

**KENTUCKIANAWORKS BOARD MEETING
GREATER LOUISVILLE WORKFORCE DEVELOPMENT BOARD
Thursday, June 28, 2018
8:30 A.M.
Kentucky Career Center**

Members Present: Tony Georges–*Chair*, Jackie Beard, David Bizianes, Derek Bland, Willie Byrd, Tony Carriss, Roger Cude, Steve Cunanan, Dr. Ty Handy, Ryan Henson, Vincent James, Lisa Kaminski, John Snider, Lisa Thompson proxy for Sadiqa Reynolds, Mary Ellen Wiederwohl

Greetings and Welcome – *Tony Georges*

Mr. Georges welcomed everyone @ 8:30 a.m.

Executive Director’s Report – *Michael Gritton*

Mr. Gritton welcomed the Board to the Kentucky Career Center at Cedar Street. He explained that KentuckianaWorks tried to move out of this building, which is the busiest career center in the state of Kentucky. But ultimately, we’ve not been able to find a better, more affordable downtown location. Michael reviewed the chart prepared by our One-Stop Operator, Keni Brown of ResCare, that showed monthly numbers of walk-in traffic in this career center. At times there are months where 3,000-4,000 people walk in. These are numbers before the Medicaid traffic comes, which will double or triple those numbers. Because this location has always been thought of as “the Unemployment Office” that processes paperwork we were hesitant about moving here. But as you can see, there’s plenty of space available, plenty of parking, and many improvements have been made to the physical facility that make it more attractive than in years past.

Mr. Gritton acknowledged the great work done by Cindy Read, Laura Paulen and Jennifer Novak on a Reentry Youth Grant through the Department of Labor. Cindy Read stated KentuckianaWorks was approved for the grant in the amount of \$1.2 million over three years, and explained that this funding will add to the services being offered through our Reimage program for court-involved young people ages 16-24.

Recognition of Special Guests – *Michael Gritton*

Mr. Gritton recognized state partners Commissioner Ray Leathers and Darlene Bussell along with Derek Bland’s to summer interns: Sean Beavers and Naphtali Zazueta.

Review and Approve Minutes – *Tony Georges*

Motion was made by Willie Byrd to approve the minutes of May 24, 2018 as presented and seconded by Lisa Kaminski. Motion carried.

Review and Approve Consent Agenda Items – *Cindy Read*

The Program Oversight Committee did not have a quorum at their last meeting on June 22. To save time the agenda items were grouped on a semi-consent agenda so when voting, if approved it will be done together. Cindy reviewed the Targeted Occupation List that is used to align with targeted sectors identified by GLI and Louisville Forward. She also reviewed the Renewal of three contracts with @Works Solutions of Kentucky to provide comprehensive information technology services for WIOA, TANF and KCAC for a total amount of \$490,310 for all three grants; the renewal of the Preeminent Training Specialists Contract for Manufacturing Training seeking approval to renew the contract for short-term manufacturing training for an amount not to exceed \$130,000; the Approval of Funding Amounts for Medicaid Case Management and Medicaid/WIOA Workshop RFPs: 1) for community engagement case management of Medicaid and SNAP participants, at a not-to-exceed amount of \$2.1 million and 2) for Work Readiness Workshops for Medicaid and WIOA participants, at a not-to-exceed amount of \$500,000. In response to Steve Cunanan’s question regarding the requirement for a competitive bid, both have been competitively procured and can be renewed annually for up to five years.

Motion was made by Steve Cunanan to approve the Consent Agenda Items as presented and seconded by Tony Carriss. Motion carried.

Nomination of New Board Members for the KentuckianaWorks Foundation Board – Michael Gritton

Mr. Gritton described in detail the KentuckianaWorks Foundation organizational setup, with a majority of the Board members required to also be members of the KentuckianaWorks Board. Since a number of the Foundation Board members have now moved off the KentuckianaWorks Board and also resigned from the Foundation Board, we need to nominate new members from this Board to also serve on the Foundation Board. I have spoken with three KentuckianaWorks Board members who have agreed to serve on the Foundation Board, pending your approval: Tom Quick, Lisa Kaminski and Rebel Baker Chreste.

John Snider formally nominated those three individuals to serve on the KentuckianaWorks Foundation Board, and the motion was seconded by Willie Byrd. Motion carried.

