

Program Oversight Committee
Friday, May 22, 2020 – 8:30am-10:00am
Cisco Webex Online Meeting

Members Present: Caitlin Blair, Christy Ralston, Lisa Thompson (proxy for Sadiqa Reynolds), Mike Hesketh, Patricia Williams

Staff: Michael Gritton, Cindy Read, Aleece Smith, Angella Wilson, Bailey Preston, Brian Luerman, Chris Locke, Elizabeth Davis-Terhune, Laura Paulen, Lori Hiser, Mary Rosenthal, Patrick Garvey, Rider Rodriguez, Sarah Ehresman, Tobin Williamson

Guests/Observers: Angela Wells-Vereb, Ashley Janicki, Demitra Suazo, Eric Hicks, Jennifer Welch, Kimberly Boyd-Lane, Lynn Rippy, Marsha Berry, Regan Wann, Renee Walters

Welcome and introductions – Christy Ralston

Ms. Ralston thanked everyone for their patience in this new technological era.

Review & Approve Minutes from April 17, 2020 meeting – Christy Ralston

Mr. Hesketh made a motion to accept. Motion seconded by Ms. Thompson. Motion passed 5-0.

The COVID-19 Economy: Labor Market Intelligence Report – Sarah Ehresman

The April jobs report for the U.S. was not good; 20.5 million jobs were lost in a single month, wiping out a decade of job growth. However, there is some good news – roughly 8 in 10 people who were unemployed identified it as temporary and expected a call back to work. CBO projections for 2020/21 guess that unemployment should fall by half by end of 2021 to 8.5%.

Kentucky saw its first surge of unemployment insurance (UI) claims in the week of March 21. Trends have continued to be high, peaking in early April. The UI rate in Kentucky as of May 21 is 15.4%, though the number filing for UI does not necessarily equal the number of unemployed. Also, not all state systems are equal. In KentuckianaWorks' area, the number is 25% (it is important to note that county level data is not as up to date as state data), with Jefferson highest, Oldham lowest. Among the industries most heavily impacted are accommodation, food services, manufacturing, and healthcare, jobs that are not as well-equipped to transition to remote work.

So, where we will we go from here? There is a tremendous amount of market uncertainty. There will be a more technologically advanced workplace (remote, automated, demand for digital and STEM skills). Healthcare is likely to quickly rebound (40% of Kentuckians have delayed getting healthcare due to the pandemic). A lot of low-wage jobs in retail & hospitality are not as likely to return quickly; we've been talking about a retail apocalypse for years, but now it might be here.

Program Presentation: Kentucky Youth Career Center and Reimage – KYCC Team

Ms. Read introduced the team of presenters. Ashley Janicki is the Director of Adult and Continuing Education with JCPS (our long-term contractor for WIOA youth services), Jennifer Welch is the KYCC Project Lead, and Demitra Suazo is the Director of the Reimage Programs.

Ms. Welch began with a general overview. KYCC is the “umbrella” program for WIOA, ReImage Metro, Compass Rose, and Youth ShelterWorks. Current KYCC staff include 3 in management, 12 direct service, 2 trainers, 2 full-time support staff & 2 part-time support staff. KYCC is understaffed right now, especially compared to where it was a few years ago.

KYCC offers several general services to program participants:

- There is an in-house GED program offered to participants aged 18-24.
- Tests administered on-site include TABE, GED Ready, Customer Service & Sales Certification, Retail Sales Fundamentals, ServSafe.
- Case Management and Career/Education Planning focuses on eliminating/reducing barriers and provides links to career & educational resources.
- Career Service offerings include: workforce education; career, college/training, and resource fairs; links to off-site training programs; ops shop computer lab; and on-site occupational certification trainings (customer service & sales, ServSafe, retail sales).
- Supportive Services include incentives for completing goals (i.e, Kroger cards), TARC passes/tickets, the GED test fee, vouchers for job or education-related needs, the Dare to Care partnership, and Cardinal Success
- Student engagement activities include professional development workshops and speakers, a lending library, college & employer tours, and service projects (and more!).

WIOA is the largest funding source for KYCC. The target demographic are youth aged 16-24. KYCC primarily serves out of school youth. WIOA is the most complicated funding source, due to eligibility barriers and qualifications. 20% of WIOA funds must go to work-based learning; for this, KYCC created its 10-week Internship Academy & Job Shadows a few years ago.

