

NC Commission on Workforce Development

**Business Session
Jane S. McKimmon Center
March 7, 2014**

1:00 pm

Minutes

Present:

Don McCorquodale Chair, Jo Anne Honey (for June Atkinson), Jennifer Haigwood (for Cherie Berry), Ken Boham, Sherry Carpenter, Paul Combs, Korey Coon, Lisa Conger, Ron Cummings, Bill Bryan (for Bill Daughtridge), Terry Frank, Susan Jackson, Martha Matthews, Mike Okun, Bill Ragland, Linda Weiner (for Scott Ralls), Alex Rankin, Jerri Tryon, Jerry Walters and Wayne Black (for Aldona Wos).

Absent: Priscilla Nunn, Kip Blakely, Lewis Dishmon, and MaryBe McMillan

Chairman McCorquodale called the meeting to order at 1:00 pm welcoming everyone present and recognized three new members to the Commission, newly appointed Chairman of the Commission Korey Coon, with Caterpillar, Ron Cummings from Tyner, North Carolina and Terry Frank, owner of Frank Door in Morehead City. Chairman McCorquodale also welcomed new designees Jennifer Haigwood with the NC Department of Labor, and Wayne Black, Director of Social Services with the NC Department of Health and Human Services. Chairman McCorquodale noted that Scott Clark is no longer with the Commission. He then introduced Will Collins, who joined Commerce as Special Assistant for Workforce Development.

The Chairman recognized Linda Weiner who spoke on the efforts of NC Ready to Work, a product of the Community College System's strategic planning process. They plan to hold 21 Learning Summit sessions of workforce partners to discuss four goals: alignment, engagement of business, responsiveness, customer service and accountability. A schedule of these Learning Summits has been posted on their websites and she encouraged participation by commission members. Ms. Weiner hoped to be able to update the Commission as these sessions move along.

Ms. Weiner also noted a new transfer agreement between the State Board of Community Colleges and the UNC Board of Governors who together developed a Comprehensive Articulation Agreement. This agreement enables students to more easily transfer credits from community colleges to 4 year colleges. She thanked both the UNC Board of Governors and the State Board of Community Colleges for their efforts.

Chairman McCorquodale and Will Collins then recognized retiring Assistant Secretary Roger Shackelford. After 29 years in state government Mr. Shackelford will retire on April 1. Mr. Collins presented Mr. Shackelford with the Order of the Long Leaf Pine award on behalf of Governor McCrory. Both McCorquodale and Collins expressed their gratitude for the work he has done over the years. Mr. Shackelford expressed this thanks and encouraged everyone "...to keep moving forward to where we need to be in the State."

Catherine Moga Bryant then reviewed the contents of the packet to include Executive Order 34 for attendance. Ms. Moga Bryant also acknowledged that a quorum of members was present.

Chairman McCorquodale asked incoming Chair Korey Coon to say a few words. Mr. Coon thanked Don for his help with the transition and offered his congratulations to Roger on his retirement. After providing his background, he stated that he was excited to be a part of this tremendous opportunity and that it was an honor

to represent North Carolina and Caterpillar. He wants to ensure that the partnerships with businesses, state agencies and education continue to “sync up” and is looking forward to working with everyone.

Approval of Minutes

Chairman McCorquodale called for a motion to approve the minutes of the November 13, 2014 meeting. A motion was made by Bill Ragland and promptly seconded by Alex Rankin. The minutes were unanimously approved as written.

Chairman McCorquodale formally introduced Will Collins. Mr. Collins provided a brief background and stated “I am excited to be here and privileged to be a part of this.”

Mr. Collins then provided his report as follows.

Special Assistant for Workforce Development’s Report

Mr. Collins noted that Secretary Decker continues her focus on increasing efficiencies and providing exceptional customer service. He followed with a review of workforce activities at DWS:

- Branding of the NCWorks system is continuing to move forward to make people aware of the resources available to them across the state.
- A meeting was held with local workforce board directors to discuss their concerns regarding prosperity zones and prosperity councils. Agency leadership will continue to share information on this issue as it is made available.
- A meeting was held with regional managers and employment service groups to learn about their needs moving forward.
- We are partnering with the Department of Public Instruction and the community colleges to work with Career and Technical Education (CTE) programs. This is an exciting initiative and these partnerships will only improve workforce development services.
- He appeared in front of the Joint Legislative Oversight Committee on Workforce Development this week to present on and discuss workforce topics. During the meeting, he announced a Memorandum of Understanding with DES requiring first-time filers for unemployment benefits to come into a local office for an interview/meeting with a qualified counselor. This requirement became effective March 1 and is expected to have a positive effect on workforce development. A media release sent yesterday is included in your folder.
- With more than 18 million page hits (not unique visitors) through January the NCWorks Online program is very active. We are receiving positive feedback from both jobseekers and employers and we will continue to make improvements and add additional resources.
- We continue to focus on Integrated Services Delivery. Over 1,000 people have been trained on this model during the last six months. The certification process is moving along. This effort helps ensure career centers are meeting the commission’s criteria for customer service and involves a focus on integrated services delivery. We have received several certification applications and anticipate the remainder shortly. Two centers, Haywood County and Caldwell County are certified and will be recognized during today’s business session.
- A meeting with the workforce board directors yielded good discussion and exchange of information. A request was made by some boards to delay the implementation of Senate Bill 73. The division elected not to pursue this delay.
- The Apprenticeship program joined Commerce this past January, and is now located onsite with DWS at Chapanoke Road. We feel this is an appropriate fit and are excited about this partnership. We are exploring possible locations to house the 16 apprenticeship counselors across the state.

