

**IOWA STATE WORKFORCE DEVELOPMENT  
BOARD MEETING CONFERENCE CALL  
May 21, 2015**

**MINUTES**

The Iowa Workforce Development Board met Thursday, May 21, 2015, originating in the Boardroom of the Iowa Area Community College Trustees (IACCT), 855 E Court Avenue, and Des Moines, Iowa. Board Chair Andy Roberts called the meeting to order at 9:30 am.

Voting Board members in attendance included: Chair Andy Roberts, Dee Vanderhoef, Ken Sagar, Norene Mostkoff, in person, Joe Greving and Suzanne Kmet on the telephone.

Non-Voting Board members attending: Drew Conrad, Steve Ovel, Greer Sisson, Jake Chapman, Jeremy Varner, David Mitchell, Rita Grim for Debi Durham. After roll call was taken Representative Kirsten Running-Marquardt and Greg Lewis attended the meeting.

Board members absent were: John Krogman, Stacey Anderson, Robert Gilmore, Gary Steinke, Senator William Dotzler, Senator Jake Chapman, and Representative Mary Ann Hanusa

IWD Administrative staff in attendance included: Director Beth Townsend, Mike Wilkinson, Joe Bervid, Anieta O'Hair, Gary Bateman, Todd Spencer, Marlys Jones, Nick Olivencia, and Diana Sisler.

Roll call was taken and quorum was established for this meeting

The meeting agenda was provided for review prior to the meeting.

**Motion:** D. Vanderhoef moved to approve the agenda for the May 21, 2015 meeting. K. Sagar second. **Motion Passed.**

Welcome to Diana Sisler, Executive Director's Assistant attending her first meeting.

**Approval of Meeting Minutes**

Minutes from the February 27 2015, State Workforce Board meeting were previously provided for review in the board packets.

**Motion:** K. Sagar moved to approve the minutes from the February 27, 2015, State Workforce Board meeting. N. Mostkoff second. **Motion Passed.**

**Board Election- Joe Bervid**

Bi-Laws for the state board required a two year commitment for the office of Chairperson and Vice Chairperson. The bi-law states the election of these positions to be held at the annual May meeting. Performa elections are held for the positions to complete their two year term. This year it is Andy Roberts as Chairperson and Dee Vanderhoef as Vice Chairperson. Election is needed for the coming year by a yes vote.

**Floor opened for nominations:**

Andy Roberts nominated for Chairperson by D. Vanderhoef; seconded N. Mostkoff.

**Other nominations called; no other nominations; Motion to close nominations for Chair by K. Sagar moved nominations closed; Moved all I. No opposed. Nominations for Chair closed.**

**Moved for vote all I. No opposed.** Andy Roberts Chairperson

Dee Vanderhoef nominated for Vice Chairperson by G. Sission; second K. Sagar.

**Other nominations called; no other nominations; Motion to close nominations for Vice Chair by K. Sagar; Seconded N. Mostkoff. Nominations closed. Moved all I. No opposed. Nominations for Vice Chair closed.**

**Moved for vote all I. No opposed.** Dee Vanderhoef Vice Chairperson

**Director's Report – Beth Townsend**

Director Townsend had a very busy and productive past three months with IWD. At the last State Workforce Board Meeting the Director set a goal to visit all the regional offices, satellite offices and community colleges. Director Townsend has completed this. All the visits were very productive meetings with the office staff and staff from community colleges. Director Townsend established good working relationships and reinforced pre-existing relationships in all of those communities. When Director Townsend visited field offices she reviewed with staff her management philosophy and vision for IWD. Going to the field offices was a great opportunity to see where much of the IWD work gets done. Director Townsend reported all the field offices are incredibly involved in their local communities and have establishing good working relationships with key community stakeholders and partners. Director Townsend promoted better communications between all offices. It seems offices have become siloed in their locations and have often felt they did not have adequate support. IWD and Director Townsend want to change this throughout the state and make sure that there is cross-feeding of successful ideas and programs among the field offices. Director Townsend is committed to breaking down silos and creating an agency wide team. Director Townsend will be working with the field offices to ensure IWD is doing a better job in communications and giving more control to each field office in decision making to better serve their community, as opposed to a “one size fits all” style of decision making and communications.

