

REGIONAL COUNCIL

June 24, 2004 – 12:00-2:00 p.m.

Community Action, 817 South Freedom Boulevard, Provo

ATTENDEES

Anna Larson, DWS
Bill Hulterstrom, Utah County United Way
Brad Whittaker, CEDO
Bryan Kessinger, DWS
Casey Peterson, DWS
Christie Hulet, Micron Technology
Darin Peirce, Associated Retail Stores (Macey's)
Darren Fox, Department of Health
David Ostrom, DWS
*DeAnn Geary, Geary Construction
Debbie Fotheringham, DWS
Deborah Van Leeuwen, Bear Creek Country Kitchens
Duane Frisby, Department of Rehabilitation Services
Gary Ashby, Life Story
Jay Butler, DWS
Jeff Lindstrom, Red Lobster
JoAn Gerber, DWS
Joseph Miner, Human Services
Julia Mohr, Child Care & Resource Referral
Julie Lay, DWS
Karen Daniels, DWS
Karen Ritchie, Nature's Way
Ken Fisher, Geneva Rock
Ken Walker, IHC
Larry Ellertson, Lindon City & United Way
Lesa Carter
Marlene Pelham, Far West Bank
Meagan Meyerson, DWS
Melissa Nielson, DWS
Myla Dutton, Community Action Services
Pablo Pencyzo, Nestle Prepared Foods
Rod Crockett, Career and Technical Education
Ron Tiffany, Veterans Representative
Shauna Mace, DWS
Tim Dahlin, Park City Christian Center
Violet Smit, DWS

EXCUSED

Bill Delaney, Alpine School
Bill Young, Wasatch County
John Talcott, DWS
Karen Larsen, DWS
Karlyn Norton, Xactware Information Services
Kelly Liljenquist, Nestle Prepared Foods
Paul Magleby, Magleby & Associates
Rob Brems, MATC
Sherami Jara, DWS
Steve White, Utah County Commissioner
Wendy Hughes, DWS

WELCOME – Ken Walker

- It is exciting to see everyone together again.
- Thanks to Myla Dutton for hosting. By having different hosts, we have the chance to see the businesses and receive spotlights concerning their Agency.

- The Council is very glad to have DeAnn Geary as a new member! She represents construction – Coalville, Summit County.
- Pueblo Pencyzo is representing Nestle Prepared Foods for Kelly Liljenquist.

APRIL 29, 2004 MINUTES

- Larry Ellertson's title is United Way/Lindon Mayor, not Utah County Commissioner. Check the commissioner status after the November 2004 voting.
- Gary Ashby motioned the minutes be approved as corrected.
- Bill Hulterstrom seconded.
- All voted in favor.

COUNCIL COMMITTEES MEMBERSHIP UPDATES

- **Employment Services**

- Rob Brems, Chair
- Ken Walker
- Brad Whittaker
- Steve White
- Gary Ashby
- Christie Hulet
- Melissa Finch
- Duane Frisby
- Bill Young
- Karen Larsen
- Shauna Mace
- Violet Smit
- Wendy Hughes

- **Business Services**

- Jeff Lindstrom, Chair
- Kelly Liljenquist
- Karlyn Norton
- Ken Fisher
- Paul Magleby
- Deborah Van Leeuwen
- Marlene Pelham
- Rickie Bryan
- Bill Delaney
- Dave Ostrom
- Karen Daniels
- Debbie Fotheringham
- Bryan Kessinger

- **Eligibility Services**

- Darren Fox, Chair
- Ron Tiffany
- Myla Dutton
- Bill Hulterstrom
- Joe Miner
- Larry Ellertson
- Karen Ritchie
- Rod Crockett
- Tim Dahlin

- Anna Larson
- Jay Butler
- Casey Peterson
- **Executive Committee**
 - Ken Walker
 - Jeff Lindstrom
 - Melissa Finch
 - Rob Brems
 - Rod Crockett
 - Rickie Bryan
 - Steve White
 - Deborah Van Leeuwen
 - Ron Tiffany
 - Darren Fox
 - John Talcott

CHAIR UPDATE

- There has not been an Executive Meeting since April; thus, there is nothing to report.
- Other reports will be given further into this meeting.
- Regional Council Retreat Feedback
 - Was very well organized.
 - Entertaining
 - Informative
 - Favorable location

STATE OF THE REGION – David Ostrom

- Business Services: This past year Mountainland Region had an 11% job order increase.
- Broader focus has been given to Business Services. Industries (Health Care, Construction, Financial and Retail) are to be targeted and efforts will be made toward career lattices for eligible customers.
- Business Consultants will be trained in additional business service procedures in August 2004.
- Mountainland Region moved from close to being in last place in the Statewide Food Stamps Percentages to tie Nationwide for 7th place – all in five years!
- WIA outcomes are great, i.e., 57.9% Entered Employment Rate (55% State); FEP Earning Increase 136.6%; Increased in all but 2 areas of Performance Measures, etc.
- www.jobs.utah.gov , under *Employer Services* and *What's New* contains numerous employer resources ranging from Occupations in Demand, LMI, etc.
- The Mountainland Region Management Team has formulated a strategic plan for 2004-2005. Finalization will be June 25. The results of the Service Provider Satisfaction Survey for 2004 will be a big focus area. Staff will help development plans to support and assist in meeting the State and Region goals.
- The Job Seekers Survey will be conducted in the Offices/Centers June 23-30.

