

# REGIONAL COUNCIL

DWS Mountainland Region

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September 11, 2003 9:00-11:00 A. M.

1550 North 200 West Provo Employment Center, Room 118

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## ATTENDEES

Anna Larson, DWS  
Brad Whittaker, CEDO  
Bryan Kessinger, DWS  
Christie Hulett, Micron Technology  
Darin Peirce, Pleasant Grove Macey's  
Dave Ostrom, DWS  
Debra Van Leeuwen, Bear Creek Country  
Duane Frisby, Voc Rehabilitation  
Gary Ashby, Life's Story  
Jared Haines, MATC  
JoAn Gerber, DWS  
John Talcott, DWS  
Joseph Miner, Human Services  
Julie Lay, DWS  
Karen Daniels, DWS  
Karen Larsen, DWS  
Karlyn Norton, Xactware  
Kelly Liljenquist, Nestles  
Ken Fisher, Geneva Rock  
Ken Walker, IHC  
Kevin Allred, Mountainview Hospital  
Melissa Finch, DWS Mountainland Region Director  
Neal Anderson, DWS  
Paul Magleby, Magleby Construction  
Rickie Bryan, Union Representative  
Rob Brems, MATC  
Rod Crockett, Provo School District  
Ron Tiffany, Veterans Representative  
Russ Fotheringham, UVEDA  
Shauna Mace, DWS  
Shirley Giles, Department of Health  
Steve Cuthbert, DWS  
Steve White, Utah County Commissioner  
Tim Dahlin, Park City Christian Center  
Wendy Hughes, DWS

## EXCUSED

Bill Hulsterstrom, United Way  
Debra Gately Bown, Wirthlin  
Jack Trent, Wolf Electronics  
Jeffery Lindstrom, Red Lobster  
Karen Richie, Nature's Way  
Larry Ellertson, Lindon Mayor/United Way  
Myla Dutton, Community Action  
Roger Liston, The Liston Group

## GUESTS

Debra Shelley  
Shirley Olsen

## LEGISLATIVE BREAKFAST REPORT

- This morning has been a tremendous opportunity to discuss nursing shortage with the Senators, Representatives, Commissioners and others who were present. Becky Lockhart is an RN herself. John Valentine made the comment that the information was well worth the time and made him aware of the issues. We are able to make things happen when we combine efforts. A great job! It went very well.

## **COUNCIL OF COUNCILS**

- Thursday, October 9 & Friday, October 10
- 8:00 A. M.
- University Park Hotel, Salt Lake City, Utah

## **TASK FORCE INFORMATION – TAB 3**

- Cultural Diversity
- Nursing Shortage, October 30 – next meeting
- Workforce Summit
- Youth Council, October 14 – next meeting

## **MAY 22, 2003 MINUTES**

- Motion made to approve the minutes as written.
- Seconded
- All approved

## **MOUNTAINLAND REGION ACTIVITIES AND ACCOMPLISHMENTS**

- Violet Smit, manager of Heber and Park City ECs
  - Mountainland is enjoying having Violet who worked in downtown Salt Lake for the last 15 years. She says joining this Region has been an exciting adventure.
- Dave Ostrom
  - The Mountainland Employer Resource Center officially opened September 5.
  - Over 35 employers attended the workshops.
- John Talcott, Administrative Services Manager
  - The DWS Regional offices are now on the 4<sup>th</sup> floor at 150 East Center, Provo.
  - The Budget came in in the black and was the closest to budget than any other Regions in the State.
- Region Managers
  - The Employee Satisfaction Survey showed Mountainland the highest of all other Regions in the State.
  - The Employment Center Managers are to be applauded.
  - There are Survey handouts available.
- Rod Crockett
  - He is the driving force behind the Youth Contract and is recognized as one of the best in the State to develop further partnerships with education. Congratulations!
  - One goal was to serve 30% of Out of School Youth. Our Program say 35% were served.
  - Rod will e recognized formally in November at the Regional Council Meeting and also at the RD Awards Banquet in December.
- Mountainland Region 2003-2004 Strategic Plan
  - This information is the goals, issues, target areas, measurements and outcomes for the Region. Copies are available.
  - Steve Cuthbert pulled the outcomes together.