Director Townsend met with Rep. Kirsten Running-Marquardt at the Cedar Rapids office. It was a very good visit with Rep. Running-Marquardt who also toured the local Cedar Rapids office and spent two hours talking with staff and learning about all of the different facets of IWD. She met all the staff members and was shown all the local programs offered by the Cedar Rapids office to the community. Rep. Running-Marquardt recommended Director Townsend invite local representatives to meet her in the field offices when she next visits. Director Townsend agreed and promised to do so.

There have been many changes in IWD personnel. Mike Wilkinson is the new Chief Operating Officer (COO). Director Townsend has combined the UI Division and Business Services Division. Lori Adams is no longer with IWD. The COO will be responsible for all of the divisions that have contact with the public. There should help to develop a more streamlined and efficient approach with contacting and dealing with the public. Kerry Koonce is also no

longer with IWD. The hiring process has begun for a new IWD Communications Director. The new Communications Director will be responsible for working with the local offices and assisting them with their individual communication plans. The new Communications Director will be working closely with all the field offices and IWD divisions to draft an effective social media plan. Steve Slater who held the UI appeals manger position has retired. IWD is working on getting that position processed and reclassified as PSE 5. Once this has been completed the hiring process to get this position filled will begin. IWD has moved the HR positions and processes back to DAS. IWD will continue to have an HRA, Heather Semke, and Dawn Fortune, onsite at 1000 Grand, 40 hours a week.

The State Workforce Board Meeting will no longer be videotaped, however the meetings will continue to be audio recorded. If the board thinks the videotaping of these meetings is necessary, please let Director Townsend know and she will be happy to accommodate the request for the next meeting.

Director Townsend reminded everyone of the upcoming IWD regional training conference June 4 and 5, 2015 at Stoney Creek Conference Center in Johnston, IA.

Director Townsend updated the group on the Skill Iowa Program. Director Townsend is planning on putting together a working group to review the program now that the program has been up and running for the past year. Director Townsend wants the group to gather information from the program and determine if there are any changes or improvements that can/should be made. She asked for board members to volunteer to participate in this group. Jeremy Varner, Steve Ovel, Rita Grim and Andy Roberts all expressed interest in participating in the group. The Director also took suggestions from the board on others that would be a good fit for the work group.

Director Townsend mentioned there is state contact list of all of the Regional boards CEOs and Regional Chairs that Diana handed out and she will e-mail the group with the document. A topic discussed at the last board meeting was for the state board members to have more contact and interaction with the regional boards. Director Townsend will be putting together a state board liaison list. This will assign state board members to different regions. This will give the regions a point of contact at the state level for any issues. Director Townsend asked board members to notify her if there was a particular region a state board member was interested in representing.

Director Townsend announced there will be two contract employees hired to assist with WIOA implantation. Debbie Dowell will be project manager and responsible for overseeing WIOA implementation. The other contract position will be a Business Technical Writer with primary responsibilities to draft the WIOA State Unified Plan.

Director Townsend gave a brief update to the Avian Flu Outbreak. IWD has been working hard behind the scenes to assist any community who has been hit with an outbreak.

Director Townsend will be meeting with all of the community college presidents on June 3, 2015 at Iowa Western Tech. Discussion will include collaborative opportunities between the community colleges and IWD. One of the opportunities recently discussed is support for the Elevate Iowa program. This program provides high school students and their parents with

information about technical, trade and other manufacturing based careers. IWD will be partnering with the Elevate Iowa to provide additional support.

Greg Lewis had requested the Director to provide and update on IWD collections and misclassifications. The director has started renewed efforts to address the issues in these areas. Director Townsend asked Mike Wilkinson to give a quick update on those efforts.

Mike Wilkinson reported there was a request to receive Federal funds for a collection project that will focus on fraud collections and detection. Misclassifications will be included as part of this effort. The funds will be used to hire additional temporary staff to focus on this project. This program is the first of its kind for IWD. IWD has not ever had an active collections group to focus on these types of collections. If this project is successful IWD will look at continuing it in the future and have it become a permanent unit. As the program moves forward he will keep everyone updated as to the progress of the program.

In closing, Director Townsend gave an update on the Saturday hours and the customer service unit. To provide better oversight and supervision, the customer service unit was moved back to the UI division. With proper supervision, the unit has experienced significant improvement in a short period of time. For instance, for the week ending January 24, 2015, the call unit had received about 7,000 calls and half of those calls were abandoned with a call hold time of 27 minutes. This was with a call handle rate of only 52%. By comparison, for the week ending May 16, 2015, the unit received a little over 4,089 calls and the unit handled 3,998 of those calls with only 90 abandon calls. This resulted in a call handled rate of 97.7% for the unit. The average wait time per call was drastically reduced from over 10 minutes to 38 seconds. When the customer's service unit relocated to the 150 East Des Moines Street, it was determined there was a number of staff who wanted to work Saturday morning hours. This has made staffing the Saturday easier. Ryan West and Brenda Boten have done a great job in managing this unit and turning it around. No overtime is paid to staff Saturday hours for the customer service unit.

