

# State Workforce Investment Board Meeting - Minutes

July 31, 2014 – 1:00 – 3:00 p.m.

Department of Workforce Services

1385 South State Street, Salt Lake City, Utah

**Members Present:** Jon Pierpont, Ken Davey, Joey Gilbert, Robert Brems, Danya Pasnszek, Blair Carruth, Randall Bennett, Mani Grewal, Lisa Laird, Chris Healy, Joe Christopher, Deanna Hopkins, Dave Dixon , Russ Thelin, Marty Kelly, Wally Trotter, Scott Snarr, Connie Nielsen, Lance Lehnhof, and Gary Harter

**Staff Support:** Karla Aguirre and Jennifer Domenici

**Others Attending:** Casey Erickson, Geoff Landward, Alexia Murphy, Amber Johnston, Kimber Burks, Lidsay Crosby, Rachael Stewart, Sandy Terry, Carrie Mayne, Bruce Summers, Stephen Lisonbee, Steve Leyba, Debbie Sparks, Greg Paras, Nate McDonald, Johnathan Hardy, Ben Hart and Kathy Bounous.

AGENDA	DISCUSSION	RECOMMENDATIONS/ACTION
<p><b>Welcome and Opening Business</b></p>	<p><b>Welcome and Opening Business (Daniel Marriott)</b>  <b>Acknowledgements and Introductions</b></p> <ul style="list-style-type: none"> <li>• Solute to America / National Anthem: Kimber Burks</li> <li>• Acknowledgements and Introductions               <ul style="list-style-type: none"> <li>○ Lance Lehnhof                   <ul style="list-style-type: none"> <li>▪ Vice President of Red Leaf Resources</li> <li>▪ Representing Small Employers on the SWIB Board.</li> </ul> </li> <li>○ Dave Dixon                   <ul style="list-style-type: none"> <li>▪ HR Manager / Ethics Officer for Petersen Incorporated.</li> <li>▪ Economic Service Area Representative for Wasatch Front North.</li> </ul> </li> <li>○ Danya Pastuszek                   <ul style="list-style-type: none"> <li>▪ Senior Director, Continuous Improvement for United Way of Salt Lake.</li> <li>▪ Representing Community-Based Organizations, replacing Deborah Bayle.</li> </ul> </li> </ul> </li> <li>• Approval of April 10 Minutes</li> </ul>	<p>Daniel called for approval of the</p>

AGENDA	DISCUSSION	RECOMMENDATIONS/ACTION
<p><b>Executive Director's Dialogue</b></p>	<p><b>Executive Director's Dialogue – Jon Pierpont addressed the group</b></p> <ul style="list-style-type: none"> <li>• Division Highlights <ul style="list-style-type: none"> <li>○ Division Highlights is something DWS just started doing this year as part of our Operational Excellence Cornerstone. We believe this will help draw interests across departments.</li> <li>○ Division of Adjudication <ul style="list-style-type: none"> <li>▪ DOL recognized the DWS appeals Unit as the best medium-sized state for timeliness and quality of decisions for a record sixth year in a row, and the unit is on track to achieve this honor again next year.</li> <li>▪ The Appeals Unit received the Governor's 2014 Excellence Award for Innovation and Efficiency.</li> </ul> </li> <li>○ Administrative Support <ul style="list-style-type: none"> <li>▪ Remodeled, reconfigured, and improved 11 facilities; closed and vacated the Roy EC; reduced utilization of the Delta EC and began significant remodeling at the Admin North building.</li> <li>▪ Reduced business office staffing while maintaining payment accuracy of 99.63%.</li> </ul> </li> <li>○ Communications Division <ul style="list-style-type: none"> <li>▪ This past year, the division managed over 8,000 projects – an average of 650 projects per month.</li> <li>▪ Produced the Customer Service Guide and video to help guide employees as they interact with customers.</li> </ul> </li> <li>○ Employer Initiatives <ul style="list-style-type: none"> <li>▪ The Utah Cluster Acceleration Partnership awarded 15 grants in fiscal year 2014 totaling more than \$2 million in funding to educational institutions.</li> <li>▪ The Small Business Bridge Program which helps employers defray the costs of a new hire awarded funding to 204 small businesses which are slated to create 1,139 new jobs.</li> </ul> </li> <li>○ Eligibility Services Division</li> </ul> </li> </ul>	<p>April 10, 2014 meeting minutes. Chris Healy moved to accept the minutes once the UCAP date was changed to 2015. Deanna Hopkins seconded the motion, and the motion carried.</p>