Presentation and Vote Required: Staff and Program Oversight Committee Recommendation to Select Goodwill Industries as Contractor for Medicaid Community Engagement – Cindy Read

In seeking board approval to enter into contract negotiations with Goodwill Industries of Kentucky to operate the Community Engagement component of the HEALTH PATH and SNAP Employment and Training programs in Kentucky Career Centers in the seven-county region, Cindy reviewed Metro’s Purchasing process for competitive procurement and the process of the selection committee consisting of Board members who reviewed and scored the bids. Goodwill Industries and ResCare Workforce Services both submitted a bid and made an oral presentation on their proposal to provide services at all career centers to the Board’s review team, consisting of Jackie Beard, John Snider, and Reverend Vincent James. The committee originally scored the Goodwill bid higher, and decided to stay with their original scores for both vendors after hearing their oral presentations. Thus, their recommendation is to begin contract negotiations with Goodwill for a not to exceed amount of \$1,930,312 for an 11-month contract beginning August 1, 2018 and ending June 30, 2019.

Steve Cunanan asked, “How much experience do we have with Goodwill doing this kind of work?” Ms. Read replied that we have extensive experience with both vendors, since Goodwill is the contractor for our TANF (Temporary Assistance for Needy Families) program (called “the Power of Work”) and the Kentucky Youth Career Center work in the 6 regional counties, and ResCare is the contractor for the adult Kentucky Career Centers, as well as our One Stop Operator.

Roger Cude asked to hear more about the language of existing services, leveraging resources, the existing infrastructure and how does Goodwill see this. Ms. Read replied that the programs that Goodwill operates have similar features and clients to what the Medicaid program will have. The TANF program operated by Goodwill involves keeping people in compliance and working with individuals with a lot of challenges. They also have expertise working with a Reentry grant that has them serving a lot of customers with criminal records. So, we expect them to connect Medicaid and SNAP customers to other resources wherever possible, and they have a good track record of doing so in these other programs.

John Snider responded to Roger’s concern about the social determinants of employment, and all the wraparound services, transportation and other things that are needed to help people succeed at a new job. John’s biggest issue was transportation, daycare and education, and he was impressed in the interview process where Goodwill already has programs or partnerships that try to address these barriers for their existing clients. John expressed his concern about what will fall through the cracks in these areas but at least there’s a process and placement resources were explored with businesses. Jackie Beard stated that the review team was impressed that Goodwill’s proposal showed flexibility and a realistic staffing implementation plan. It was realistic based on what they knew. Cindy spoke about the coordination of the employment piece with partners regardless.

Goodwill already has employers that will hire individuals with a criminal background as well as part-time employment.

Michael Gritton stated the tricky thing about this will be the coordination of both organizations (Goodwill and Rescare) in the career centers and which customers will be served by whom. This is all being worked out with the state. KentuckianaWorks wants to be able to have dual enrollment for every customer in both Medicaid and WIOA and figure out the customer flow of things based on that assumption, but it's not clear the state's data system will allow that approach in the first year of implementation. Goodwill is not expected to solve transportation issues. Transportation will be discussed at a future meeting, and it is a significant barrier these customers will face in going to work and succeeding there.

Roger Cude doesn't think Goodwill will be the solution but the primary advocate on these issues and others that they learn about from working with customers one on one. He's confident they will provide the data to get to what is needed for a solution.

Mary Ellen Wiederwohl expressed her concern on how this will appear when somebody shows up. It might be better to have separate spaces for both contractors. It would be ideal to have a one-stop shop where no one is labeled when they come through the doors. This has to be thought out and deliberately think about separating the two. Michael talked about when this stuff was moving in the spring we could have decided to have the RFP for Medicaid and SNAP services also include the WIOA services, so that we'd have one contractor potentially providing all of these services in the Career Centers. But at the time, we worried this would cause too much disruption to the existing Career Center operations, and we knew that Rescare was doing an excellent job of performing under their contract for those services. In the contract for Medicaid services it will be made clear to Goodwill this will be a one-year contract. The ResCare WIOA contract is up against the procurement rules next year for rebidding. Staff is currently thinking to rebid WIOA, Medicaid and SNAP all together early next year so that it's at least possible that we could select a single vendor to provide services to WIOA, SNAP and Medicaid customers beginning in FY20, or certainly we could get proposals from a set of vendors that pledge to work together.

Roger Cude asked Mary Ellen if the concern is that different customers would receive different treatment, depending on which funding stream is providing their services? Is there a different perception of who they are when walking through the door? Is there a different presumption on how they get treated? Mary Ellen stated it could be all of these things. There's already a stigma in receiving government services. Are we providing the best services? There will be challenges for both providers to provide high level services and to be coordinated in doing so.