## **OUTSTANDING CUSTOMER SERVICE**

- Shirley Olsen – DWS Eligibility Supervisors
  - Excellent accuracy results. A banner year with 100% Child Care and 99% Food Stamp accuracies!
  - In April, 2003 she agreed to take supervisory responsibility for Heber and Park City Employment Centers because of restructuring. In May, she was willing to make a truly radical

change by taking the place of a departing supervisor and being relocated to the Provo Employment Center.

- She is prompt in providing information and finished all required edits to date.
- A great teacher and mentor! Full of kindness, patience and knowledge.
- Shirley has confronted personnel challenges this year.
- There are strong bonds within her Team who have the lowest number of customer calls.
- Shirley has stepped in more than once to help with responsibilities other than her very own.
- The Region is fortunate to have her on the Management Team. We hope she does not retire for another 15 years!
- Debra Shelley – DWS Eligibility Specialist – Spanish Fork EC
- Debra’s supervisor edits were completed very successfully: 99% for Food Stamp and 100% for Financial Child Care. Food Stamp timeliness with expedited issuance is at 97% and regular issuance at 96%
- A regular caseload is approximately 96 cases. Hers has been 160 during the last nine months.
- She is a great representative on the Quality Circle and Regional Eligibility Steering Team committees.
- Debra works very well with customers and frequently has ideas and solutions.
- She put together an Excel spreadsheet to help with the Childcare validation process which was Became the professional development for the Team.
- Debra mentors new employees.

#### **MYSTERY SHOPPER REPORT**

- American Fork EC – Paul Magleby
- Because he wanted to know how dedicated DWS employees at this Center were, Paul walked into the Center at 5:28 p.m. knowing closing time was 5:30 p.m.
- Tim Davies greeted him. Paul expressed training needs. Tim supplied knowledgeable and informing information at the level of his training. Alan Christofferson chimed in and helped also.
- Paul received the information needed to find employees to help with his cabinet-making needs.
- “By the way, DWS owes Tim and Alan a half-hour over time!”
- Karen Ritchie is battling pneumonia and is excused today. Follow up will be done in the November meeting.
- Assignment will be made to the Heber Employment Center.
- Spanish Fork EC will be revisited in February/March 2004.

#### **UVEDA (Utah Valley Economic Development Associaton) INTERNSHIPS – Russ Fotheringham**

- [Russf@utah.gov](mailto:Russf@utah.gov) ; 370-8101
- Objective: Establish new internships in Utah. There is no desire to take over the existing County lists of internships.
- A 5-man Team to pursue statewide internships.
  - Graphic Arts people are furnishing brochures, Web site design, business cards, etc.
  - Advertisement will be given to those employers who supply internships.
  - Employers statewide will be approached to furnish internships. An employer contact system, i.e., Web sites, etc., needs to be established.
  - Funding resources are needed.
  - It will be for all of the schools and modeled after Indiana.
  - Utah Valley internships can go anywhere in the State.
- A study reveals what 12 of the most successful Universities are doing to bring up economical development. All had very strong and unique programs to provide internships for

undergraduate and graduate students. A student is usually offered a position following the internship; thus, keeping people in the State.

- USA Today – Pennsylvania Program
- Indiana
- Utah Valley has the highest concentration of college students in the U. S. – 56,000 out of 400,00. There are a lot among these who want internships in Utah, and the demand is growing rapidly. More and more programs are requiring internships because of being a key to college experience.
- Utah Valley has the highest leakage of students who educate here and go elsewhere to work.
- Mr. Fotheringham’s Testimonial
  - UVEDA began with one internship and will be replacing her because of availability from other commitments.
  - Russ’s own internship had a great impact and influence on his life. The same is true for his two sons who have done internships.
- DWS Internship information is available from [www.jobs.utah.gov](http://www.jobs.utah.gov).
- Dave Ostrom, Regional Workforce Development Manager will be in touch with the Mountainland Regional Council concerning DWS Internships.

