

**Meeting Minutes**  
**South Central Region 8 Workforce Board, Inc.**  
**Quarterly Meeting**  
**Stone Gate Arts and Education Center**  
**March 7, 2018 12:00 Noon to 1:30 PM**

**Board Members Present:** Darrell White, Gene McCracken, Michelle Ellis, Scott Baker, David Brinegar, Angie Taylor, Jason Flinn, Steve Johnson, Marilyn Pitzulo, Terry Pittman, Christy Langley, Teresa Hudson

**Others Present:** John Corcoran, Shannon Laurent, Tina Judd, Chris DuKate, Rob King, Nancy Karazsia, Richard Rampley, Earl Isom, Robin Branch, Susan Neal, Phillip Dart, Dave Tucker, Cassie Janes, Randy Wells, Brenda Duncan-Davis, Brian Payne, Aleisha Hennisley, Elliot Howard

**Board Members Absent:** Frank Guratzsch, Ken McKee, Trent Todd, Brenda Reetz, Laura Cooper, Michael Stieglitz, Jennie Vaughan, Lynn Coyne

**Call to Order**

Darrell White, Vice Chair called the meeting to order at Noon. Each person present introduced themselves. A quorum of the Board was confirmed as present.

**Approval of Minutes**

***Scott Baker moved to accept the minutes of the 12/13/17 meeting of the South Central Region 8 Workforce Board, Inc. Steve Johnson seconded the motion. All voted in favor.***

**WorkOne Certification**

John Corcoran thanked the following Board Members for their participation in the Certification process:

Ken McKee – Owen WorkOne  
Darrell White – Owen WorkOne  
Michael Stieglitz – Brown WorkOne  
Frank Guratzsch – Daviess WorkOne  
Teresa Hudson – Daviess WorkOne  
Michelle Ellis – Greene WorkOne  
Steve Johnson – Orange WorkOne  
Scott Baker – Lawrence/Martin WorkOne  
Gene McCracken – Lawrence/Martin WorkOne  
Jason Flinn – Monroe WorkOne  
Jennie Vaughan – Monroe WorkOne

John described the process involved in the Certification of WorkOne Centers. The Department of Workforce Development has established criteria for the Certification. Richard Rampley and John Corcoran completed technical aspects of the review and Board Members listed above along with key staff and WorkOne partners participated in an overview discussion of the criteria. John explained that the Bloomington WorkOne was certified last December. Bloomington is our "Comprehensive" Center while the seven other WorkOne offices

are "Affiliate" Centers. John Corcoran said that the criteria had been met and exceeded by all seven WorkOne Affiliate Centers. John recommended that the Board certify the WorkOne Centers in Owen, Brown, Daviess, Greene, Orange, Martin and Lawrence counties.

***Michelle Ellis motioned to certify the WorkOne Centers in Owen, Brown, Daviess, Greene, Orange, Martin and Lawrence counties. Scott Baker seconded the motion and all voted in favor of the motion.***

Shannon Laurent asked if Board Members liked the certification process. Scott Baker said that even with staff reductions, WorkOne staff are meeting the challenges and serving customers. The Board agreed that the process was educational.

### **Transition Update**

John Corcoran introduced Rob King and said that Rob would be replacing him as Director on July 1<sup>st</sup>. John stated that Vincennes University is replacing CLJ Associates as Staff to the Board and One-Stop Operator. Tina Judd and Richard Rampley are retiring as well and their duties are being assumed by Vincennes University staff Rob King, Susan Neal and Randy Wells. Dave Tucker, Vice President of Vincennes University stated that despite the loss of John, Tina and Richard Vincennes University will maintain the high standards expected by the Board.

Shannon Laurent stated that she will be transitioning to Vincennes University. Gene McCracken asked that the names and Job Titles be forwarded to the Board. Dave Tucker said that an organizational chart will be prepared and shared with the Board.

Darrell White announced that he will be resigning from the Board and that this will be his last meeting. Darrell has served on the Board for the past 10 years. Darrell stated that it has been his pleasure to serve. Darrell stated that he knew the transition will be smooth. The Board thanked Darrell for his service.