The newest KYCC program is Youth ShelterWorks (HUD Youth Homeless Demonstration Project). \$3.5 million was awarded to the Coalition for the Homeless and Louisville Continuum of Care to provide a program for homeless youth aged 18-24. There is a focus on workforce education and placement into college/training programs. The current caseload is 24. Since the program launched, 10 youth have gained housing. There is currently just one case manager!

Ms. Suazo discussed the Reimage components of KYCC. Reimage Metro. Two previous funding programs (Right Turn and Face Forward) concluded in Dec. 2016 and Sep. 2017. It is now solely funded by Louisville Metro Government, since the Mayor decided he wanted to keep the program even after previous funding for it ran out. The target population are court-involved youth ages 16-24 with adult misdemeanor and/or juvenile charges. The program focuses on Russell, Shawnee, and Park Hill neighborhoods, but it serves the entire city. Key partnerships include the Dept. of Juvenile Justice, Restorative Justice Louisville, court-designated workers, JCPS, the Office of Safe & Healthy Neighborhoods, and the Jefferson Regional Juvenile Detention Center (a new partner after the youth detention center closed back in January). Program focus is on workforce education (now done virtually), credential attainment, school retention/completion, and job placement. Supportive Services include court support (i.e, case managers attend court hearings, if asked), on-site Legal Aid services, and a mentorship program

The Reimage Compass Rose Collaborative is another re-entry program, offered through the Dept. of Labor with an intermediary of FHI360. Louisville is one of nine cohort cities. The target

population is court-involved youth 18-24, a little bit older than the previous program, with misdemeanor and felony charges allowable. Key partnerships include KMCC, Metro Corrections, KentuckianaBuilds, the Office of Probation & Parole, and the Public Defender's Office. The program focuses on workforce education, placement into college or training programs, credential attainment, and job placement. Training completions available include InterApt Louisville Skills, Spalding CAN, KMCC MTEC, KentuckianaBuilds, Vision of Hope forklift, ServSafe, Customer service & sales, and DONA Doula Training. Supportive services include stipends for training, court support, on-site Legal Aid services, and mentorship.

Ms. Welch quickly discussed KYCC's current highlights, challenges, and program outcomes.

- Highlights
 - Innovative internship program combining a professional development series and group project along with placement at job-site
 - Key partnerships include UofL, Metro United Way, CSYA, SummerWorks, GLI
 - Presenters at two national symposiums in recent years
 - Program funding for court-involved youth (ReImage / Compass Rose)
 - Program for homeless youth (Youth ShelterWorks)
- Challenges
 - KEE Suite database for WIOA participants
 - New employer partnerships (internship academy, job shadows, second chance)
 - Enrollment for minors due to required parent signatures
 - Maintaining funding
 - Recidivism data integrity
 - 2014 changes with GED (computerized + more challenging)
 - 2015 change in drop-out age from 16 to 18
- Program Outcomes include 644 total enrollments and 275 job placements since July 2018, with many more statistics available in the PowerPoint presentation.

Ms. Welch provided a look at KYCC's plans for moving forward. There will be more virtual offerings in the time of COVID. There will be expanded work-based learning programs (such as virtual job shadows, pre-apprenticeship program, and an advanced internship academy). Finally, a new offering will be financial empowerment programming, as KYCC was elected as a member of the 2020 CFPB Your Money, Your Goals national cohort.

Mr. Hesketh commended the helpful presentation. He had one question: it was mentioned some programs will be resuming mid-June; is that anticipation the virus will change, or new technology? Ms. Welch clarified Ms. Suazo was referring to youth being in external trainings that were put on-hold due to June. Training sites are anticipating on-person trainings will resume.

Ms. Ralston agreed this is a difficult time, and retooling and looking forward are really important. She asked about the plan for communicating now that everything is online. Ms. Welch said her team did not miss a beat, it has been a very easy transition to move to virtual. We have a subscription with DocuSign, staff members are still able to email/text/video chat with participants, all training has gone virtual (i.e, workforce education, quick courses, internal occupational certification programs). While some staff have struggled, others feel they have been *more* effective at case management when done virtually. Overall, there is very little that has

had to be stopped. Whenever someone does to come to the office, cleaning and social distancing is in place. The only thing that has not continued is the Dare to Care resource closet.

