

NC Commission on Workforce Development

Business Session
Jane S. McKimmon Center
May 14, 2014

1:00 pm

Minutes

Present:

Korey Coon Chair, Jo Anne Honeycutt (for June Atkinson), Jennifer Haigwood (for Cherie Berry), Ken Boham, Sherry Carpenter, Paul Combs, Lisa Conger, Ron Cummings, Elk Richardson (for Bill Daughtridge), Lewis Dishmon, Terry Frank, Susan Jackson, Martha Matthews, MaryBe McMillan, Priscilla Nunn, Mike Okun, Bill Ragland, Linda Weiner (for Scott Ralls), Alex Rankin, Jerri Tryon, Jerry Walters and Matthew McKillip (for Aldona Vos).

Absent: Kip Blakely

Chairman Coon called the meeting to order at 1:00 pm and observed a moment of silence for former Secretary Keith Crisco who recently passed away. Mr. Coon acknowledged the Governor's proclamation of Workforce Development Professionals Week, May 11 – 17, and thanked all of the workforce professionals for their efforts.

Mr. Coon announced the addition of two new designees to the commission. Mr. Matthew McKillip, Chief Policy Officer with the NC Dept. of Health & Human Services, replacing Wayne Black; and Mr. Elk Richardson, Director of American Indian Workforce Development Programs with the NC Dept. of Administration, replacing Bill Bryan. Chairman Coon welcomed both and thanked them for their willingness to serve on the commission.

In his opening comments the Chairman briefly reviewed the five steps of the Governor's new initiative, NCWorks. He then congratulated Assistant Secretary Will Collins on his additional role as Executive Director of NCWorks reporting to NC Community College President Scott Ralls. He added that Mr. Collins' dual roles are a testament to the need to align community colleges and workforce development efforts.

Assistant Secretary's Report

Mr. Collins thanked everyone for their time, extending apologies on behalf of Sec. Decker who was unable to attend the meeting. Mr. Collins also stated the Secretary fully supports the work of the commission and is committed to spreading the word about NCWorks. Mr. Collins then outlined the division's activities since the commission's last meeting.

- He reviewed "NCWorks", a five step approach announced by Governor McCrory to strengthen the workforce programs in the State.
 - **W** – The state will work under one name for all workforce activities to provide a familiar and consistent message.
 - **O** – Optimize a stronger response to businesses to create a unified position with respect to workforce development programs with the community colleges and Commerce.
 - **R** – Recharge the commission. With the increased authority, supported by the Governor, the complexion of the commission will change.
 - **K** – Keep a consistent of timely information. Using data like never before we will be held accountable and will make decisions driven by data.
 - **S** – Scan businesses. We have launched a new initiative to begin in September 2014 where we will visit 10 companies, in each of the 100 counties in 100 days. The premise will be to ask a

series of questions to gauge our effectiveness and to collect best practices to be shared across the state. A group comprised of representatives from workforce boards, workforce commission, the Department of Public Instruction, the Community Colleges and other groups will visit companies statewide.

Mr. Collins continued his reports, mentioning that he:

- Work continues with the Governor's office, the Dept. of Administration, National Guard, our military bases, and the community college system to determine how we can best align our workforce services to help our veterans. Mr. Collins received a commitment from National Guard that all personnel transitioning out of the military will be registered on NCWorks.
- Working with DPI to get community college students as well as high school students registered in NCWorks.gov.
- The recent requirement of Employability Assessment Interviews has been well received. Initial response indicates people appreciate this service. He added that this program requires individuals to be registered with NCWorks and to present a photo ID when filing a claim. The law also clarifies job search and contact requirements. Of those participating, 65% have completed the required steps of the EAI.
- The Division continues to review the budget on a regular basis, looking at office consolidation and/or free lease space. With the new fiscal year beginning on July 1, Secretary Decker requested we continue to review opportunities for efficiencies.
- The Governor, Secretary, and other senior leadership attended the graduation ceremony of the first cohort of Caterpillar Apprenticeship participants.
- He, Catherine Moga Bryant, representatives from the Community College System Office, Department of Public Instruction, and the Governor's office attended the NGA America Works Regional Summit in Oklahoma City, OK on March 26 – 28, 2014. The meeting objective was to help states better define plans to align education and training with industry needs. The topic of focus was on the skills gaps confirming that it is a nationwide problem.

MaryBe McMillan offered her congratulations to Mr. Collins and Division staff on the creation of NCWorks and its success. She stated that NCWorks is designed to serve both employers and jobseekers, however the language of the Governor's announcement seems to favor business. Ms. McMillan said she hopes we can do more to promote NCWorks to jobseekers so anyone unemployed or seeking to advance their career.

Mr. Collins thanked Ms. McMillan for her comments and assured her the Division is continuing its efforts to serve jobseekers. Lewis Dishmon then commented that he is pleased that NCWorks Online has aligned military occupation codes with similar civilian jobs. Military personnel entering the workforce are a valuable resource and hopefully NCWorks and DWS will continue that attention.

Approval of Minutes

Chairman Coon called for a motion to approve the minutes of the March 7, 2014 meeting. A motion was made by Lewis Dishmon, promptly seconded by Bill Ragland. The minutes were unanimously approved as written.

