



Wasatch Front South Council on Workforce Services

Department of Workforce Services

1385 South State Street, #157 SLC

May 27, 2010

11a.m. – 12:30 p.m.



MEETING MINUTES

- Presiding: Rebecca Little, Chair and Spencer Larkin, Co-Chair
 Present: Akilah Messado, Chuck Krivanek, Diane Moore, George Halliday, Greg Diven, Jill Boyle, John Slade, Kerry Steadman, Markus Schellenberg, Norman Fitzgerald, Scott Snarr, Steve Leyba, Todd Sutton
 Excused: Ballard Veater, Colleen Johnson, Karen Silver, Mark Stimpson, Nancy Malecker
 Absent: Charles Daud, Gordon Swensen, Jan Johnson, Louis Caudillo, Tony Gomez, and Troy Justesen
 Guest: Paul Jackson
 Staff: Rebecca Banner, Cassy Hahn, James Robson, and Connie Laws

Topic and Discussion Leader	Decision(s)	Assignment(s)
<p>Call to Order and Announcements – Rebecca Little</p> <ul style="list-style-type: none"> • Rebecca welcomed members/guests and excused those who submitted regrets (see above). • Welcomed guests (see above). 		
<p>Review Meeting Minutes (April 22, 2010) – Rebecca Little</p> <ul style="list-style-type: none"> • Meeting minutes were reviewed; all assignments completed • Motion made to accept meeting minutes • One follow-up action item – George Halliday had invited members to take tour of the IBWE solar/wind facility. Tour will take 30-45 minutes. Will show actual installs and how AC/DC converters tie into the grid. George offered to host the next Council meeting at his location <ul style="list-style-type: none"> ○ 2100 S. 3400 W., WVC 	<p>Motion to accept meeting minutes by Scott Snarr; seconded by George Halliday Motion carried.</p> <p>Council supports having next meeting at IBWE</p>	<p>George - will provide refreshments</p>
<p>Council Business – Rebecca Little</p> <ul style="list-style-type: none"> • Next item of business is a Council membership approval for Jill Boyle who is with IHC and will be replacing Paul Jackson who has now moved on and is acting as the State Council Chair. Jill will complete Paul’s vacancy through June 2013. • Spencer Larkin presented information from an article he read in the Wall Street Journal regarding the number of employees that are now voluntarily leaving their jobs which is showing a change in the mindset of jobseekers and their confidence in finding other or better employment options. 	<p>Motion to accept membership app for Jill Boyle by Norman Fitzgerald; seconded by Spencer; Motion carried</p>	

<p>Scott Snarr (L3) is seeing this same thing in their company. Chuck Krivanek (InterContinental Hotels) indicated they are doing their best to keep their employees.</p> <ul style="list-style-type: none"> • Jim Robson (DWS Economist) – Indicated that this is very reflective of what we are seeing here in Utah and we need to watch as the economy continues to change. What used to be an employer’s market and opportunity to hire a great workforce is slowing changing and will need to assess how and what strategies they will use to retain their employees (i.e. pay, benefits, perks, etc.) • Good to see the shift and optimism change. 		
<p>Council Chair Update – Rebecca Little</p> <ul style="list-style-type: none"> • Provided update for the Council Retreat which will be held June 24th from 8:30 a.m. – 1 p.m. • Thanks to the planning committee for all their great work: Jill Boyle, Dena Helps, Greg Diven and Cassy; Also much thanks to IHC for donating breakfast and Job Corp culinary school will provide lunch. • The event location has been changed to a new location: Mountain America facility at Jordan Landing. Rebecca offered the planning committee an opportunity to tour facility to continue planning. A map and additional information will be provided to council members. • Council members please RSVP for the retreat so we can get a head count • Finally, if you have any door prizes please let any of the retreat planning members know. 		<p>Council Members – RSVP or send regrets for retreat. If you’d like to donate doorprizes let Cassy or planning committee know.</p> <p>Rebecca to get a map/directions to Cassy</p>
<p>DWS Service Area Director Report – Steve Leyba</p> <ul style="list-style-type: none"> • Steve provided an overview of where we are at with the re-organization. Almost there. Last couple of weeks finalized Supervisor positions and Program Specialists. • The WFS service area developed a re-organizational plan to determine where savings could be made with staffing, etc. Handout was passed out showing the current management team. Teams have been organized around a functional approach where two managers will primarily work the financial (FEP) programs with a north & south hub. All centers will still provide all services but things will occur differently behind the scenes. Connie Laws will handle all the Training service programs. Kim Auberger will be over the workforce (upfront) component. Single points of management structure will provide a great amount of consistency from center to center. Rebecca Banner has replaced Karla Aguirre and will have all the Program team support. Some new Workforce Development Specialist positions will have responsibility to primarily work with the needs of the employer and communicate back to the 1-stops on how to assist customers in meeting employer’s needs. • At the retreat, Jon Pierpont (Deputy Director) will provide an overview of his re-organization and what he is attempting to accomplish along with milestones, etc. Then Steve will introduce all the new management team and then review the new service area plan. Steve will send a preview of the plan to Rebecca and the Executive Committee prior to the retreat. 		<p>Steve to send Rebecca and Executive Committee a copy of the service area plan.</p>

