

Approved
COUNCIL ON WORKFORCE INVESTMENT

**Workforce System Development Committee
St. Norbert College, De Pere
September 16, 2005**

MEETING MINUTES

Members Present:

Co-Chair: Tina Koehn, VP of Administration, UMOS, Menomonee Falls; Thomas L. Burse, President, Buveck Consultants/Construction Managers, Milwaukee; Bill Clingan for Secretary, Wisconsin Department of Workforce Development; Christopher A. Ruud, Executive VP, Ruud Lighting, Racine; Donald L. Rouse, retired VP Corporate Operations, Kohl's Department Stores, Hartland; Andrew Schuster for Secretary, Wisconsin Department of Veterans Affairs; Georgann Stinson, VP of Operations, General Converters & Assemblers, Racine.

Members Absent: Fredi-Ellen Bove, Jessica Clark, Kathleen Drengler, Matthew Frank, Joe Gilles, Donald W. Layden, Jr., Sally Peltz, David Vierthaler, Josh Zepnick.

Committee Staff Present: Pamela O'Brien, Linda Williamson.

Others Present at the Committee Meeting: Sue Gleason, CWI Liaison; Connie Colussy and Dianne Reynolds, Bureau of Workforce Programs, DWD; Francisco Sanchez and Teresa Barch, WOW WDB; Sally Cutler NCW WDB; Jim Golembeski, Bay Area WDB; Pat Schramm and Dale Hopkins, SCW WDB; Jerry Hanoski, WW WDA; Beth Norris, SE WDB; Doug Moquin, CWI.

Ms. Koehn called the meeting to order at 10:15 a.m.

Agenda Item # 3 Job Center Services Standards and Outcomes Workgroup and Comprehensive and Satellite Job Center Site Workgroup

Ms. Colussy distributed a two-page draft that identified what would constitute a "comprehensive" and "satellite" Job Center. She stated that DWD would commit resources based on these definitions, and that the workgroup's goal was to ensure consistency across the state. When asked how the Committee could discuss and make their recommendations on these, Ms. Colussy replied that individual Committee members could send email comments by close of business September 27, 2005 and noted the other hand-out she provided with the contact persons information. The process she described included the workgroup preparing another draft that will then go out to a larger audience for the formal public review and comment. Ms. Colussy invited Committee comments on content, process or any issues that have not been discussed. She also noted that these recommendations would be part of the Workforce Development Area's local plan second phase that would be completed by late winter.

Ms. Colussy also distributed a two-page summary for the Service Standards and Outcomes Workgroup to date. She stated that these standards focus on the actual services that customers can expect to receive in a consistent manner throughout the state. The Bureau of Workforce Programs will be monitoring the implementation of this and providing a transition period.

Committee members expressed concern about the lack of time given to make recommendations as a Committee on these important policy initiatives. Members of the audience shared their views of the drafts provided at the meeting on Requirements for Job Center Comprehensive and Satellite Site and Wisconsin's Job Center Service Standards and Outcomes 2005:

Mr. Sanchez stated that the requirements are too restrictive, yet, at the same time, not definable. He also questioned how the WDBs are actually going to determine the Job Center sites based on these proposed standards and why are other DWD programs such as Wagner-Peyser, DVR and UI not included?

Mr. Golembeski noted that this is still thinking inside the box and questioned how we can change our *modus operandi* with change up and down the infrastructure?

Ms. Cutler reinforced the system change concept and noted that there are existing parameters that can still restrain the system such as leases. She cautioned that the way these are designed is by "places" thinking rather than a "system" concept that would be more amenable for rural areas.

Additional concerns were about how these were going to be implemented and monitored because many of the statements could be broadly interpreted: When standards are set, then expectations have to be established including identifying the known limiting standards along with addressing the solutions.

Mr. Clingan stated that the financial issues are certainly a limiting factor but stated that even when the WDAs were flush with separate Job Center funds there were problems.

Mr. Rouse asked whether Comprehensive Centers now get more resources than Satellite Centers?

Ms. Colussy stated that the concepts for these proposals were in the WIA State Plan which was shared with CWI in April.

In general, the Committee thought it was important to identify the limiting factors in a document, and revise the standards to acknowledge them; that the framework provided with the draft thus far looked flexible enough for WDAs to tailor their needs; "Effectiveness" and other general statements in the drafts had to be defined; the development of metrics that fit into the workgroup's recommendations would be vital; the metrics have to be framed for a productive entity to meet all customers and stakeholders needs from a business planning perspective.

Concern was raised that the Committee had less than 2 weeks to comment.

Ms. Colussy stated that the Committee can review these again when they go out for public review and comment. **Mr. Ruud suggested, and agreed to by the consensus of the members present, that the two drafts be emailed to Committee members who would send their comments to Committee staff. It would then be compiled in one document and sent back to the Committee for review. It was also agreed that both workgroup's updated materials be on the October 28, 2005 Committee meeting agenda for action.**

Agenda Item # 4 WIA Reauthorization

Ms. Cutler presented a summary that was included in the Committee packet on the Wisconsin Association of Job Training Executives (WAJTE) position. Ms. Colussy identified the Department of Workforce Development's positions. **At the request of the Committee, Ms. Colussy agreed to provide a written statement on DWD's position related to Reauthorization.**

Agenda Item # 2 Ad Hoc Committee (Milwaukee)

Thomas Burse summarized the activities of the *Ad Hoc* Committee. The meeting packet included a summary of the two listening session comments. Mr. Burse distributed a one-page sheet on the five dominant themes that were the result of the stakeholder's solution-based comments. **By consensus, the Committee endorsed the *Ad Hoc* Committee's direction and agreed to meet on Monday, November 14, 2005 in Milwaukee to review the draft recommendations.** This would allow the full Committee time to refine the recommendations and have a report to the full Council for the December 9, 2005 meeting. Ms. Gleason asked about regional recommendations and members suggested that the focus right now was to be on Milwaukee's concerns with regional issues as a second part of their work after December.

Agenda Item # 5 Committee Action Steps and Priorities

Committee members who did not prioritize the action steps will be asked to do so, and then staff will weight the priorities for discussion at the next Committee meeting.

Agenda Item # 6 Executive Committee Report

Ms. Gleason highlighted the Governor's recently announced regional grant awards:

South Central and Southwest (\$120,500)

West Central (\$80,000)

Fox Valley and Bay Area (\$40,000)

Western (\$45,000)

North Central (\$25,000)

Northwest (\$25,000)

Ms. Gleason reiterated the process used for the review of these grants, and stated that another Executive Committee meeting may be called to grant an award (\$175,000) for the Milwaukee region.

Agenda Item # 7 Progress Reports on Grants

Due to time constraints, the status reports were postponed.

The next meeting agenda on October 28, 2005 in Madison would include:

- 1) Job Center Services Standards and Outcomes Workgroup and Comprehensive and Satellite Job Center site Workgroup**
- (2) Metrics/Performance Measures Issues**
- (3) Finalize Priority Action Steps**
- (4) Report on the Joyce Foundation Grant Activity**

Ms. Cutler circulated the Partners in Innovation brochure hosted at the Stoney Creek Inn in Mosinee, Wisconsin on October 12, 2005.

The meeting was adjourned at 11:55 a.m.