

WORKFORCE CONNECTIONS

BOARD MEETING MINUTES

March 21, 2017

10:00 a.m.

Rosalie Boulware Conference Room
6330 W. Charleston Blvd., Suite 150
Las Vegas, NV 89146

Members Present

Bart Patterson	Bill Regenhardt (phone)	Charles Perry
Eric James	Janice John	Jerrie Merritt
Jill Hersha	Leo Bletnitsky	Liberty Leavitt
Louis Loupias	Mark Keller (phone)	Marvin Gebers (phone)
Michael Gordon	Paul Brandt (phone)	Peter Guzman
Jack Martin (phone)	Rob Mallery	

Members Absent

Valerie Murzl	Lou DeSalvio	Rebecca Henry
Renee Olson	Tobias Hoppe	

Staff Present

Ardell Galbreth	Suzanne Benson	Jaime Cruz
Jim Kostecki	Kenadie Cobbin Richardson	Brett Miller
Celia Rouse	Shawonda Nance	Jeramey Pickett
Carol Polke	Byron Goynes	LeRoy Bilal

Others Present

Stephanie Garabedian, Legal Counsel, PNA	Terri Conway, Goodwill of Southern Nevada
Coleen Freeman, Cashman Equipment Company	Sean Bertrand, Nevada Partners, Inc.
Karl Rostron, Diamond Resorts International	Knowlton Atterbeary, KRA Corporation
Felicia Flournoy, KRA Corporation	Tenesha McCulloch, Goodwill of Southern Nevada
Denise Gee, HELP of Southern Nevada	Steven McDonald, DETR
Zarina Harrison, Diamond Resorts International	Carol Turner, CST Project Consulting
Lynn Hoffman, ResCare Workforce Services	Amy Licht, Olive Crest
St. Charles Miller, HELP of Southern Nevada	Irene Grantski, Goodwill of Southern Nevada
Neosha Smith, Youth Advocate Program	Maria Luisa Dimaguila, Youth Advocate Program
Mikayla Bowen, Youth Advocate Program	Janice M. Rael, Nevada Partners, Inc.
Jeff Vaughn, NPI/BuildNevada	Sonja Holloway, Sierra Nevada Job Corps
Carol Turner, CST Project Consulting	Nyeri Richards, Youth Advocate Program

(It should be noted that not all attendees may be listed above)

1. **Call to order, confirmation of posting, roll call, and pledge of allegiance**

The meeting was called to order by Chair Bart Patterson at 10:05 a.m. Staff confirmed the meeting had been properly noticed and posted in accordance with the Nevada Open Meeting Law; roll call was taken and a quorum was present.

2. **FIRST PUBLIC COMMENT SESSION**

Chair Patterson opened the public comment session.

St. Charles Edward Miller Jr., client of HELP of Southern Nevada thanked the Board and shared about his positive experience with HELP of Southern Nevada where he completed a 17 week training program in HVAC & Refrigeration. He volunteered to speak again about his success with the program in an effort to give back to the community.

Knowlton Atterbeary, President/CEO, KRA Corporation introduced **Felecia Flournoy, Director of Workforce Innovation** and provided an executive summary. For 35 years, KRA Corporation has supported the vision and mission of state and local workforce agencies by working collaboratively and seamlessly to help job seekers access employment, education, training and support services to success in the labor market and to match employers with the skilled workers they need to expand and grow their businesses in this global economy. KRA is recognized as a national leader in workforce development for its innovative solutions, exceptional customer service and trusted operational results. KRA provides a full portfolio of workforce services including: the operation of One-Stop Career Centers (American Job Centers), a full array of services to adults, dislocated workers, and youth, particularly out-of-school youth who are disengaged and disfranchised, and a unique business services model designed to engage employers and assist with staffing and other services that small and medium businesses may need to be successful. He noted that travel plans may preclude him and Ms. Flournoy from staying through the conclusion of the meeting.

Kenadie Cobbin Richardson, Director, Business Engagement and Communications introduced three employers: Colleen Freeman, Cashman Equipment Company; Renee McDowell, MV Transportation and Keri Coldsnow, G4S Security Solutions. The employers provided a summary overview of their company and shared about their positive experience working with the Business Services team.

Katherine Lee, client of Goodwill of Southern Nevada thanked Goodwill for funding her Phlebotomy and Laboratory Assistant training.

Hearing no further comments, Chair Patterson closed the public comment session.