OUTSTANDING CUSTOMER SERVICE RECOGNITION

- Myla Dutton's dedication, spirit of service and leadership has been a great driving force in Provo Community Action Services' demonstration of outstanding customer service and has contributed greatly to CAP partnering with DWS on a regular basis.
- Services and projects in which she is directly involved include:
 - Emergency Assistance Worksite: 3-6 months soft skill internship; assignments are given in the Food Bank or at the Counter.

- Jump Start: Offers needed transportation to customers recently employed
- BYU volunteer reading program. PROJECT READ is an adult literacy program at the Provo City Library that serves residents of Utah County. Over 21,000 people in Utah County need help with basic reading and writing
- Grant money for down payments toward purchasing a car.
- Computer resource linking to increase volume and make CAP visible to each Community Partner.
- DWS will donate computers and train staff in finding LMI information
- The Beacon of Hope from IHC has been awarded to Myla for her hard work, hope for the future and deep desire to enhance the well being of others.

COMMUNITY MEMBER SPOTLIGHT – Ken Walker

- CAP – Regional Food Bank Operation
 - 7,500 households served annually (without heat assistance, 2-parent working poor, few single on TANF, target elderly)
 - Supply food to 32 other organizations
 - **Mentors are needed. Age limit: at least 18.**
- Housing Program
 - HUD certified to do mortgage defaults.
 - 6-hours class: Customers are taught how to buy and get connected to loan sources for a first home. Open to anyone.
- Food Drives
 - **Businesses are welcome to do a food drive in the fall.**
 - BYU/Uof U competition logos are sold. The dollars go to Community Action.
 - There are 400,000 pounds of food in the warehouse. Replenishment is continually needed.
- Question: Is the Food and Shelter Coalition different from Community Action Services? Yes. They have hot meals and serve the homeless population; CAP is poverty and families with children.

HOUSING UPDATE, Mountainland Region Continuum of Care – Bill Hultstrom, Myla Dutton

- It is estimated that there are at least 2,000 + homeless people across Utah each night.
- Homelessness is a complex issue, and many side issues exist because of no housing.
- Lack of affordable housing necessitates doubling up: 2000 Doubling Percentage
 - 2% Lehi/Alpine
 - 27% American Fork
 - 18% Pleasant Grove/Lindon
 - 17% Orem
 - 22% Provo
 - 22% Springville/Mapleton
 - 12% Spanish Fork/Payson
- Types of households doubling up:
 - Most prevalent is low-income or poor, has several children, is disproportionately likely to be minority, and/or concentrated in the central city.
 - Predominantly white, with one or both families consisting of a childless married couple, lives mostly in suburban areas, and is relatively affluent.
- The gap between affordable housing and people who need the facilities is the largest on record.
- The solutions to ameliorate the causes of homelessness are many, but a few are:
 - #1 and most important step is to provide housing.
 - Increase number of housing unites for the chronic homeless:
 - Transitional housing units for single homeless persons

- Migrant/seasonal farm workers
- Monitor and address issues of mobile home park closures
- Establish local housing trust funds to provide resources to build
- A crucial factor is the willingness of communities to zone for high density.
 - City Planners and Utah want larger houses. Restrictions are meant to take care of the values.
 - Because of students, there is greater competition for the low-income housing.
- Fine tune zoning laws.
- Be a better neighbor. Think and plan for more housing.
- An hourly wage of \$11 is needed to afford a house.
- SRO = Single Resident Occupancy.
- Hotel Roberts
 - This facility was previously used for sheltering
 - The doors were shut because of 27-28% cost increase (\$7 a night).
 - It is not in plans to reutilize.
 - Different options for using the building are being reviewed.

WORK SITE LEARNING PILOT – David Ostrom, Karen Daniels, Melissa Nielsen, Meagan Meyerson

- The Region is doing exceptionally well with 130 on active work sites as of April 2004. Mountainland's worksite coordinators are Lon Bowen, Neal Anderson and Tim Olson. The Region has had a lot of experience and firmly believes in worksites. Much has been learned and successes have been seen.
- A work group that included Dave, Karen Daniels, Meagan Meyerson and Melissa Nielson looked at the issue of getting a better percentage of customers showing up for the worksites. Worksites will be marketed differently. Employers' cooperation is critical. Meagan and Melissa – employment counselors – are going to say a worksite is the first option for a job seeker – not a job referral. All efforts will be made by the Pilot Program and WDID Team to enhance the Work Site Learning Program, exposure and success.
- Provo Employment Center WSL Pilot Pathway (3 Months Unpaid Internships)
 - Employment Counselor and Customer
 - Meet for intake and/or assessment appointments and follow the regular process for this activity. Focus on barriers quickly and move to the employment plan – address the barriers and manage them; do not try to resolve all of them. Work out problems in advance.
 - Upon WSL agreement and employment plan activity, research a possible Job Development Site on which will be skills building – no salary.
 - Employment Counselor
 - Based on research, employer contact will be completed. If the employer agrees to contract for an Unpaid Internship, complete the UWORKS narration and arrange appointment for contract signing.
 - Monitor WSL customer and employer process. If an employer is working with more than one DWS customer, the employer will make the contact decision.
 - Conduct monthly survey to employer, customer and employment counselor to establish success level of WSL opportunity.
 - **Question:** Is there a way an employer can remove gracefully from an unsuccessful Internship prior to 3 months?
 - **Answer:** Yes. Sever the Internship quickly if it is apparent the customer is not going to succeed. The Employment Counselor(s) will have continual contact with the employer to

