

**FCWPES BOARD OF DIRECTORS
MINUTES OF 9-23-2010 MEETING**

BOARD MEMBERS ATTENDING:

Theresa ASTIN, Vince BAILEY, Carlton BURROUGHS, Rodney COOK, Don CRAMPTON, Al DUNCAN, Odie DONALD, Dwanda FARMER, Perry HERRINGTON, Michael HILL, Diann JENKINS, Maureen KELLY, Charlie KEY, Diana LYNCH, Dale MURPHY, Elizabeth NORMAN, Oscar PRIOLEAU Joyce RHODES, Kay SHANDORE, Patrick STAFFORD, Patricia TELILA

STAFF:

Lisa HAWKINS, Audrey LAWRENCE, Daisy MARTIN, Emily McMILLAN, Mike ROWICKI, Yolanda SAMPLE, Troy WHITE, Sonia WILSON

At the end of the continental breakfast, Chairman Burroughs called the meeting to order and opened for business at 10:00 AM. He welcomed the meeting attendees, and thanked them for coming.

Following his verification that no public comments cards had been submitted and a quorum sufficient to conduct the business of the Board was in place, Chairman Burroughs asked the attendees to introduce themselves and identify the Task Force on which they work.

The introductions were followed by greetings and remarks from Mr. Troy White, Director of the Fulton County Housing and Human Services Department.

Mr. White greeted the Retreat attendees and remarked that from what he had observed already, it was going to be an interesting meeting and he planned to come to more of the meetings of the Board. He stated that he wanted to talk to the assembly about the Housing and Human Services Department, funding cuts and utilization of resources and recent newspaper headlines.

Extracts from his comments:

- The Housing and Human Services Department provides services under two complementing “umbrellas” or Departments under the direction of Deputy Directors Mike Rowicki and Mr. Gerry Easley. Workforce Development, Emergency and Transitional Housing and our Traditional Housing Program are under Deputy Director Rowicki.
- Mr. Rowicki has been asked to provide information on what is needed to execute a successful Workforce Development Department and to assist Ms. Wilson on things that need to be done.
- The Traditional Housing Program, supported by the Federal funds that are received from the County as a participating jurisdiction, includes the CDBG

**FCWPES BOARD OF DIRECTORS
MINUTES OF 9-23-2010 MEETING**

(Community Development Block Grant) and NSP (Neighborhood Stabilization Program) funding.

- The merger was an effort to bring together all of the services needed to fill the gap of the housing continuum that has been found. “We do services in housing but we don’t provide direct housing. We do not do section 8, we do not have multi-family developments, but we do have some rental assistance programs for those in need. We do understand the link between employment and housing. So, to put those together makes sense.”
- The other umbrella, which is headed by Deputy Director Gerry Easley, includes Children and Youth programs and a very large Aging Department.
- There are two other smaller groups, the Office of Grants and Community Partnerships, which does the Fresh and Human Services Grants, and an evaluation and planning group that does the research and the white papers.
- In Housing and Human Services we are still in the redevelopment mode. Re-development rather than restructuring because with restructuring people think we are trying to downsize and that is not what we are doing. We are really trying to bridge that gap to provide a service for every customer in Fulton County. Now, we cannot provide it for everybody, but we need to have the continuum at least addressed, with all of those services.
- What it is allowing us to do is get our housing folks to talk to our workforce folks, to talk to our aging folks, to talk to our planners, to talk to our fresh folks, so that we are actually trying to integrate this service and make sure we are addressing all of the areas.

The next item Mr. White discussed was funding. He acknowledged we all are affected with the funding impacts. The County has had its share of funding impacts and reduction of funding and is working very aggressively to see what we can do to address some of those funding gaps. One of the things that Carlton said is “you know you all keep reducing staff and you know we are being affected in workforce”.

He acknowledged that Ms. Sonia Wilson had certainly been a champion in getting into his ears to say the Office of Workforce Development is understaffed and she could do more if we had sufficient staffing. He charged the body with working with him to find new funding opportunities where we could really help those in need in our community.

He expressed concern over unemployment rates he heard earlier in the day, which stated the unemployment rate for Metro Atlanta is at 10.4%, the national rate is at 10%. There are pockets of unemployment in our communities that are as high as 15%.