AGENDA	DISCUSSION	RECOMMENDATIONS/ACTION
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ The Affordable Care Act brought a host of mandatory changes to Utah’s Medicaid program. While many states struggled to update their existing eligibility systems to comply, ESD partnered with the Department of Technology Services to build an in-house solution that completed the changes on time and under budget. Staff successfully implemented the new MAGI rules and are managing the increased workload associated with ACA.</li> </ul> </li> <li>○ Housing &amp; Community Development Division           <ul style="list-style-type: none"> <li>▪ The Olene Walker Housing Loan Fund (OWHLF) approved \$13.15 million for the construction of 971 affordable housing units.</li> <li>▪ The Home Energy Assistance Target program paid \$13,873,234 to 35,775 Utah households to help with their utility bills. The average benefit paid was \$388.</li> <li>▪ The Permanent Community Impact Board (CIB) funded 75 rural projects at \$135,583,468.</li> </ul> </li> <li>○ Office of Childcare           <ul style="list-style-type: none"> <li>▪ 102 total grants were approved</li> <li>▪ Approximately 6,200 children were served in total between all of the grant recipients.</li> <li>▪ 1,116 providers have received annual professional development awards for a total of \$1,609,435.</li> </ul> </li> <li>○ Refugee Services Office           <ul style="list-style-type: none"> <li>▪ Started the East African Refugee Goat Project of Utah – a collaborative partnership to raise a herd of goats to provide weed control and meat for refugee communities.</li> <li>▪ The Humanitarian Center Project successfully continued. For this project, DWS, the LDS Church and several other community partners joined together to offer a paid English language and job readiness course for refugees.</li> </ul> </li> <li>○ Training &amp; Employee Development Focus</li> </ul>	

AGENDA	DISCUSSION	RECOMMENDATIONS/ACTION
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>▪ Collaborated with each division to develop and implement leadership and employee development activities. These activities and initiatives targeted areas such as mentoring succession planning, training and presentation skills, UPM skill training, performance monitoring and feedback and recruitment.</li> </ul> </li> <li>○ Unemployment Insurance Division           <ul style="list-style-type: none"> <li>▪ Thanks to a strong UI Trust Fund – far above the minimum required by law – as well as focused program management and robust economy, employers will save \$35 million on UI taxes in 2014.</li> <li>▪ In support of Governor Herbert’s goal of 25% efficiency improvement in state government, the UI division increased efficiency by 12.2% by improving and streamlining processes.</li> </ul> </li> <li>○ Workforce Development Division           <ul style="list-style-type: none"> <li>▪ Implementation of consistent and real time targeted assistance approach to support front line operational staff with service delivery.</li> <li>▪ 146,373 total job placements through the Labor Exchange.</li> <li>▪ 11,634 job placements for veterans.</li> <li>▪ 196,388 job orders (93% online).</li> <li>▪ Improved internal case accuracy.</li> </ul> </li> <li>○ Workforce Research and Analysis (WRA)           <ul style="list-style-type: none"> <li>▪ Staff completed vital research projects including: report to the legislature on Wage Comparison Adjusted for Cost-of-Living, Program and Service Usage and Employment for Refugees, and the annual Intergenerational Poverty (IGP) Study.</li> </ul> </li> <li>● US Department of Labor Negotiated Performance Targets           <ul style="list-style-type: none"> <li>○ Each year DOL requires DWS to negotiate performance outcomes for WIA and Wagner-Peyser for the coming year. This process was completed in June. Most of the outcomes are higher than the previous year as we strive for continuous improvement.</li> </ul> </li> </ul>	