exchange concerns and will work with an employer to make a transition for the customer so an employer does not have to fire.

- Thanksgiving Point
 - o The DWS unpaid internships fit into the philosophy of giving back to the community.
 - o Laura Lazenby, volunteer/inter manager at Thanksgiving Point says, “We don’t give up. We sit down and help them find a solution.” Laura goes the second mile in working with those in the internship program and was recently honored by DWS with the “Employer of the Month” Award for her efforts.
 - o Usually the interns begin in the dinosaur museum. Once they have proven to be stable and dependable, another manager helps them develop more marketable skills.
 - o Professional clothing is available through the Turning Point at UVSC. Coaching is given on mannerisms, resumes are updated, etc.

BUSINESS SERVICES - Jeff Lindstrom, Chair

- Bryan Kessinger will continue participating at the school but will be working through eyes of youth.
- Cultural Diversity
 - September 15, 2004 Seminar
 - 9:00 a.m. – 4:00 p.m.
 - Minimal attendance fee
 - IHC/DWS combine to fund
 - Location: Thanksgiving Point, Lehi – Garden Room (\$500)
 - Objective: Present to employers the pros, cons, requirements to hire, potential pitfalls, advantages and how to get a diversity program started in a business.
 - Lunch
 - Story Board Successes Display
 - Presenter Possibilities
 - ICE (Immigration and Custom Enforcement) for an hour at the beginning.
 - Scott Warrick - \$3,000 and requires the whole day.
 1. Articulate, holds attention
 2. Provides a boiler plate
 - Employer addresses from Darin Brush
 - Promote July 15 at the State Council meeting, newspaper, business contacts, etc.
 - **Dave Ostrom makes and sends out a flyer.**

ELIGIBILITY, Darren Fox, Chair

- Continue to educate Community Partners on DWS Eligibility Services by:
 - Getting the FNS Web Site/Advocates pre-screening tool for committee members.
 - Good contacts have been made with and DWS materials (child care, food stamp access) provided to Food Bank, Pacific Islander and Hispanic Community, Young Mother High School populations.
- Anna, Darren, MAG community partners and Eligibility Supervisors will develop an internal pathway to offer blended services and customer education. Respective staff will be trained on the developed pathways.
- July 20 this Committee will meet again for further discussion.

EMPLOYMENT SERVICES – (Rob Brems, Chair) Melissa Finch

- The RN shortage challenges include:
 - Challenges include:
 - o Not enough seats for qualified applicants.

- o Lack of faculty
- Actions
 - o Meet/have summit with DWS, private education and politician representatives
 - o Each of you know your key legislators and start talking now.
- Construction
 - Subcommittee is working on this to see if education can step up to some of these needs. Larry Ellertson is looking to have an audience after the election. A new U of U President is coming in.
 - People are unprepared for jobs.
 - The perception is that construction is not a good job.
 - Minority is currently the main workforce for construction.

YOUTH COUNCIL

- Members of the Regional Council on this Council will be joining other Regional Council Subcommittees.
- Another WIA Counselor has been hired. There are over 350 youth currently involved. By the end of Summer, enrollment is expected to be 400. Most are At Risk and Youth Corrections. The program goes for 12 months with follow up and gives opportunity to prepare for “world” work. This is a wonderful program, and all who work on it are appreciated. The goal is to all work together developing and working on a case program.
- Kudo to Youth Contract
 - John LaCognata complemented Kathy Dimick. He attended a Minneapolis national training where six other states, in one session, was bashing WIB and WIA about doing nothing to help the kids. John then related Mountainland’s opposite experience with WIA and all the good it has done in the Region.
 - The national trainer was quite impressed and others have asked for Mountainland’s “recipe” to the success.

ROUND TABLE

- Do the best you can, but we stress that the August 26th Regional Council meeting in Park City – 12:00 p.m. - needs the commitment and effort to drive and attend. There is great shopping there and scenery. Get a car pool going. General Directions: The Christian Center of Park City is at 1100 Iron Horse Drive. Iron Horse is 1 block north of Albertson’s on Park Avenue.
- July 15, 1:30 p.m. State Council – 1550 N 200 W Provo Employment Center, Room 118. You are all invited to this event.
- The State Youth Newsletter reports how Mountainland Region (Utah, Summit and Wasatch Counties) is really shining in the State.
- Thanks for coming.

ADJOURNED

- 2:00 p.m.
- A tour of the Community Action Services building was given.