FCWPES BOARD OF DIRECTORS MINUTES OF 9-23-2010 MEETING

Within these latter pockets, it becomes a real issue for our participants that are in need. We are providing a great service to them, but we are not at a point of putting people at an option to choose. Too often, we hear, "I finished the classes that you said. I took that first job cause I gotta put food on the table, but I don't have the time to take that next training class to increase my income, so I can have one job instead of 2 or 3."

He stated that somehow, some way, fundamentally, we as a group, have to figure out how we solve that dilemma. Individuals have to choose between education and employment and it is just not right. He expressed hope that at today's meeting attendees will put together the framework of how we can address that together.

He concluded his comments on funding by discussing the Fulton County Board of Commissioners approval last week of a First Source Program. The First Source Program is similar to the City of Atlanta's job program, where our Workforce Development Team will be working with our procurement team, and we are going to be requiring contracts of \$200,000 and above to look at participants from a certified list from workforce. Fulton County has not done anything like this. This is a completely new look, and will require developing partnerships, not only with this body, but also with the greater community. More information on the First Source Jobs program that the Board approved will be sent in days to come.

The last things Mr. White addressed were the recent newspaper and media headlines about problems within Fulton County government. He cautioned everyone not to be caught up in the stories and not to be distracted at this pivotal time, where we need to make change. As the new director, he has spent a lot of time that he would rather not have had to spend addressing certain issues. However, we cannot let the articles, we cannot let the newscasts, we can't let the media, distract us from serving those in need in our communities. He charged attendees to allow the investigators that are investigating, to investigate. "Keep the parking lot conversation at the parking lot, and there will be information to come."

The Director, the Deputy Director, and the County Manager all support the staff of Workforce and the Workforce staff under Sonia's leadership has been exemplary. At the end of the day, things will be addressed, and they will be adjusted. "We have moved in a direction that we have not quite seen, and hopefully tomorrow, we will get to a place that we're serving more tomorrow than we served yesterday. "

He thanked the attendees for their attention and offered to address questions they may have before heading for a fun day as the Director in the County to go tape a show, go to North Fulton County for an event, then drive to South Fulton County for an event.

No questions were posed and Chairman Burroughs thanked Mr. White for his time and the information he shared. He then asked Board members to review the minutes from the June 17, 2010 meeting and requested a motion regarding approval. The motion to approve the minutes as presented was made by Mr. Charlie Key, seconded by Ms.

**FCWPES BOARD OF DIRECTORS
MINUTES OF 9-23-2010 MEETING**

Dwanda Farmer, and approved by a unanimous affirmative vote from the Board members present.

Following the Agenda as printed, Chairman Burroughs gave his “Words From The Chairman”. He thanked the Board members for all they give to support the FCWPES Board including their operational effectiveness and efficiency. He envisions and has already seen evidence of the Six Sigma concept and mode of thinking where everything done is process oriented.

He recommitted to holding the one-on-one conversations with Board members and thanked the members with whom he had already spoken.

Acknowledging recent newspaper articles regarding Fulton County finances, he reminded Board members there would always be newspaper headlines. As Board members, they should be guided by the thoughts or questions, “Because I am a Board member, am I above reproach?” and “Am I putting us at risk?”

He concluded his remarks by commenting on the recent Term Expiry letters that had been sent to selected Board members. He referred to the three-year term limitation as stated in the Bylaws and remarked that this was the first time the described conditions had been met since the provision was added. Other letters would be sent as Board membership anniversary dates are met.

Mr. Burroughs asked attendees to review the financial report provided in the meeting package. No representative from the Finance Department was present at the meeting. He asked members to email any questions they have to the Board Clerk, Ms. Daisy Martin, and responses would be sent from the appropriate person.

Ms. Yolanda Sample presented the recap of the last program year. She shared that



2,979 customers received one or more services in the Career Centers from July – August 2010.

✦ The Largest Direct Placement in each Career Center for July 2010 was:

North Fulton:	POS Portal	-	Business Analyst-	\$95,000.00
South Fulton:	Dish Network	-	Senior Analyst	- \$73,843.20

✦ The Largest Direct Placement in each Career Center for August 2010 was:

North Fulton:	Big Services	-	Project Manager-	\$65,000.00
South Fulton:	Halifax	-	Service Technician	-\$62,400.00

✦ No ITA’s or PVIT’s were approved for July & August 2010 due to lack of funding. However, approvals were resumed in September.