## **TASK FORCE UPDATES**

- Cultural Diversity
  - A Cultural Integration Employer Survey was sent to the Regional Council Members. Seven responded. Because many employers know the rules to have a successful company, it seems not an issuance of compliance but the right thing to do as the motivator. How to communicate the information to the businesses:
    - o Submit blurb, hint, etc. and have it printed in the DWS Quarterly Employer Update
    - o Share Best Practices through meetings, e-mails, etc.
    - o Web Sites (SHRM)
  - MATC does a specific training on how to work as Teams.
- Nursing Shortage Task Force
  - The Legislative Breakfast today was successful. We are seeing tremendous effort coming together to bring about remarkable accomplishments on ways to fund and enhance the educational opportunities available to become an RN, i.e., HCA Grant, UVSC, IHC, Surveys to identify applicants.
  - Steve White and others are appreciated. It will be interesting to see what comes now.
- Workforce Summit Task Force
  - Activities that will capitalize on the State’s Workforce Summit “Roads to Success” on September 25 include: DWS Region Workforce Open House press conference held September 5, promotion through the schools, the Applied Technology Education Coordinating Council and DWS promotional materials, DWS will cover the \$49 cost for the Regional Council members who would like to attend the Employer session, Spanish Fork EC will promote job seekers’ attendance at the event, as many Utah Valley employers as possible will be notified.
  - South Jordan Salt Lake Community College Campus, 4600 South Redwood Road
  - 1<sup>st</sup> Session: Employers, 8:00 a.m.-12:00 p.m.
  - 2<sup>nd</sup> Session: Job Seekers, 12:30-3:30 p.m.
  - 3<sup>rd</sup> Session: Youth, 4:00-7:00 p.m.
  - Regional Council members who would like to attend – contact Julie Lay, [jlay@utah.gov](mailto:jlay@utah.gov)
- Youth Council Committee
  - It was decided at the last meeting that this Committee would meet oftener.

- The DWS/Education contract has been a great partnership. There is much hard work from DWS and the counselors. The State has been very cooperative as has Mountainland Region DWS. It is hoped this program will be copied throughout the State.
- UVSC Women in Technology Conference – October 25. Location to be announced. A presentation will be made to the UVSC President, School Superintendents, Ron Tiffany, Gary Ashby and Rob Brems. Sherry Harwood, UVSC is the contact to obtain flyers for distribution. JoAn follow through, distribute to the Employment Centers.

## **TASK FORCE BREAKOUTS/REGROUP**

### **PBS VIDEO TAPES – Kentucky Education Network**

- Is any office or Employment Center using these?
- The tapes are used as a resource but are not shown within the Centers. People are not much interested. They just want a job.
- DWS Workshops are similar to this information.

### **NEXT MEETING – REGIONAL COUNCIL & EXECUTIVE Regional Council**

- **November 20, 2003**
- Full Council 11:00 a.m.-1:00 p.m.
- Executive 1:00-3:00 p.m.

### **ADJOURNED**

- 11:00 A. M.
- Chair Ken Walker: “Thanks for your time and effort to make things happen. DWS and the Employers appreciate it.”

**Attendance:** Debra Van Leeuwen, Christie Hulett, Karen Daniels, Tim Dahlin, Violet Smit

## CULTURAL INTEGRATION EMPLOYER SURVEY

- The Survey was discussed.
  - Was the wrong group targeted?
  - Should we be talking to new companies seeking business licenses?
- Decision
  - Promote diversity from a responsible employer approach.
  - Companies may open up a new customer base by employing staff from different cultures.