### **Unemployment Insurance (UI) Discussion**

Terry Pittman is the Business Representative for Laborers Local 741. His union has 1,500 members that experience seasonal layoffs. Terry asked why it is taking so long for individuals applying for UI to receive benefits? His membership report that it is taking as long as 3 months from filing a claim to receipt of benefits. There was a lengthy discussion of the process of filing a claim and the fact that the WorkOne has no capability for providing assistance to individuals other than directing them to the correct website, use of computers and telephones. There are long telephone hold times of up to 45 minutes. Terry stated that call center staff have told his membership that they should pay their mortgages with a credit card while they wait to receive UI benefits. Some call center staff have told claimants to find another occupation. Vincennes University staff stated that it is hard on WorkOne staff because they want to help but are prohibited from doing so. There was a discussion about residents of other regions with few WorkOne Centers coming to Region 8 WorkOne Centers for UI help. Phillip Dart stated that Regions 10 and 11 come to Region 8 looking for assistance. Phillip also stated that the BAT phone in the Bedford WorkOne has been removed and one of the phone lines has been disconnected in the Linton WorkOne. Phillip has requested that these services be restored but DWD has denied the request. There was a discussion of the need to provide face-to-face assistance to some UI applicants.

***Jason Flinn motioned that John Corcoran write a letter to the DWD Commissioner on behalf of the Board expressing the Board's dissatisfaction with the UI system and asking for staff to help customers. Terry Pittman seconded the motion and all voted in favor of the motion.***

There was a discussion about contacting state representatives about the UI system. Shannon Laurent cautioned Board members to be sure to identify UI as the issue not the WorkOne or Job Placement services.

### **WorkOne Report**

The WorkOne Report was distributed to the Board. Richard Rampley and Susan Neal highlighted the report. Richard discussed the extensions of the GE Bloomington Rapid Response grants and the closing of the Bloomington K-Mart which has resulted in 60 layoffs.

Susan Neal stated that workshops on Job Search, Resume, Career Interest and Interviewing continue to be heavily used. We are trending slightly higher registrations and participants over last year. Per the most recent rolling quarterly reports, we are meeting all criteria. Job Placements for WIOA customers exiting the program are at 90%. Customer Satisfaction is over 97%. The Jobs for Americas Graduates performance is at its highest level ever. We have added 4 schools and participants from those schools participated in the annual Career Development Conference held February 2, 2018.

Shannon Laurent stated that we had 40 enrollments in the Work Indiana program since February 2018. Performance is very good with a high rate of individuals earning credentials and obtaining employment. Shannon has requested \$50,000 from DWD for Work Experience for the WorkIndiana program.

Richard Rampley discussed the Next Level Jobs program. 21 Region 8 employers have signed up for this program and \$315,000 has been approved for employer training. Richard reviewed WorkKeys performance, hiring events and Job Fairs and WorkBased Learning opportunities. Richard distributed a report on Existing Marketing Activities in the Region. Due to time limitations, the Marketing efforts will be discussed at our next meeting in June. Richard distributed performance dashboards developed by DWD and reviewed them.

### **Financial Report**

Chris DuKate with Crowe Horwath LLP, the Board's fiscal agent, distributed and presented the financial report for the period ending January 31, 2018. We are about half through the Program Year and Expenses are at 54% of the budget target of 58%. Chris reviewed adjustments to the Budget and Expenditures compared to the Budget.

***Gene McCracken moved to approve the financial report. Angie Taylor seconded the motion. All voted in favor of the motion.***

### **Form 990 South Central Region 8 Workforce Board, Inc. 2016**

Christ DuKate distributed the tax return for the South Central Region 8 Workforce Board, Inc. The return or Form 990 has also been distributed to all Board members electronically prior to the meeting. Chris urged Board members to review the return and to let either he or John Corcoran know if there are any questions.

***Steve Johnson moved to submit the tax return. Gene McCracken seconded the motion. All voted in favor of the motion.***

**Other Business – Public Comments**

John Corcoran asked if anyone had any other comments. Marilyn Pitzulo stated DWD UI call centers will cease Sunday hours due to low volume.

***Terry Pittman motioned to adjourn the meeting, Steve Johnson seconded the motion and all voted in favor of adjourning. The meeting adjourned at 1:15 PM.***

Prepared By: John Corcoran