Roger Cude was concerned about what they receive and if there's a large disparity there that's an issue in terms of support services. If it's how they're treated that can be taken care of easier in how we're working together.

Michael has confidence in both contractors and believes they will serve customers well. At the moment the state says a Medicaid customer cannot receive support services using Medicaid dollars. Under WIOA, supportive services means paying for things like uniforms for work, steel toe boots, tools, TARC tickets or a gas card. Further details will be discussed at a future meeting. Staff is lobbying with the state to provide the same services to all customers regardless of their funding stream/program.

Cindy mentioned that as of October 1, everybody will be on the new system Kee-Suite for case management. This should help with concerns as things are provided with the same system. Each program has different funding streams and federal regulations that staff has to comply with.

Motion was made by Derek Bland to approve the request to enter into contract negotiations with Goodwill Industries of Kentucky as presented and seconded by Roger Cude. Mary Ellen Wiederwohl abstained. Motion carried.

Presentation and Vote Required: Staff and Program Oversight Committee Recommendation to Renew Contract with the Louisville Urban League to run Kentuckiana Builds in FY19 – Cindy Read

Staff seeks approval to renew the contract with Louisville Urban League to operate the Kentuckiana Builds program for 12-months, beginning July 1, 2018 through June 30, 2019. The contract amount will not exceed \$360,000. Cindy talked about the history of the program starting out with a state match of \$250,000 and the use of KentuckianaWorks WIOA allocations for \$250,000. The program got off to a slow start and was placed on corrective action at one point because of low outcomes relative to their contractual goals, but since that time the program has made measurable improvements, and the leadership of the program has also stabilized. Staff wants the program in place in the region for Medicaid participants coming in, as this will provide a solid construction training option for those interested in that career field. This will be the program's first 12-month contract. Lisa Thompson of Louisville Urban League stated they have met all contract measures for this current year, and she gave the number of graduates in the program as well as those employed by employers in support of the program.

Jackie Beard asked if there are new goals for successful training. Cindy responded the goals will be 12-month goals as part of the negotiations. The goals are similar as she talked about things provided by the program, trainings and certifications. Jackie asked if there are commitments from employers to hire graduates, and Michael's response was an enthusiastic yes. He also explained that the program's slow start was due in part to KentuckianaWorks' mistake in not convening an employer-led panel from the beginning of the program. Now that we've organized that group, it has helped create a tight connection between construction employers and the program's graduates.

Tony Georges asked if the 12-month goal is material to the needs in the industry or is it still a drop in the bucket as there's a lot more need to accomplish. Alex Martindale stated it's very hard to get people into the construction industry. People graduating are quality people, and the program is definitely helping to address the need. But the overall demand for new people in the industry currently outstrips the program's yearly capacity.

John Snider asked about the Targeted Occupation list with salaries on plumbers, electricians, carpenters and others, did those occupations pay the kinds of wages that would have them on our Targeted Occupations list? Eric Burnette spoke briefly about the demands and numbers for construction workers, many of which still have not recovered since the recession. Many of these occupations do ultimately get to decent wages, although the entry-level wages are about the same as many other occupations. Projected job growth is what staff looks at for the Targeted Occupations List, and only some occupations in construction expect the kind of strong job growth that would land them on that list.

Motion was made by John Snider to approve the request to renew the contract with the Louisville Urban League as presented and seconded by Lisa Kaminski. Lisa Thompson abstained. Motion carried.

Customer Success Video: Supplemental Nutritional Assistance Program (SNAP) Employment and Training – Cindy Read, Kimberly Boyd-Lane

A video was shown on Mr. and Mrs. Chris McGill in the SNAP program with a focus on Chris who had challenges at the start of entering the program that had a positive effect with training at the Kentucky Manufacturing Career Center operated by ResCare that partnered with Goodwill to help this customer. Kimberly talked about their goal to build capacity in serving. She spoke about Chris and his wife's goal to complete the KMCC program and get certification to gain employment. The couple had barriers to deal with but never gave up. After an attitude adjustment and knowing that people cared, Chris scored high in class, received five certificates and gained employment at the JB Swift slaughterhouse in Butchertown. Now that Chris has a job he can ride the bus anytime he wants and can pay bills. To help with Chris's transportation problem Kimberly

asked if a bike would help. Chris and his wife both received bikes from Goodwill that have changed their lives. This is an example of good work together, where both Goodwill and Rescare did their part to help a customer succeed.