Staff Recommendation: To approve issuing a Request for Proposals for new data system and renew current contract for IT services – *Michael Gritton*

KentuckianaWorks has been in a strange situation for its data system due to funding issues. More information can be found in the attached report, but we have used a contractor we like and trust called AtWork. They use a product called ClientTrack. The challenge for us is that ClientTrack has lost some of its capacity over the years. We have been hoping for months the state's Salesforce-based KEE Suite would improve. Our recommendation is to extend ClientTrack's contract for six months (pending city approval) and immediately draft an RFP for someone else to become the case management provider for the TANF/PoW program. Mr. Rodriguez – who essentially serves as our CTO – thinks we can do it for \$100,000 or less, and Mr. Gritton trusts him. Basically, we are asking to extend AtWork's contract for another six months, which will then be followed by drafting an RFP not to exceed \$100,000 for a new system.

A motion to approve was made by Mr. Hesketh and seconded by Ms. Blair. It passed 5-0.

Staff Recommendation: Approve renewal of agreement with JCPS Adult & Continuing Education for adult education services to Power of Work (TANF) program – *Cindy Read*

This is a very small contract that has been in effect for a number of years, really more like a sub-contract of the TANF program. The POC previously approved Goodwill to operate it. One part of the budget is a not-to-exceed \$10,000 line item to have a contract with JCPS to provide adult education services to the TANF program. The state has signaled its enthusiasm for this project.

A motion to accept was made by Ms. Thompson and seconded by Mr. Hesketh. It passed 5-0.

Director's Report – *Michael Gritton*

KentuckianaWorks routinely gets monitored or audited by the state for funding streams they provide. We got a clean monitoring report from the state for WIOA report. Ms. Disney is handling our monitoring, Ms. Hiser is our acting CFO, everything seems to be going well.

Mr. Gritton commended all the contractors for doing well, especially in light of the unexpected COVID-19 pandemic. Good work by the ResCare team in Oldham County, for example.

KentuckianaWorks is going to need more advice and wisdom from its Board and POC members over the next 6-12 months than ever before. Citing Ms. Ehresman's report, Mr. Gritton suspects the initial unemployment shock is over. He thought 2008/09 was going to be the worst in his lifetime, but now there have been 20-30 million jobs lost. A lot of unemployed people expect to go back to their normal jobs, so that is good news; but, a lot of those "normal jobs" are not going to return, or at least any time soon. The Board does not need to work just on administering funding streams; that challenge is not going away. We as a workforce board must address the inequity challenges that are only going to get worse now. We are going to have to really think big about what we can do to address inequity and move Louisville into a better position. Former Board Member Joe Reagan used to always say "don't start with the money, start with the ideas; if the ideas are good enough, the money will come." So, let us start with the ideas, start with

what the data shows, and then figure out how to address the challenges. I said at April's meeting that without an infusion of federal dollars, we would be limited; Congress still has not addressed this, but we should know more within the next 60 days. Going back to the chart Ms. Ehresman showed at the start, the unemployment rate at the end of NEXT year is going to be as bad as it was in 2009/10. Wages are going down, and lots of people will struggle to get hired because they lack the skills employers will be looking for. Part of solving that is about money from the federal government, but part of it will also be creativity on our part. Again: start with the idea, not the money. This will be the biggest challenge we face as workforce people in our lives.

Ms. Ralston said getting folks technology access and technology training is going to be vital. The COVID-19 stimulus check was appreciated by so many. She proposed the idea of getting something to fund technology training specifically; perhaps aggregate base-level trainings across industries? Another part to consider is the creativity about getting the message out, since the messaging has to be virtual; how do we communicate in this new digital age to create resources and easy access? She said those are some things she would like to be part of moving forward, and that the technical access disparity is being felt especially hard at Norton.

Mr. Gritton said this topic will be discussed at the next Board meeting, but he would love to connect with POC members specifically. He asked them to get with Mr. Williamson to find some times. KentuckianaWorks is going to have to work across sectors with trusted community partners like JCPS, Norton, Goodwill, and the Urban League. Mr. Gritton confessed he was terrified about the tremendous digital gap, about what is going to be required, and the lack of knowledge and skills a lot of people have. If these issues are not solved, the historic problems of inequity are just going to get even worse.

Adjourn

Ms. Read thanked everyone for joining and wished everyone a good, socially distant weekend. The meeting ended at 9:58am. The next meeting is scheduled to be June 19, 2020 at 8:30am.