3. **DISCUSSION AND POSSIBLE ACTION: Approve the agenda with inclusions of any emergency items and deletion of any items**

Executive Director Ardell Galbreth confirmed there were no changes to the agenda.

A motion was made by Charles Perry and seconded by Jerrie Merritt to approve the agenda as presented. Motion carried.

4. **PRESENTATION: Workforce Connections' Employer of the Year Award**

Mr. Galbreth announced Diamond Resorts International as the recipient of the 2016 Employer of the Year Award. Ms. Cobbin Richardson introduced Zarina Harrison, Corporate Recruiter and Karl Rostron, Regional Talent Manager of Diamond Resorts International and presented the award. Rostron and Harrison gave an acceptance speech.

5. **DISCUSSION AND POSSIBLE ACTION: Approve minutes of December 6, 2016**

Chair Patterson presented the minutes provided on page 9-19 of the agenda packet.

A motion was made by Bill Regenhardt and seconded by Charles Perry to approve minutes of December 6, 2016 as presented. Motion carried.

6. **DISCUSSION AND POSSIBLE ACTION: Discuss opportunities for Board members to seek and establish needed partnerships with appropriate agencies to fulfill the Board's role under WIOA as the local workforce development system convener.**

Jack Martin joined the meeting via teleconference and provided background. He stated that he requested this item to discuss how WC can spearhead a system collaboration to provide wraparound services for the adult re-entry population to prevent recidivism. He volunteered to take the lead to establish partnerships with the WIOA core programs to begin the discussion and align services with those partners. He has done some preliminary inquiry with Southern Nevada Regional Housing Authority (SNRHA), Westcare and other organizations to gauge their interest.

Bill Regenhardt stated that he is consulting and providing a forum for service providers and community partners in Arizona to get together and share what services they provide and how to leverage those services to get the clients served and out of the system. He continued stating that collaboration is becoming a mandate and he is in full agreement to take on this challenge.

Jill Hersha stated that there is duplication of services among title partners and we need to figure out how to join together and share resources and leverage services seamlessly to be more efficient and helpful to the clients we serve. She suggested using the One-Stop panel as a vehicle to move this forward.

Mr. Martin summarized the desired outcomes:

1. A convening to develop a plan
2. Memorandum of Understanding with partner organizations to share and leverage individual resources
3. A pilot program with 8-16 beds through SNRHA that provides wraparound services and resources from Westcare and/or WC service providers to serve adult re-entry population from Nevada Department of Corrections (NDOC) and/or Clark County Detention Center (CCDC)
4. Track and report data at 12, 24 and 36 months

Mr. Galbreth stated that many of the components and resources are already in place that just need to be modified. WC has partnership with Hope for Prisoners, Foundation for an Independent Tomorrow (FIT) and Las Vegas Metro Police Department and it has already committed resources in excess of \$1M

for this type of initiative. He stated that a pilot program requires a lot of planning, convening and time to integrate all of the partners and resources; however, he believes that WC has the right staff, resources and partners to get the outcomes expected next. He continued, WC can allocate PY17 funds for this initiative and conceivably start a program with the Board's guidance and approval in the next six to eight months providing everything goes well with planning and execution.

Chair Patterson requested a concept plan and the turnaround time so that the Board can discuss and vote on.

Mr. Galbreth stated that staff can have a plan ready by the May 23rd Board meeting.

Mr. Martin requested to take part in developing the plan with staff.

To Chair Patterson, Legal Counsel stated there are no issues with Mr. Martin's request; however, the Board cannot motion to appoint him as the agenda item was not written to do so. The record will show that Mr. Martin will assist staff on a volunteer basis.

A motion was made by Charles Perry and seconded by Leo Bleznitsky to recommend that staff develop a concept plan to best marshal resources to be successful in developing a reentry program and a possible pilot. Jack Martin volunteered to be a part of the planning and staff may utilize him for his expertise. Motion carried.

Mr. Martin thanked the Board and left the meeting.

7. DISCUSSION AND POSSIBLE ACTION: Review, discuss and approve Strategic Initiatives Report – Jaime Cruz, Chief Strategy Officer

- a. Status Update on WIOA Compliance Assurance Initiatives**
- b. Status Update on Workforce Development System Continual Improvement Initiatives**

Mr. Cruz presented the updated Strategic Initiatives Report (p. 71) and quarterly update of the Strategic Work Plan Goals Matrix (p. 72-80). He introduced Sean Bertrand, Nevada Partners, Inc. who provided a presentation on NPI's Intel Innovation Generation Youth Partnership.