Tech Sector Update and Discussion: Code Louisville, the Louisville Tech Alliance, and the Future of Tech Training Efforts – *Rider Rodriguez, Brian Luerman*

Brian gave a recap of when the program started up until the current date and the Department of Labor grant that began funding the program in 2015. The program has a wait list of 1,000 people wanting to take a 12-week course in web development supported by a group of volunteer mentors to help individuals succeed in software development, build projects and portfolios. The average wage is believed to be about \$46,000. Cohorts are required to participate in community engagement and report back. Marketing for the program is all done by word of mouth.

As the 3-year grant is coming to an end, Rider talked about the period of performance and the visit by President Obama in the spring of 2015 which helped the program to explode. Staff have asked the Department of Labor for an extension on the grant, as the program is coming to an end in September 2018. A preliminary authorization was given to continue serving until March 2019. Another ask will be made to go through June 2019 so it aligns with the fiscal year. We are now looking at a few option models to sustain the program. One option is to align the program with Jefferson Community and Technical College (JCTC), where we would charge tuition but for at least some customers the service would remain free (covered by the state's Work Ready Scholarships). Another option we are exploring is to raise private funds to support the effort. We've discussed with Mayor Fischer the possibility of receiving at least some dollars from Louisville Metro Government. Lastly, we're exploring supporting the program at least in part with WIOA funds in future years. The program currently serves individuals that would not normally be served under WIOA, so one of the challenges for the future of the program is how to keep it open to all while cobbling together funding to make how it's paid for invisible to future customers. Staff is not asking for a decision now but wanted to propose the options being considered. Once things are more defined staff will come back in the future for direction from the Board on how they would like staff to pursue the future of Code Louisville.

Tony Georges asked for the cost of a cohort. The overall cost of the program is around \$500,000 annually with the purchase of online curriculum. Mentorship is all volunteer based.

Deana Karem asked when staff comes back to the Board is there a way to collect data beyond what's being told today on demographics of participants in Code Louisville. Do they have a job or not? Do they have a job in the tech sector or some other sector? This may need to be a survey. The data could be very valuable when applying for a grant or when the Board is approached again because it's an important part of what our community is doing for the workforce. Staff was encouraged to find a way as students come into the program to dig deeper on who they are, what they're doing, and what their plan is with this certification. Also, there's a cost for mentors even though it doesn't cost the program any money but in thinking about what would be put on a grant application it would cost \$500,000. If these people were paid it would cost \$750,000 plus. Going forward this data could be valuable and significant.

Staff has the data in abundance it just wasn't covered today. Rider talked about the 15% spending costs of the overall budget for the program evaluation. He spoke about the University of Kentucky Center for Business and Economic Research that will be doing a rigorous study on a lot of Code Louisville data (i.e. race and gender). The interim report is still preliminary and will be reported on a later date.

The Tech Alliance was formed out of an advisory group through Code Louisville that meets quarterly. So not to waste the talent in this group a visioning meeting was held with a group of IT employers last October that became the Tech Alliance. The group operates as a collaborative that is led by IT employers with a goal to solve IT workforce issues. The mission and vision is involved around apprenticeship opportunities. A subgroup of

employers are working on creating an apprenticeship program that will span all the companies with a common curriculum to help with on the job training to grow talent in this area.

In speaking to HR people and those in the room today, Rider talked about CTOs spending their time to figure out the apprenticeship issues. In order to have a portable credential there has to be true rigor behind it. Staff is looking into a preliminary model for how to accomplish this, and will likely be bringing this idea back to the Board at a future meeting.

In closing, Michael spoke about the information presented today that was to bring the Board up to speed on interesting conversations with high level employers. More to consider about this will be in the coming months. Brian and Rider are doing awesome work, both overseeing Code Louisville which has grown into a cutting edge national program.

Meeting adjourned.

Staff:

Michael Gritton
Almeta Abernathy
Elizabeth Davis
Jaime Disney
Gloria Fuqua
Patrick Garvey
LaShala Goodwin
Chris Locke
Brian Luerman
Lori Matos
Phil Miller
Huston Monarch
Jennifer Novak
Laura Paulen
Regina Phillips
Cindy Read
Rider Rodriguez
Mary Rosenthal
Aleece Smith

Guests:

Ray Leathers

Observers:

Sean Beavers
Marsha Berry
Kimberly Boyd-Lane
Keni Brown
Darlene Bussell
Betty Fox
Desiree Gill
Joyce Griffith
Denise Lampton
Alex Martindale
Ryan Troutman
Rena Sharpe
Demitra Suazo
Jennifer Welch
Bridgett Wolf
Naphtali Zazueta