- Reorganizing our local workforce offices continues to remain important as we make the best use of state resources. To date we have been able to realize a savings of over \$500,000 through the co-location of offices and restructuring of current leases.
- We are reviewing budgets for the upcoming year and while we are not sure of the final numbers, we continue to discuss the best use of our resources as we make difficult decisions.
- We are reviewing the details of the recently released N.C. Economic Development Board's Jobs Plan from the Governor's Office centering on regional planning. We will continue to monitor the impact of the newly established prosperity zones on the workforce development system. Information will be shared as it is made available.
- Veterans' Services will become a priority for the Division with regards to assisting military personnel re-enter the workforce. The resources we have to offer veterans are not widely known so a focus on raising awareness of those resources and providing support to our veterans will be a priority.

Following his report Mr. Collins then recognized Chairman Don McCorquodale for his leadership and presented him with a gift on behalf of the commission. McCorquodale thanked the commission for supporting him during the past two years and noted that we are all working towards the same goal for our citizens. He offered his help at any time.

Task Force Reports

Chairman McCorquodale asked Skills Gap Task Force Chair Alex Rankin to provide his task force update. He reported that the Labor Economic and Advisory Division (LEAD) is now conducting statistical research on skills gaps.

Jerry Walters, chair of the technology task force noted that after the successful launch of NCWorks Online the Division began focusing its efforts promoting statewide awareness of NCWorks Online. As a part of that plan his task force will assist in promoting the new temporary brand to increase enrollment of jobseekers and the registration of employers in NCWorks. The Division has engaged in promotional activities strategically targeted to groups such as State Human Resource Manager (SHRM) Leadership Council and the NC Chamber of Commerce Federation Council. Mr. Walters invited commission members who may be interested in promoting NCWorks Online in their community to contact staffer Dana Martinez for promotional materials.

Chair Paul Combs of the Performance and Evaluation Task Force outlined its work and noted the completion and submission of the mandated annual performance report. As required by Session Law 2012-131, the task force will assess individual program performance based on the core measures. The task force also expects to develop customer service metrics and measure employer participation rates. Mr. Combs commended the work of Betty McGrath and her colleagues in the course of this project.

Marti Matthews, Criteria and MOU Task Force chair, reiterated two deliverables of her task force – a Memorandum of Understanding among workforce development partners, and criteria for career centers. The task force successfully completed and submitted both reports to the legislature by the May 2013 deadline. Subsequent deliverables include the submission of reports on the effectiveness of both the MOU and criteria to the legislature by December 2014. Ms. Matthews mentioned that the certification process was moving along and that at present we've received applications from 14 local workforce boards, with the remaining nine local areas submitting applications to us by April.

Ms. Matthews continued to offer some background on the new criteria and center certification process. The criteria for customer service, as well as a certification process, were developed to ensure a consistent level of quality customer service throughout the state's workforce delivery system. The certification process is two-fold:

local workforce offices send in an application describing how that office has met the Commission's criteria, and then a Quality Improvement team at the Division of Workforce Solutions visits the office to observe and evaluate operations. Following a successful evaluation, the local office is then certified by the Commission. She mentioned that Chairman McCorquodale would be recognizing two certified centers today. She also thanked the efforts and the key oversight role of the Local Workforce Boards and the staff at all of our locations state-wide.

Chairman McCorquodale thanked chairs for their reports. Following discussion regarding barriers to getting the certification applications in on time, Linda Weiner offered her assistance. Mr. Collins expressed his appreciation to Ms. Weiner noting that delays were often very short.

Chairman McCorquodale recognized both the Haywood County and Caldwell County Career Centers who met the requirements for becoming a certified NCWorks Career Center. Accepting on behalf of the Haywood County Career Center were Beth Cook, Director for the Southwestern Workforce Board, Jim McMahan, DWS Regional Manager, Haywood County manager Dale West, and assistant manager Sherry Burris. Representatives from Caldwell County were unable to attend due to weather. Jim McMahan, DWS Regional Manager, and commission member Ken Boham were recognized for their work towards Caldwell's certification. Formal recognition of Caldwell's achievement will be made at the next commission meeting when representatives from that office can attend. Chairman McCorquodale congratulated both centers and appreciated all their hard work in serving North Carolina's job seekers and businesses.

Catherine Moga Bryant provided commission members with a synopsis of the Performance Measures Report that had been submitted by the Division to the legislature.

Susan Jackson then outlined the strategic plan on behalf of the Strategic Planning Task Force Chair Kip Blakely, who was unable to attend. She stated that the plan, developed over the last several months, is a unified state plan encompassing the workforce system as a whole. It is anticipated that this plan will guide the work for the workforce system over the next two years. Ms. Jackson noted that key tenants of this plan include alignment and collaboration, and as such members included representatives of local workforce boards, the community colleges and economic development.

Chairman McCorquodale called for a vote to approve this plan. Bill Ragland made a motion, promptly seconded by Alex Rankin to approve the plan. The plan was unanimously approved by the commission. Following the adoption of the plan, Ms. Jackson outlined the implementation plan to be completed by July 1. Chairman McCorquodale thanked Ms. Jackson and recognized members of the task force. Linda Weiner added her thanks to the members, to staff for their support, and to Don for his leadership during this process to produce a cohesive plan.

There being no new business, Mr. McCorquodale passed to gavel to Chairman Corey Coon who adjourned the meeting at 3:30 pm.

Respectfully submitted,



Lynn Hayes

Approved May 14, 2014