Mr. Bertrand: Governor Sandoval proclaimed education year 2016-2017 to be the year of STEM. With this announcement the Governor recognized the fundamental shift in tomorrow's workforce due to technology and innovation. In an effort to better understand the shift, the Governor commissioned a report in demand occupations leveraging labor market data with industry insights to strategically align Nevada's education and workforce. The report identifies the skill gap of future in demand occupations and accesses a roadmap to assist educators, government, federal agencies and nonprofits like NPI to make informed decisions about programs and training resources that align with the needs of the 21st century economy. The report concluded that rapid change in technology is making it difficult to project the needs of tomorrow's workforce, but there are an underlying set of soft and technical skills necessary to build a competitive workforce in this new environment. The skills identified include communication, problem solving, troubleshooting, adaptability, and basic computer aptitude. It is in this context of the new Nevada economy that Intel found a collaborator in NPI to launch the first of its kind program in North America to inspire, equip and empower disenfranchised youth with technology and skills. The Intel program launched its first cohort November 1, 2016. The first cohort of 23 youth graduated on

February 23, 2017. NPI has begun enrollment for the second cohort on March 27. The Intel program is a STEM based curriculum developed in the clients and innovators mindset by exploring technology through a series of hands on challenges and interactive curriculum. Through this exposure and exploration of technology, the client develops a mindset to identify, acquire, develop, create and connect technology to various aspects of their lives. With this development of the new mindset, the clients are encouraged to identify how technology can be applied to challenges and obstacles they experience in their daily lives at home, at school, in their communities, or at the workplace and how they can create practical and effective solutions. The traditional paradigm of workforce development is to identify an in demand occupation, identify technical skills, teach those skills and connect individuals with employment. NPI sees this paradigm shifting or being flipped on its head with rapid advances in technology that reduced the useful skills lifetime to five years or less. Now employers need someone who is not scared of technology, someone who can understand technology, use potential and be able to troubleshoot or problem solve issues that result from its application. The desired outcome of the Intel program is to create innovators and individuals who are comfortable with technology, who have an understanding of technology's application and the ability to understand how to explore its potential use regardless of the industry, occupation or educational opportunities they find themselves drawn to. The Governor's study focused on nine specific industries: Aerospace and Defense; Agriculture; Health Care; Information Technology; Energy; Manufacturing; Logistics and Operations; Mining; Tourism and Gaming. While these sectors make sense as it relates to the direction of Nevada's new economy may move, technology knows no boundaries. The reach of technology combined with the power and agility of an adaptable workforce is limitless and that is what NPI sees this program is creating.

Mr. Bertrand concluded his presentation and answered questions.

A motion was made by Peter Guzman and seconded by Jill Hersha to approve Strategic Initiatives Report as presented. Motion carried.

8. **DISCUSSION AND POSSIBLE ACTION: Review, discuss and approve the recommendation of the One-Stop Operator Selection Committee to award KRA Corporation a contract for a period of 14 months (May 1, 2017 through June 30, 2018) in an amount not to exceed \$1,000,000 with an option to renew up to three additional years. The One-Stop Operator will be responsible for the day-to-day management of the existing comprehensive One-Stop Center and additional new One-Stop Centers to open in Program Year 2017 throughout the Southern Nevada Workforce Development Area**

Mr. Cruz provided background. As part of the one-stop operator procurement process, the One-Stop Operator Selection Committee (selection committee) comprised of all the WIOA system partners (p. 83) and 3rd party evaluator, Social Policy Research Associates (SPRA), reviewed the proposals and based on their evaluation, the selection committee is making a recommendation for the One-Stop Operator contract award to KRA Corporation.

Mr. Cruz presented the backup provided in the agenda packet: compiled scores of the nine selection committee members and two SPRA evaluators (p. 84), selection committee scoresheets (p. 85-102), SPRA's scoresheets (p. 103-110), KRA's proposal (p. 111-158), Maximus' proposal (p. 159-218) and the One-Stop Operator RFP (p. 219-247).

Mr. Galbreth stated, WIOA requires the Local Workforce Development Board (LWDB) to use a competitive process for the selection of the one-stop operator and establish appropriate firewalls that separate the one-stop operator from the service providers. The one-stop operator will manage the daily operations at the current One-Stop Career Center. ResCare, along with other service providers and partner agencies will provide services to the clients at One-Stop Career Center. The one-stop operator cannot act as a service provider and vice versa. Upon approval of this agenda item, WC will have met the requirements of WIOA.