Task Force Reports

Performance and Evaluation Task Force Chair Paul Combs reported that his task force continues to make progress. The report, submitted in January to legislators, outlined the workforce development programs to be reviewed. The task force is now working with LEAD who will provide employment and wage data for workforce development participants beginning in 2009 through 2012.

Jerry Walters, Chair of the Technology Task Force updated members on recent promotional efforts of NCWorks Online to various business groups statewide. Mr. Walters, responding to earlier concerns about the business focus of NCWorks Online marketing, stated that the Governor's initiative provides an educational opportunity for businesses who historically have not been exposed to the benefits of career centers and more recently to NCWorks Online.

He continued by commenting on the collaboration with the community colleges Human Resource Development leadership team to incorporate NCWorks Online into the HRD programs. This collaboration will help us serve approximately 20,000 jobseekers. DWS staff is also working with the Office of State Human Resources to connect with state agencies, directors and recruiters. Also, Union County Representative Craig Horne recommended that staff connect with the North Carolina Independent Colleges and Universities to share with them the benefits of NCWorks. This will help students find jobs and universities connect with talent using a no cost alternative.

Alex Rankin, Chair of the Skills Gap Task Force provided his report. Mr. Rankin stated his task force is awaiting the Labor, Economic, and Analysis Division (LEAD) survey of over 800 businesses. After review by the task force he anticipates a report the next Commission meeting. Asked about the growing research discounting the notion of a skills gap, Mr. Rankin responded that LEAD is conducting an Employer Needs Survey which will provide detailed information to help us understand the gap is and how to shrink the gap.

Marti Matthews, Chair of the Criteria and MOU Task Force reported on two key deliverables due to the legislature in December, 2014. With regard to the MOU, information collected from local workforce boards and the MOU Advisory Group this summer will help formulate our final report which will be available for review by the Commission at the November meeting. Career center certification continues to move forward with all but three boards submitting applications. Local workforce areas are working to meet customer service requirements. The certification process involves review of applications sent in by the local workforce boards, on-site evaluations, and technical assistance offered by staff to help centers meet the criteria. Five centers will be recognized later during this session.

Catherine Moga Bryant reported on the Strategic Plan Task Force in the absence of Chair Kip Blakely. After the Commissions' approval of the strategic plan the task force developed and submitted a report to the legislature. This report provided the background and context around the goals and objectives of the newly approved strategic plan. Next step include the development of an implementation plan which will be modeled after Kentucky's current plan. For each action in this implementation plan a timeline, any associated costs and measures will be defined. The goal is to have the implementation plan done this summer to present at the August meeting.

Chairman Coon presented career certifications to the following centers, and their respective workforce boards, who have met the criteria for becoming certified NCWorks Career Centers:

- The Caldwell County Career Center in Lenoir - Western Piedmont Local Workforce Board;
- Wake County Career Center in Cary - Capital Area Workforce Board;

- Cleveland County Career Center in Shelby - Region C Workforce Board;
- Alamance County Career Center in Burlington - Regional Partnership Workforce Board;
- Granville County Career Center in Oxford - Kerr Tar Workforce Board.

After presenting the certifications he congratulated each center and commended them on their certification.

Chairman Coon introduced Wendy Johnson, Director of the Western Piedmont Board who provided a review of her board's activities which includes promoting unified training for staff, consistent employer engagement, and in-house recruiting events. She also outlined the four priorities of her board; connecting people to jobs; recruit, assess and career planning; help businesses by listening; and youth education, career exploration, and employment. Future plans call for focusing on Integrated Service Delivery and a proactive implementation.

Chairman Coon thanked Ms. Johnson for her presentation and applauded the work of her board.

Kathryn Castellones, Bureau Chief for the Apprenticeship Program briefly outlined the apprenticeship program and introduced Lukas Schoenwetter, Human Resource Director at Swiss-based Buhler Aeroglide. Mr. Schoenwetter provided the commission with an informative perspective of the apprenticeship program. His company is one of seven members of the NC Triangle Apprenticeship Program. Their company sponsors a 4-year apprenticeship program.

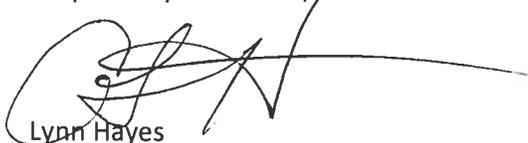
The chairman thanked Mr. Schoenwetter for his presentation. Linda Weiner announced that as a part of the Governor's proposed budget, \$300,000 from the community colleges' customized training programs is allocated to pay for the \$50 fee during the next fiscal year until a source for long-term funding can be identified.

Mr. Coon added there is flexibility in the design of apprenticeship programs, such as partnerships between smaller companies. He also noted the complexity of the position dictates the length of training and investment. Mr. Coon also expressed his desire to make the apprenticeship an integral part of the strategic plan.

Kathryn Castellones responded that there are approximately 3,000 registered apprenticeship students. She then thanked Ms. Weiner for sharing the announcement and also Mr. Schoenwetter for taking his time to share his perspective on apprenticeship. Mr. Boham also commended Chairman Coon and Caterpillar for their commitment to the apprenticeship program.

There being no new business, Mr. Coon adjourned the meeting at 3:00 pm.

Respectfully submitted,



Lynn Hayes

Approved on August 20, 2014