- There will be an analysis of occupations in demand for SLC and Tooele counties.
- Steve believes this functional model will have some challenges to it but believes the service delivery and outcomes will influence how we deliver/provide services to customers.
- Norman inquired how the current site manager works into this piece. Every facility will have a one-stop administrator. In some employment centers it's a Manager and in others it will be a supervisor. Went from 9 managers to 5. Steve is committed to making things work. Staff are informed who they can go to and get the support they need.
- Steve turned time over to Rebecca Banner to educate the group about some of the changes to the DWS website. A new change to the website took place two weeks ago. The front page has been simplified and organized into some key sections: 1) Job Seeker; 2) Employers; 3) Assistance – where you can find all our supportive services; and 4) General Information – labor market, etc. At the bottom of the web page are some scrolling pieces of information which acts as quick links to get to hot topics and information. The login button has been a little confusing for customers to find (Rebecca demonstrated the process). Also, great feature “EQuery” for customers to be able to look at their own case information. The goal is to free up workers from answering a lot of phone calls/questions that the customer can now access on their own. Also at top of web page select “Other – Department Info” which will give you an option to select Region Council to find all the information for our Council (i.e. meeting minutes, rosters, calendar, etc). Feedback from the council was that the site seemed more organized.
- DWS Workshops have been highlighted in the newspaper. COPE, Resume Building, Interviewing, Job Search, Networking Strategies, etc. The calendar with dates and locations can be found on this website. Finally, we will be partnering with Mountain America to provide a basic budgeting workshop for our customers. Council members are invited to attend any workshop if they'd like and are encouraged to provide feedback to Rebecca or Cassy if they attend.
 - Scott Snelson asked if there are plans to provide workshops in the Tooele County.
 - Kerry inquired where to go to look for statistics for unemployment claims or people on public assistance (Real time).
- Connie Laws provided information pertaining to an issue regarding an approved training provider, The University of Phoenix. They informed our agency a couple of weeks ago that they will no longer be supporting any of our customers using DOL training funds. Several of our customers have been turned away and existing students are experiencing a hardship. We are working with each customer to see what we can do to help them resolve this issue or to go to another training provider. It was a corporate decision not made here in Utah.
- 10 customers have been identified. The rationale stems from WIA law where the provider is required to report outcome data to the state for all students (not just DWS students who received the DOL training funds). In Utah that particular section has been waived. From a corporate perspective, the University of Phoenix is not willing to supply 100% information to state agencies so has elected to not accept these types of funds nationally. We are still working for a better solution/outcome. There are steps to remove this requirement from law.

Steve & Rebecca to look at how to provide workshop opportunities to Tooele customers

Rebecca will research Kerry's request.

<ul style="list-style-type: none"> • Connie talked about the flyer in packet to “Elevate America”. Vouchers have been provided to the state by Microsoft for 6,000 customer to take advantage of taking Microsoft courses. Vouchers are managed by UCAT. Can be found on their website. Wanted to educate Council and all customers that this is one more opportunity for customer and individuals to receive training. First customer was from the Tooele Applied Technology College. There are no eligibility requirements. First come, first serve. Microsoft’s way to give back. (UPDATE: ALL vouchers dispersed) 		
<p>Council Sub-committee Report – Scott Snarr Scott Snarr reported:</p> <ul style="list-style-type: none"> • Reviewing provider list and looking for gaps. Seeking a better understanding of requirements to be on that list as well as an opportunity to create a “preferred provider list.” Also will be starting with the health care industry. <p>Chuck Krivanek reported:</p> <ul style="list-style-type: none"> • Youth Council met on this past Monday. Biggest objective is solidifying the youth re-engagement pilot project. Looking to extend outside the Salt Lake and Granite school districts. 		
<p>Open Session</p> <ul style="list-style-type: none"> • Old business – • New business • Public comment <ul style="list-style-type: none"> - None - Welcomed Jill to the Council and best wishes to Paul with the State Council. 		
<p>Meeting Adjourned Next meeting: June 24th Council Retreat (8:30 a.m. – 1:00 p.m.)</p>		