Chair Patterson added that ResCare had to decide whether to be a service provider or compete for the One-Stop Operator contract.

Discussion ensued regarding the role of the one-stop operator.

Mr. Cruz stated that WIOA is focused on integration and calls upon the LWDB (Title I) to convene all of the other mandated partners of the one-stop system (Title II, Title III, etc.) and calls upon the one-stop operator to coordinate a seamless one-stop delivery system.

Eric James inquired regarding the one-stop operator's authority. Mr. Cruz replied that there is no delegation of power from the LWDB. The one-stop operator's role is to coordinate the service delivery of the service providers and partners in the one-stop; the one-stop operator does not provide services rather it operates the one-stop center.

Chair Patterson requested Mr. Atterbeary and Ms. Flournoy to comment regarding KRA's plans to implement services if approved as the one-stop operator.

Ms. Flournoy explained KRA's role as the neutral party in the one-stop system. KRA will work collaboratively to bring the partners together to facilitate a conversation about how to best serve the customers at the one-stop, both job seekers and businesses, work together to ensure that the resources that come into the system are managed effectively, ensure there is not a duplication of services, and ensure that the one-stop delivery system has the greatest impact to provide services in the community of Southern Nevada. KRA will employ a director who will oversee the one-stop operation, two regional managers that will be responsible for a region of one-stop centers in support of the Board's goal to open an additional 22 centers in the libraries, and a one-stop site coordinator at each location to help facilitate the service strategy. KRA's goal is to come together with all of the system partners in each of the one-stop centers and provide the best customer service available to the customers. KRA has the ability to facilitate the conversations to build trust among the partners and ensure that everyone at the table has a voice in how the system works, and has the experience to meet the common performance measures that are required.

Jill Hersha inquired regarding plans for engaging other Title partners. Ms. Flournoy replied that KRA will have regular convening meetings of all the partners, cross-train to thoroughly understand what the services are, share information and resources, collectively make decisions about an integrated service model, and work in a team environment to reduce the duplication effort and provide the best service to one common customer.

In response to Michael Gordon's inquiry regarding KRA's experience and plans for data sharing, Ms. Flournoy stated that KRA has a strong collaboration in San Diego with the library system which serve as one-stop centers. Additionally, she was the former director of the Riverside County Board, which

also ran services out of the libraries. Regarding the technology, she stated that KRA proposed using SharePoint as an internal intranet system that will allow its partners to share resources and information such as calendars, job postings, policies and procedures, reports, forms, etc.

Bill Regenhardt inquired regarding data protection. Ms. Flournoy stated that KRA is not recommending to replace existing data systems as it is not something a one-stop operator can do by themselves. It is about the board coming together with the partners and talking through strategies to provide collectively the results of the workforce system as a whole and how to work through issues of confidentiality and data protection, etc. SharePoint is an internal intranet system to share non confidential information that is not specific to a particular client.

Mr. Cruz stated that DETR successfully procured a new data information system called SAWS (Statewide Automated Workforce System) that will facilitate shared information, common intake system, etc.

Mr. James suggested coordinating with the northern workforce development board. Mr. Galbreth explained that the state is responsible for the workforce development system for the entire state of Nevada and each local board has to ensure that its local plan and program design fits into the state workforce development system. Further, each local board is responsible for serving individuals that reside within that workforce delivery area.

A motion was made by Charles Perry and seconded by Michael Gordon to approve the recommendation of the One-Stop Operator Selection Committee to award KRA Corporation a contract for a period of 14 months (May 1, 2017 through June 30, 2018) in an amount not to exceed \$1,000,000 with an option to renew up to three additional years. The One-Stop Operator will be responsible for the day-to-day management of the existing comprehensive One-Stop Center and additional new One-Stop Centers to open in Program Year 2017 throughout the Southern Nevada Workforce Development Area. Motion carried.

9. **DISCUSSION AND POSSIBLE ACTION: Accept Programs Committee's recommendation to award an additional \$100,000 to Goodwill of Southern Nevada to continue delivering much needed services to adults and dislocated workers. The total contract award with amendment shall not exceed \$800,000. Upon ratification by the Local Elected Officials Consortium, the budget period shall be July 1, 2016 through June 30, 2017.**

Mr. Galbreth provided background. Goodwill's adult contract modification request is provided on page 249 of the agenda

Eric James disclosed that he is a long time board member of Goodwill. Chair Patterson stated that he should recuse himself from discussion and voting.

Tenesha McCullough, Goodwill clarified that these funds will be for the adult program.