## INTERNATIONAL YOUTH

- Tim Dahlin discussed his integration activities with South American folks brought in for winter employment in Park City. Young folks were hurt financially last year because of reduced snowfall.
- Employers need to be more careful of the number of youth brought in this year until we see what kind of winter conditions we are going to have. Also, employers need to be sensitive to the needs of international youth.
- Tim is working with Deer Valley on cultural differences. The Park City Christian Center is a place for youth to meet and get to know each other in a non-threatening environment. It also has international e-mail access so youth can keep in touch with their families.

## CULTURAL BARRIERS

- Discussion was given to actions employers might take to break down cultural barriers.
  - Social activities that bring groups together.
  - A common goal can overcome cultural and language barriers. The Olympics was a good example. Employers to help in their individual companies could use information from the Olympics.
  - **Suggestion: Find out how McDonald's handled their diverse employee base.**

# NURSING SHORTAGE TASK FORCE

September 11, 2003

**Attendance:** Jared Haines, John Talcott, Melissa Finch, Duane Frisby, Gary Ashby, Joseph Miner, Ken Walker

- This morning's Legislative Breakfast was well attended and provided a good opportunity to educate senators and representatives on some of the key issues surrounding the nursing shortage problem.
- Potential future issues that were discussed:
  - Idea that the nursing shortage is a private industry problem, and so private industry should fund additional capacity in the nursing schools.
  - Perception that the lower wages paid for RN's is part of the shortage problem.
  - Tuition increases to support hiring additional nursing teachers.
- Next Step – Draft a follow-up letter to send to the senators and representatives who attended. This letter will include:
  - Clarification of the intent of this additional funding request to support the 2-year RN program, not the 4-year BSRN program.
  - Labor market information from several western states to show that low wages are not creating the shortage.
  - Additional details on the involvement of IHC and HCA in helping to increase capacity at the nursing schools.
  - Description on the return of investment for the additional funding requested.
- **ACTION ITEMS**
  - **Jared Haines:** Research Labor Market information and pay discrepancies between practicing BS level RN's and those in RN education.
  - **Commissioner Steve White:** Draft the follow-up letter.
- **NEXT MEETING**
  - October 30, 2003 (Thursday)
  - 9:00 A. M.
  - 4<sup>th</sup> Floor Conference Room
  - Provo Regional Center

**Attendance:** Rob Brems, Bryan Kessinger, Kelly Liljenquist, Karlyn Norton, Darin Peirce, Paul Magleby, Dave Ostrom, Anna Larson

## **ACTION ITEMS IN SUPPORT OF THE SEPTEMBER 25 STATE SUMMIT**

- Koki Juarez, Spanish Fork EC, to make a poster
- Koki E mail to:
  - Regional DWS Managers for display in Centers.
  - Darin Peirce (Macey's) [mpgsd@maceys.com](mailto:mpgsd@maceys.com) - job seeker information
  - Kathy Dimick [KDIMICK@utah.gov](mailto:KDIMICK@utah.gov)
- Business Services Team is taking the message to Employers
- Youth Council and WIA Youth Team to share the word with high school youth counselors.
- The group felt like if we completed the above tasks we would fulfill the purpose of advertising for the State DWS Workforce Summit.

## **INTERNSHIPS**

- How to create internships for employers
  - "To an employer Time is money....and money is money."
  - Make the internship part of the solution to an employer's problem.
  - Find companies that are in need of staff
  - Identify fast growing companies....large and small.
- How to make internships successful
  - Clarify the motivation. What is wanted from the internship experience? Specific skills, knowledge, contacts, exposure to a specific industry, particular motivation, general work experience etc.
  - Identify companies/organizations that can provide the opportunities that best fit the needs.
  - Be familiar with the different criteria an employer(s) has for evaluating candidates. Focus areas include: resume development, cover letter writing, telephone and/or personal interviewing, networking, etc.
  - Be flexible: Depending on many factors, "Career Related" experiences may not be available. Identify some alternatives that would further enhance existing skills or develop new "transferable skills".
  - Internship searches by the student/applicant.