#### **Avian Flu Updates – Todd Spencer**

To date IWD has received only one official WARN notice related to the Avian Flu outbreak. This was from a company located in Rembrandt, IA. This employer had around 400 employees and the layoffs affected about 231 of those employed.

There has been a significant amount of work by the Rapid Response team. The group has been working fielding information and answering questions from a number of employers in the affected areas. As a part of the process, most of the affected companies are looking at disaster relief processes. If it is declared a natural disaster then the 60 day WARN notice process does not have to be put in place. By some estimates, this event could affect up to 2,000 workers. There are several production facilities that have expressed concern about losing their workforce during the cleanup phase. There are many production facilities in the area that already have faced the lack of available workforce. The Rapid Response team has been working with employers and the UI division to utilize the voluntary work share program. This program allows the employer to retain employees and employees to receive prorated unemployment benefits.

The majority of the affected workforce is in Region 3/4. The Rapid Response team in that region is prepped and ready to go when and if they receive any more WARN notices. Steps have been

taken to get additional funds to the region to assist them in their response. IWD-IT team has been assisting the office by providing additional equipment.

#### **John Deere/NEG Grant Update – Todd Spencer**

IWD submitted a request for an emergency grant related to the John Deere layoffs. During the grant application process, the layoff at the John Deere Waterloo facility became trade certified. Because of this, the federal government certified the loss of jobs was a direct result of foreign competition. IWD is working on resubmitting the grant request because of the certification and is currently working with the federal government to get that completed.

#### **Direct Care Presentation – Di Findley, Joyce McDanel**

Di Findley and Joyce McDanel presented to the Board on the projected shortage of Direct Care providers. A packet of information was available and handed out to the board. The Direct Care presenters showed a video that Lt. Governor Kim Reynolds participated in addressing issues of direct care.

Di Findley and Joyce McDanel proceeded after the video with an open discussion on the importance of home health care givers. The Iowa Direct Care group serves as support to Direct Care workforce and is a non-profit group. They addressed the low wages in this areas which may contribute to shortages. The Direct Care workforce is also faced with high turnover rate. Mms Findley and McDanel's group has predicated the need for around 20,000 Director Care workers by the year 2020. Given the challenges to this group there is a gap between the demand and the ability to provide these services today and in the future.

Joyce presented the group with past legislative efforts to help establish a system to help support the need for higher paying, better trained Direct Care workforce.

Di Findley asked for IWD assistance with bringing the public organizations together with private employers to gain some ground in addressing these issues and in having a more unified plan going forward.

#### **Legislative Update – Joe Bervid**

House File 327 Child Labor bill regarding youth workers at summer Bible camps - This bill was introduced to exclude young people from any kind of coverage or oversight from the state for 6-8 weeks during the summer months. Legislators came to Commissioner Michael Mauro asking for input and comments on House file 327. In consultation with Rep. Running- Marquardt there were areas that were identified in the current 'Child Labor Work Permit' process that needed to be improved to better serve the needs for the youth workers/public who were seeking to use the permit during the summer months. As a result of their work, the bill passed with changes to the new streamlined requirements for obtaining the permit and a new downloadable electronic form from on the IWD/Labor Division website to access. Because of their work and collaboration there are great efficiencies that have been gained and the state will maintain oversight and coverage for summer youth workers through a more user friendly process when applying for a work permit.

The second part of the same bill repealed the prior exemption for summer camp employers/nonprofits from state child labor laws and oversight.

The appropriations standing bill/house study bill 237 deals with personal identity theft. It would allow the Iowa Department of Revenue to work with IWD for work record verification. This is through a process with Experian credit services.

Joe is currently monitoring IWD budget process. Things are progressing and look good.

#### **Designation of State Board- Joe Bervid**

The current makeup of the State Board is provided for in the Iowa code. However, under the new WIOA (Workforce Innovation Opportunity Act) calls for a different makeup of the State Board. WIOA allows for a 'Grandfathering' of current board structure, at the discretion of the Governor. 'Grandfathering' would allow the makeup of the current State Board to remain the same as it currently exists under Iowa code. Director Townsend is currently working on a letter with the Governor's office that would be requesting the IWD State board be allowed to be 'Grandfathered' under the provisions of WIOA.