A motion was made by Louis Loupias and seconded by Jerrie Merritt to accept Programs Committee's recommendation to award an additional \$100,000 to Goodwill of Southern Nevada to continue delivering much needed services to adults and dislocated workers. The total contract award with amendment shall not exceed \$800,000. Upon ratification by the Local

Elected Officials Consortium, the budget period shall be July 1, 2016 through June 30, 2017. Eric James abstained. Motion carried.

10. **INFORMATION: PY2016 Training Reports ~ Brett Miller, Manager, Strategic Planning & Analysis**

Mr. Miller presented the reports provided on page 251–253 of the agenda packet.

11. **DISCUSSION AND POSSIBLE ACTION: Review, discuss, accept and approve reports – Jim Kostecki, Chief Financial Officer**

a. **PY2016 WIOA Formula Budget July 1, 2016 through June 30, 2017**

Mr. Kostecki presented the PY2016 WIOA Formula Budget provided on page 256-267 of the agenda packet. He reported a decrease in the strategic initiatives line item of \$13,024 due to the Department of Labor’s rescission adjustment that was passed down through the State. A portion will be refunded to the State and WC.

b. **Budget vs. Actual Finance Report (Workforce Connections’ Operations) for the period July 1, 2016 through June 30, 2017 (Formula WIOA)**

Mr. Kostecki presented the Budget vs. Actual Finance Report provided on page 269.

c. **Awards & Expenditures Report – Monthly Update (Status of Service Providers)**

Mr. Kostecki presented the Awards & Expenditures Report provided on page 271-275 of the agenda packet.

d. **WIOA Expenditure Tracking Report – July 1, 2016 through December 31, 2016**

Mr. Kostecki presented the WIOA Expenditure Tracking Report provided on page 277 of the agenda packet.

A motion was made by Michael Gordon and seconded by Jill Hersha to accept and approve reports as presented. Motion carried.

12. **INFORMATION: Business Engagement and Communications Reports – Kenadie Cobbin Richardson, Director**

- a. In-Demand Jobs Report
- b. Pre-Screening & Referral Statistics
- c. Business Engagement Intelligence
- d. YTD Employer List
- e. Workforce Connections Compact
- f. Workforce Development Campaign

Kenadie Cobbin Richardson presented the Business Engagement and Communications Reports provided on page 279-297 of the agenda packet.

Marcia Turner, University Medical Center (UMC) shared about the partnership with WC. UMC is in the process of transitioning to a yearlong training program to provide in depth education, mentoring, and preceptorship to help nurses prepare for certification. UMC received a STEM grant from the Governor's office for this program and is partnering with College of Southern Nevada (CSN). WC helped facilitate the grant and CSN partnership.

Ms. Cobbin Richardson stated that more than 70% of the top 20 careers are in healthcare.

Mr. Loupias requested Ms. Turner's contact information.

13. DISCUSSION AND POSSIBLE ACTION: Accept and approve Executive Director's Report – Ardell Galbreth, Executive Director

- a. Workforce Development Area – General Update**
- b. Rural Counties Employment and Training Services**
- c. Staff Development and Service Providers/Workforce Development Partners Training**
- d. Highlighted Workforce Initiatives**

Mr. Galbreth presented the Executive Director's Report and WC's Line of Succession provided on page 299-301 of the agenda packet. He reported that WC staff made a brief presentation to the Commerce and Workforce Committee to inform legislators of WC's mission and service delivery within Southern Nevada, including the transition into the libraries and workforce services integration.

A motion was made by Leo Bletnitsky and seconded by Jill Hersha to accept and approve Executive Director's report as presented. Motion carried.

14. INFORMATION: Board Member Comments

None

15. SECOND PUBLIC COMMENT SESSION

Chair Patterson opened the public comment session.

Terri Conway, Goodwill of Southern Nevada thanked the Board for approving the contract recommendation. Peter Guzman stated that Goodwill is a great organization and Terri is fabulous.

Lynn Hoffman, ResCare/One-Stop Career Center stated that ResCare as an organization greatly appreciates the partnership with WC and all that was accomplished in the last year and a half. ResCare's decision to move away from the one-stop operator role was specifically due to the fact that ResCare has several staff members that would have been affected had ResCare pursued the one-stop operator role rather than service provider and ResCare is committed to directly serving the residents and businesses in Southern Nevada.

Hearing no further comments, Chair Patterson closed the public comment session.

16. Adjournment

The meeting adjourned at 12:17 p.m.