

MEETING TITLE: Fulton County Workforce Development Board Meeting
MEETING DATE: Tuesday, August 18, 2020 **MEETING TIME:** 8:00 A.M.
LOCATION: ZOOM
MEETING SCRIBE: Alexis Leonard **EMAIL:** alexis.leonard@fultoncountyga.gov

BOARD MEMBERS ATTENDANCE:

Albritten, Andrea: Present	Macke, Andy: Present	Seems, David: Present
Bell, Mike: Absent	Nickerson, Amelia: Present	Stepakoff, Jeff: Absent
Boatright, Kali: Present	Norman, Elizabeth: Absent	Stokes, Fabiola Charles: Excused
Collins, Jim: Absent	Reid, Brent: Present	Absence
Cook, Tom: Present	Rooks, Stephanie: Present	Thompson, Dr. Lanze: Present
Darden Beauford, Yulonda: Present	Ruder, Alex: Present	Tuggle, Anthony: Present
Dover, Sanquinetta: Present	Scott, Elizabeth: Present	Washington, Regynald: Present
Ekanemesang, Itohowo: Present	Schofield, Kim: Present	Wences, Juan: Present

1. Call to Order

Meeting called to order by A. Macke at 8:02 A.M.

2. Roll Call:

Roll call by A. Leonard, LWDB Board Liaison. The presence of quorum met.

3. Opening and Introductions

Chairperson Macke opened the board meeting welcomed all attendees, with brief introductions of the LWDB members following.

4. Public Comment

No Public comments.

5. Regular Agenda

I. Regular Agenda:

Chairperson Macke requested a motion to accept the regular agenda.

Motioned: L. Thompson Seconded: S. Dover

Required Action: N/A

Motion Acceptance/Declination: The motion was approved for the adoption of the agenda, as is, by a unanimous vote. All in favor. No oppositions. No abstentions. The motion carried accepting the regular agenda as presented.

II. Adoption of May 19, 2020 LWDB Meeting Minutes:

Chairperson Macke requested a motion to adopt the May 19, 2020 LWDB Meeting Minutes as presented.

Required Action: N/A

Motioned: S. Dover Seconded: A. Nickerson

Motion Acceptance/Declination: The motion was approved for the adoption of May 19, 2020 LWDB Meeting Minutes, as is, by a unanimous vote. All in favor. No oppositions. No abstentions. The motion carried accepting the adoption of May 19, 2020 LWDB Meeting Minutes.

6. Director's Report

Workforce Response to COVID-19

B. Lacy, WorkSource Fulton Division Manager, provided a director's report on the impacts of the COVID-19 pandemic on WorkSource Fulton. Unemployment peaked in April at about 14%. There has been a steady decline in the numbers, and as of June, Fulton County was at a 10.2% unemployment rate. Food services, retail, and hospitality make up a larger portion of unemployment claims. Data included in the board packet. Regionally, W.I.O.A. programs are advertising through the plan approved by the board last year. Potential customers are funneled through the Atlworks.org website and are directed to the appropriate WIOA program. 478 individuals have provided their information to be contacted. Of those 478, 244 were interested and moved into a W.I.O.A. application process. Since moving virtual, there have been 64 individuals enrolled. There was a large decrease in March due to COVID-19, with a spike in numbers following June and July. Total active enrollment is just over 500 Case files. Data included in the board packet.

7. Committee Reports and Recommendations

Performance & Accountability Committee:

S. Rooks, Chairperson of the Performance & Accountability Committee, provided the committee report. PY18 ended on June 30, 2020. The Performance & Accountability Committee reviewed the performance metrics for the entire program year. Most metrics were met, but youth credentials are still underperforming. WorkSource Fulton worked with TCSG to negotiate the PY20 and PY21 performance rates. Based on progress and expectations, the committee views the performance rates as fair and attainable with consistent effort. Measurable skill gains are now included in the performance metrics requirements. Measurable skills gains include secondary education, recognized skilled certification such as welding, etc.

In response to the board's request, the Performance & Accountability Committee has created metrics for the SARA software to be used by Equus (formerly ResCare). There should be a reduction in document errors. The WorkSource staff will rank documents based on importance and will use ranking to create standards for rates of errors. There should be an increase in participant count, and the goal is to serve 432 from September 2020 through June 2021. Reduction in time between document submission and enrollment is also an important metric that should improve with the use of SARA. The turnaround time goal should be under seven days based on the new Human Centered Design model. The Data and Performance Manager, David Keyes, will be obtaining information from Equus to review and determine the current timeline and possible delays. Final metrics will be determined and shared with the board.

Youth Committee:

Y. Darden- Beauford, Chairperson of Youth Committee, provided the Youth Standing Committee report. As stated by S. Rooks, the Youth Programs are not meeting all performance measures. Equus has hired two staff members who will be focused solely on youth programs and services. A few months ago, the Full board approved the I.T.As being added as a service for the youth program. This will aid in meeting the required credential attainment rates. Due to the pandemic, the youth summer program was transitioned to a virtual program, Career Campus Academy. Thirty-one youth participated in the month-long program. Participants earned \$200 a week while learning job readiness skills and exploring career interests. Industries featured were healthcare, I.T., and logistics. Now that the program has ended, those participants are now being tracked and funneled through GED and/ or certification attainment, as well as job placement. Career Rise was instrumental in working with the regional workforce boards putting the program together. Equus will be looking to extend the program outside of summer.