#### **WIOA Action Items – Mike Wilkinson**

There are two issues that the board needs to take action on. Everyone has been provided in the board packet is the Federal Guidelines for WIOA.

There are three major actions that have to occur before July 1, 2015; two of which the Board must take.

- 1. State Board Designation under WIOA.**

This was outlined in Joe Bervid presentation.

- 2. Designating of Local Areas under WIOA.**

The Board must establish procedures for designation of local areas. WIOA permits currently designated local areas to require initial designation under WIOA in FY 2015 or FY 2016. Designation of newly formed areas, such as those wishing to merge, may occur at any time. By July 1, 2015, the Governor, in consultation with the State Board, must develop a policy and procedure for the designation of all local areas, as well as a policy for the designation of new local areas for purposes of WIA, performed successfully, and sustained fiscal integrity for the two years preceding the enactment of WIOA. If a local area is approved for initial designation, the period for initial designation applies to program years 2015 and 2016.

**RECOMMENDATION:** It was recommended to the Board that it adopt the procedures developed by the WIOA implementation team as their recommendation to the Governor establishing the procedures for designation of local areas and to direct IWD to immediately notify each local area of these procedures. The Board moved and passed the recommended procedures unanimously.

**Motion:** moved to approve the recommendation for Local Areas by WIOA by D. Vanderhoef. N. Mostkoff second.

**Moved for vote all I. No opposed. Motion Passed**

**3. Designation of Local Board Membership under WIOA.**

Training and Employment Guidance Letter 27-14 issued on April 15, 2015 requires that by July 1, 2015 the Governor, in consultation with the State Workforce Investment Board (SWIB), establish criteria for the selection and appointment of Regional Workforce Investment Board members. The minimum criteria for the composition of the Regional Workforce Investment Board (RWIB) are described in the WIOA section 107. As well, Section 107(i) allows the Governor to utilize an alternative entity that, “is established to serve the local area; was in existence on the day before the date of enactment of this Act, pursuant to State law; and includes representatives of business in the local area; and representatives of labor organizations, nominated by local labor federations; or other representatives of employees in the local area.

The current IWD merged Region 3-4, Region 8 and Region 11 RWIBs and any newly created local areas, are required to comply with the composition described in Section 107(b)2 and to be in line with the State law Iowa Code 84A(4). However, all other local areas may elect to utilize the composition described in WIOA section 107(b)2 or use the alternative entity described in section 107(i).

**RECOMMENDATION:** It was recommended that the State Workforce Investment Board adopt the attached procedures as their recommendation to the Governor as the procedures for the designation of local board members and to direct IWD to immediately notify each local area CEO and RWIB chair of these procedures. The Board moved and passed the recommended procedures unanimously.

**Motion:** moved to approve the recommendation for procedures by K. Sagar. N. Mostkoff second.

**Moved for vote all I. No opposed. Motion Passed.**

**Budget Report – Paul Mikkelsen**

As everyone has been provided in the board packet are the finance related documents. The first item is the regular finance document that is provide at every board meeting. This provides information as to where IWD stands currently. Paul reported the footnotes reflect there are no concerns for any of the variances reported with in this finance report. Paul stated that he does not for see any issues with funding with the two months left in the state fiscal year 2015. In addition to this, there are 5 months left of the federal fiscal year and again Paul stated he did not foresee any issues for the time remaining.

Joe and Paul are anticipating status quo with the approval of the 2016 fiscal year budget. Paul reported projections for fiscal year 2016 are in good shape. At this time it is too early to receive and report on federal fiscal year 2016.

The second document provided to everyone in the board packet is the supplemental budget report. This report was a report the board requested at the last board meeting.

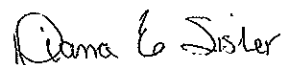
The third document is a new report. This is a report on all active grants IWD currently is responsible for managing. At the Directors request, the financial management department now will be overseeing all grant requests and management.

**Adjournment: Motion:** D. Vanderhoef moved to adjourn this meeting of the State Workforce Development Board.

**Moved for vote all I. No opposed. Motion Passed.**

The meeting adjourned at 12:46 pm.

Respectfully,

A handwritten signature in cursive script that reads "Diana E. Sisler".

Diana Sisler, Recorder