes a lot of money to retrain. Utah needs to engage this population to avoid kids from dropping out of school. Use techniques to supply needed skills for jobs.
- Flowcharts showing what happens in early education have been created. Every dollar put into early childhood development is saved down the road.
 - o Let children play more - workforce ready are those who can work with others.
 - o Get them off from the technology – computers, cell phones, text messaging, etc.
 - o The phenomenal growth in the brain is up to 3 years of age.
- The money that is already there will be utilized.
 - o How will putting dollars into education be funded? Increased taxes?
 - o Answer: Unknown
- Once the process is changed, it must be marketed to parents. School counseling is not done properly. Utah high schools have an average of one counselor for every 378 students.
- Utah College of Applied Technology (UCAT) will be a player at the state level.
- The Link to the 21st Century Workforce Initiative will be sent to the Regional Council Chairs.

MOUNTAINLAND DIRECTOR – John Talcott

- DWS Web Site = www.jobs.utah.gov
 - Click on *Information and Services*.
 - The data can be drilled down.
 - National and state unemployment rates can be gathered for Wasatch, Summit, and Utah counties.
- Utah is starting to see employers lay off workers. A total of 90 to 100 employees have been let go in the Spanish Fork area.
 - Rayloc (Division of Genuine Parts Company) – TRA eligible. There will be a Trade Act benefits and services meeting held November 3, 2008 at the Spanish Fork Employment Center, 1185 N Chappel Drive, Conference Room #2.
 - Alcoa/Alumax/Cressona (15 workers).
 - Rocky Mountain Composites (60 workers).
 - Klune Precision Casting (15 workers).
 - Teleperformance (150 workers) from the Lindon facility.
 - Mervyn’s has filed for Chapter 11 bankruptcy and plans to close 26 stores (6 in Utah – approximately 80 workers per store).
 - The rapid response notices are coming in. Down stream suppliers are affected.
 - DWS is being impacted by the increase in enrollments, but is in a good position to do the work.
 - Mark Knold, DWS Chief Economist, predicts Utah will hit the bottom in about 18 months.
 - o Job growth may decline.

- Unemployment rate would go up.
- National and International concerns will trickle in.
- C and C+ employees will not keep jobs.
- Please feel free to contact Debbie Fotheringham, dfotheringham@utah.gov, 801 374-7838 or Julie Lay, jlay@utah.gov, 801 344-1253 for further information.
- eREP is in full live production in the American Fork Employment Center. Benefits for 630 cases will be run tonight! This is a minimal fraction of the total number of cases in Mountainland Region. The remaining Regions will be brought up in April 2009.

REGIONAL YOUTH COUNCIL – Jared Ferguson

- Work is being done on an information sheet listing services provided by the vendors such as DCFS, DWS, etc.
- Work is also being done on a more student-friendly version.
- When ready, a presentation will be given to the Regional Council.
- Jobs and wages in industry will be available to Mountainland Region..

DWS OVERVIEW – Bryan Kessinger

- Welcome to the Provo Employment Center! The supervisors have asked if the Council were Mystery Shoppers. This came to mind because, some time ago, Jeff Lindstrom went through the Provo Employment Center as a secret shopper.
- The 4 Tens are quite positive but is a change.
- This Employment Center is seeing the middle class, higher education applying for Food Stamps and services. They are more eager to find a job.
- A *Bridges Out of Poverty* conference was held in May 2008. This Conference talks about different cultures of social classes, middle and lower, and how they interact with those around them. Safety-nets (family, schools, neighborhoods, etc.) are discussed. Also, in brief:
 - Increase the likelihood of moving from welfare to work.
 - How poverty is defined (includes generational vs. situational poverty)
 - How economic class affects behaviors and mindsets
 - The challenges faced by those living in poverty.
 - Personal reflections of attitudes regarding poverty
- Utah has a very aggressive approach. The 2009 DWS goals try to get Regional Councils involved in this area of service. Knowledge of customers puts a compassionate component into the Regional Council.
- **Lloyd Pendleton will give a *Bridges Out of Poverty* training for the Regional Council.** This is a unique opportunity for the Council. Chances are, there will be someone who crosses our path, that will be struggling with housing, shelter issues, food, etc.
- Tour of PEC
 - Break into two groups.
 - Perry Colette and Michael Banks will be the guides.
 - Both groups will begin at the Front Counter.
 - Divide and rotate.
 - Job Connection – Employment exchange
 - Eligibility – Methods of applying

- Return to the Conference Rooms for questions.
- Online Application Instructions (Food Stamps, Financial Assistance, Medicaid, and/or Child Care)
 - Start by going to the website www.utahhelps.utah.gov
 - At the bottom of the screen click on *Start Here* button:
 - The button on the left is for Any/All Programs
 - The button on the right is for Medical Only Programs
 - Read the application process information page then click *NEXT*
 - Enter your information exactly as it asks for it
 - When the application is complete click *Submit Application*
 - Print the page that has the confirmation number
 - Call for an interview within 7 days of completing your application
 - The phone number is on the printed page with your confirmation number
 - Complete the application process as directed by your worker in the interview
- Questions/Comments
 - The workers were compassionate about customers served.
 - Because of the 4 Tens, Thursday is now dress-down day for employees
 - **Todd Herbert is interested in training benefits for both employers and job seekers. For more information please contact Debbie Fotheringham.**
 - DWS does a lot of work!

ROUND TABLE

- November 8, 2008 – Scouts Food Drive
- Mortgage Counseling Hot Line 691-5200, Monday through Friday.

NEXT MEETING

- December 11, 2008 (Thursday)
- Community Action, 815 South Freedom Boulevard, Provo UT 84601
- Topic: Community Service – **Details are forthcoming**

ACTION ITEM – Due April 2009

- **Each Council member list what he/she looks for in an employee.**
- A draft letter will be made from the information gathered.
- Individual Council members will be named.
- Distribution is intended for the school districts.

Thanks everyone for coming.

ADJOURNED

- 2:02 p.m.