AGENDA	DISCUSSION	RECOMMENDATIONS/ACTION
	<ul style="list-style-type: none"> <li>• Workforce Innovation Opportunity Act (WIOA) <ul style="list-style-type: none"> <li>○ A bi-partisan bill, known as the Workforce Innovation Opportunity Act, to reauthorize WIA and Wagner Peyser has passed both the House and Senate and was signed by the President on July 22. It will take several months for DOL to write regulations and allow for public comment. The changes will begin to take effect in July 2015.</li> </ul> </li> <li>• UCAP <ul style="list-style-type: none"> <li>○ Applications for the 2014-2015 UCAP Program Year were due on June 27<sup>th</sup>.</li> <li>○ As a reminder the UCAP program is designated to help education develop and expand new educational programs that meet industry need.</li> <li>○ For this year's program we received 31 applications.</li> <li>○ There was significant competition for this year's grants and ultimately we were able to fund 15 applications.</li> <li>○ The quality of applications this year was definitely a cut above last year's applications with several applications representing consortiums between post-secondary institutions and even co enrollment with 5-12 programs.</li> </ul> </li> <li>• After-School/In-School STEM Link Grants <ul style="list-style-type: none"> <li>○ We had two grant programs that focused on helping after-school and in-school educational institutions and their partners develop STEM based programs that target underserved youth.</li> <li>○ These grants are being funded with TANF funds and the Job Growth Fund, and they are being offered through a partnership between DWS, the Utah State Office of Education and the STEM Action Center.</li> <li>○ For the after-school grant we were able to award \$5 million in funding to twelve grant recipients.</li> <li>○ For the in-school grant we were able to award \$1 million funding to seventeen grant recipients.</li> <li>○ We were very pleased with the quality of applications. We will be working with each awardee on a agreement that ensures quality</li> </ul> </li> </ul>	

AGENDA	DISCUSSION	RECOMMENDATIONS/ACTION
<p><b>Chairman's Report</b></p> <p><b>SWIB Training Provider Report</b></p>	<p>outcomes.</p> <ul style="list-style-type: none"> <li>• Refugee Center <ul style="list-style-type: none"> <li>○ DWS is exploring co-located training site with SLCC and USU Extension designed to specifically meet the needs of refugees.</li> </ul> </li> <li>• Under Employment <ul style="list-style-type: none"> <li>○ DWS is very interested in getting your ideas and input. We would appreciate your support as we develop strategies that will impact Underemployment in our state.</li> </ul> </li> <li>• WDD Operational Plan 2014 – 2015 <ul style="list-style-type: none"> <li>○ The Plan was included in the packet.</li> <li>○ There is no time sensitivity, the plan will be reviewed and approved during the October 9, 2014 meeting.</li> </ul> </li> </ul> <p><b>Chairman's Report</b></p> <ul style="list-style-type: none"> <li>• Daniel thanked DWS staff for all their hard work.</li> <li>• Congratulations on the Triple Crown.</li> <li>• The Executive Committee met last month and talked about the future of our Subcommittees. We recently appointed Bruce Rigby as Chair of the Operations and Services Committee.</li> <li>• As we have the opportunity to contribute we are constantly looking for specific areas of support. DWS expects communication and feedback from the private sector, public sector, and from all of us on the Board. Each of us has a unique perspective, which is exactly what we are looking for.</li> </ul> <p><b>SWIB Training Provider Report</b></p> <ul style="list-style-type: none"> <li>• Statute requires the SWIB Board to vote and approve the Providers listed on the Approved Providers Report.</li> <li>• We have 5 new providers that we need an approving vote for: <ul style="list-style-type: none"> <li>○ Salt Lake Academy of Dental Assisting</li> <li>○ Creative Media Group Education</li> <li>○ Learn Key</li> <li>○ Stylin' Pets Grooming</li> </ul> </li> </ul>	<p><b>ACTION:</b> Board member need to review the WDD Operational Plan and be ready to discuss/approve at the October 9 meeting. Send questions/feedback to Daniel Marriott, Karla Aguirre or Jennifer Domenici. All feedback is due by September 5, 2014.</p> <p><b>ACTION:</b> Chris Healy moved to approve the 5 new providers added to the Providers Report. Joe Christopher seconded the motioned and the motion carried.</p>