The Youth Committee continues researching to develop relations with community-based organizations. There have been seven CBOs successfully recruited. A separate meeting with the CBOs to introduces them to how Workforce works and engage them with Equus.

Finance Committee Report:

B. Reid, Chairperson of the Finance Committee, provided the committee report. The Finance Committee has been meeting monthly since February. PY18 Ended June 30, 2020. All funds in Adult and DW have been spent. There is approximately \$3000 of youth funds that have not been spent. The state will give an additional allocation in to the PY20 budget. The PY19 budget is on track to meet the spending requirements.

SARA License Agreement

SARA is a Case management software application used by 90% of workforce areas throughout the country. It allows case managers to have more efficient communication through text and email, all in one location. It also allows clients to submit documents from their mobile devices. The software is compatible with the geosystems used by case managers. Essentially, the software reduces case manager time for follow up, allowing for more hands-on activity with clients. The initial cost is \$48300 for purchase and training, with an annual cost of \$35,500. The Finance committee has created metrics to evaluate the return on investment. Metrics will be reviewed quarterly after the initial data collection period. Chairperson Macke requested a motion to approve the purchase of the SARA License.

Required Action: No further action required

Motioned: A. Macke **Seconded:** S. Dover

Motion Acceptance/Declination: The motion was approved to purchase the SARA License Agreement by a unanimous vote of the board members. All in favor. No oppositions. No abstentions. The motion carried accepting the purchase of the SARA License Agreement

Strategic Partnerships and Outreach Committee: 32min

A. Nickerson, Chairperson of the Strategic Partnerships and Outreach Committee, provided the committee report. Fulton County Schools has opened two new stem school and are looking for partners to help build curriculum, provide internships, and provide oversight on some of the programs being developed. The Strategic Partnerships and Outreach Committee is helping the schools define what the partnerships may look like in order to help bring appropriate partners to the table. A. Nickerson, Chairperson of the Strategic Partnerships and Outreach Committee, met with Urban League of Greater Atlanta to discuss building partnerships for to help the youth entrepreneurs and one for returning citizens. The Strategic Partnerships and Outreach Committee will continue to develop valuable partnerships.

Executive Committee Report:

Ratify Human Centered Design Policy Changes

B. Lacy, WorkSource Fulton Division Manager, provided the Executive Committee Report. In May, the board approved a Human Centered pilot policy to allow adjustments to the eligibility/ intake requirements in conjunction with the implementation of the Human Centered Design. The pilot phase has been completed and the intake requirements and process have been streamlined. The Human Centered Design Policy needs to be updated to be in line with the other boards in the region. A few processes impacted include the number of residency documents required. Fulton was one of the stricter programs and the requirements will now be reduced to lessen the burden on clients. Return to services, previously loosely explained what allowed clients to return to programs after receiving training. The update is more specific on what is allowable. Example, if employment in the credential earned has drastically decreased, a customer will be able to return for further services. The update on drop policy, helps schools understand how much time a student has before dropping classes. The policy was submitted to the State on June 30, 2020. Policy changes are outlined in the board packet.

Required Action: No further action required

Motioned: S. Dover **Seconded:** K. Boatright

Motion Acceptance/Declination: The motion was approved the ratification of the Human Centered Design Policy changes by a unanimous vote of the board members. All in favor. No oppositions. No abstentions. The motion carried accepting the Ratification of the Human Centered Design Policy Changes

Approve the PY20-PY23 Local Plan Revisions

B. Lacy, WorkSource Fulton Division Manager, explained that every four years, the local plan has to be approved. The State has approved the four-year plan. It has not materially changed outside of updated labor statistics per state administration requirements. There were a few minor request to provide more detail. The plan does not have to be put out for public comment again. A. Macke requested a motion to Approve the PY20-PY23 Local Plan Revisions.

Required Action: No further action required

Motioned: S. Dover **Seconded:** Y. Darden Beauford

Motion Acceptance/Declination: The motion was approved to post the PY20-PY23 Local Plan for comment approved by a unanimous vote of the board members. All in favor. No oppositions. No abstentions. The motion carried accepting the posting of the PY20-PY23 Local Plan for comment.

8. Chairperson Report

No Report.

9. Human-Centered Design Initiative

J. Taylor, VP for Career Services at Goodwill North Georgia, provided a report highlighting the Career Re-Boot program.

10. Equus Virtual Service Response

L. Hamilton, Regional Director of Equus, provided a report highlighting Virtual Service Response

11. Closing Remarks and Adjournment

The next meeting is scheduled for November 17th. The location will be determined at a later date, pending changes due to the COVID-19 pandemic.

Meeting adjourned by Chairperson Macke at 9:08 A.M.