AGENDA	DISCUSSION	RECOMMENDATIONS/ACTION
<p><b>Underemployment Discussion</b></p> <p><b>Committee Reports</b></p>	<ul style="list-style-type: none"> <li>○ Premier Dental Assisting School of Utah</li> <li>● These providers have been screened and have gone through the approval process.</li> </ul> <p><b>Underemployment Discussion</b></p> <ul style="list-style-type: none"> <li>● Slideshow Presentation - Data Summary <ul style="list-style-type: none"> <li>○ Evidence of underemployment in terms of part time vs. full time and slow wage growth.</li> <li>○ Labor force participation rates and counts are increasing but remain below pre-recession averages.</li> <li>○ Baby boomer explanation for LF decline doesn't apply to our state, the female participation trend does.</li> <li>○ Data suggests prime working age adults have left the LF and have yet to come back.</li> </ul> </li> <li>● Finding the Underemployed in DWS Administrative Records <ul style="list-style-type: none"> <li>○ Identify individuals with a recent unemployment insurance claim.</li> <li>○ Identify individuals with a recent public assistance case.</li> <li>○ Compare wages before and after claim/case.</li> </ul> </li> <li>● DWS Next Steps <ul style="list-style-type: none"> <li>○ Focus employer initiatives on industries with opportunities to address underemployment.</li> <li>○ Identify services relevant to underemployment solutions.</li> <li>○ Account for resources, create a plan to offer assistance to customers identified as potentially underemployed.</li> </ul> </li> <li>● Ideas/ Things to Consider <ul style="list-style-type: none"> <li>○ Concentrate on individuals who have transitional skills.</li> <li>○ Look deeper into trend data to see what has happened.</li> <li>○ Look to see if positions have been switched from full to part time.</li> <li>○ Refugee's -recognize their skills, education and degree from their country.</li> </ul> </li> </ul> <p><b>Committee Reports</b></p>	<p><b>ACTION:</b> Jennifer will send the Underemployment Slideshow to the SWIB Board.</p> <p><b>ACTION:</b> As DWS receives additional data on Underemployment Ken Davey, Danya Pasnszek, Dave Dixon, Russ Thelin and Lance Lehnhof volunteered to be available for feedback.</p>

AGENDA	DISCUSSION	RECOMMENDATIONS/ACTION
	<ul style="list-style-type: none"> <li>• Operations and Services <ul style="list-style-type: none"> <li>○ Closing the Skills Gap Employer Symposium – Tuesday, September 9 11:30 to 1:30 at the Ogden Weber Tech College.</li> <li>○ Utah Certified Work Ready Conference for Employers – Wednesday, September 10, 2014 12:00 to 2:00 at the UVU Campus in Orem.</li> <li>○ Closing the Skills Gap: Become a business champion today. Contact a Workforce Development Specialist for more information at <a href="http://jobs.utah.gov/employer/wds.pdf">jobs.utah.gov/employer/wds.pdf</a></li> </ul> </li> <li>• State Youth Council and Youth Services <ul style="list-style-type: none"> <li>○ DWS did a day long activity to engage kids in the energy industry. The partnership has been critical as it is the primary school in the Central area. Youth were introduced to Utah Futures and online resumes.</li> <li>○ There was a career fair in Iron County, 1,200 youth attended and participated onsite.</li> <li>○ In Delta, 500 youth participated in the leadership project. Delta Tech was a partner and helped highlight industries in demand.</li> <li>○ St. George leadership project was to assist homeless youth. The WIA Youth customers put together backpacks to hand out to the homeless youth, which included information about DWS and other services.</li> <li>○ Youth Speaker- Rawa Al Khafaji. She talked about her experiences as a refugee in Utah. It is hard for refugee youth to attend school when they do not understand the teacher.</li> <li>○ Bear River- On March 21<sup>st</sup> the Brigham City WIA Youth Leadership activity was held at the BC Boys and Girls club.</li> <li>○ Gerald talked about Refugee Youth in America. How a refugee youth does in America and in school is dependent on the age they are when they arrive. The younger they are the more likely they are to integrate. Those who arrive at 10-12 seem to have trouble.</li> </ul> </li> <li>• Veterans <ul style="list-style-type: none"> <li>○ Chris talked about the value of getting in front of the Chamber of Commerce and providing presentations to coordinate efforts.</li> <li>○ Joe discussed the value of meeting with the Home Builders</li> </ul> </li> </ul>	

AGENDA	DISCUSSION	RECOMMENDATIONS/ACTION
<p><b>New Business</b></p>	<p>Association to educate them about veterans.</p> <ul style="list-style-type: none"> <li>○ Ogden/Weber ATC -looking to expand their Trade department due to high demand in construction.</li> </ul> <p><b>New Business</b></p> <ul style="list-style-type: none"> <li>● No new business</li> </ul>	