Chairman Burroughs thanked Ms. Sample for the Program Year Report and in lieu of the Ice Breaker, with the consensus of the attendees, he called for a ten-minute break in the proceedings.

FCWPES BOARD OF DIRECTORS MINUTES OF 9-23-2010 MEETING

When the session resumed, Chairman Burroughs asked Board members to verbalize their expectations from the Retreat. Ideas shared included:

- the need to walk away with ideas that are supported by a plan of action and an identified responsible person
- knowing how can we better assist the staff
- the need for a clear directory of services we provide and how to match them with citizens in need
- the need to see more communication between the Department of Labor and the Career Centers
- the need for some form of reporting or tracking of the good ideas we propose and if they are achieved
- the need for more information on who our partners are
- the need to have the previous or current strategic plan for review and amending as needed

Mr. Dale Murphy gave breakout session instructions and directions. The Retreat attendees then disbursed to their various meeting rooms for working lunch sessions.

When the attendees reassembled, the Task Force chairpersons gave their breakout reports.

Mr. Dale Murphy reported for the Board Development Task Force.

After reviewing the Task Force's mission and duties, the group agreed to

1. Consider amending the mission to state that the Task Force would review and refine the Bylaws for Board approval rather than developing them as currently stated.
2. Conduct interviews with new Board members to evaluate the usefulness and content of the New Members Orientation documentation.
3. Highlight a different Task Force at each quarterly meeting. In addition to the usual Task Force report, they would be allowed to expand on the progress they are making toward the strategic goals they set.
4. Develop a recruiting brochure in conjunction with the Board Visibility and Influence Task Force

Mr. Murphy concluded his report by providing the Brief Biographical Information Request template to members who had not submitted the requested information and asked them to complete it and leave it with the Board Clerk. He asked them to submit a photograph upon returning to their offices.

Mr. Odie Donald reported for the Visibility and Influence Task Force.

- Amending the Task Force's Mission Statement was tabled until next meeting. The committee agreed to keep it simple, but well stated.

FCWPES BOARD OF DIRECTORS MINUTES OF 9-23-2010 MEETING

- Implement a more “hands on approach” to assist with a better understanding of what services OWD offers, especially media
Recommendations: More effective and consistent use of FGTV; use local College/University radio & television and local radio stations.

- Simplify the Website by using subcategories.
Recommendation: After reviewing other Workforce websites, it was a consensus that the Fulton County can be more effective at reaching customers and providing them with a clear understanding of what we do and how they can obtain information about OWD. The use of simple tabs with drop down boxes, i.e., “About Us,” “Job Seekers,” “Training,” etc. will be beneficial in directing the customer to the point of reference with little difficulty. Implement an online intake registration form. ***Decide on a timeline for the implementation of website.***

- Committee Members felt that there was a disconnect between the partners that offer job placement. The committee discussed how we can provide a better understanding to customers how the community partners (DOL, Non-Profit Organizations, Education Institutions/Placement Offices all work together and communicate among each organization how our services compliment each other.
Recommendation: Create Electronic Fact Sheets that job seekers can use.

- Discussion of the effectiveness of the Dekalb County Workforce Development’s Empowerment 2010 - Monster.Com Project. Committee members reviewed data that was gathered during the event and agreed that we could use our budgeted dollars for such events more effectively to ultimately get dislocated workers working! Committee members questions what is being done with the statistics gathered, follow-up with attendees being placed, etc.
Recommendation: How can we create methods for obtaining feedback, numbers of attendance, outcome of attendance, etc. Another method for achieving placement is to assist small businesses with job placement and the hiring process.

Attorney Diana Lynch reported for the Youth Council. After reviewing the Task Force’s mission and duties, the group agreed to help the Youth Enrichment Services accomplish their mission by:

✦ Identifying Resources in the 10 Program Elements

1. Tutoring, study skills training, and instruction, leading to completion of secondary school, including dropout prevention strategies;
2. Alternative secondary school services, as appropriate;
3. Summer employment opportunities that are directly linked to academic and occupational learning;

**FCWPES BOARD OF DIRECTORS
MINUTES OF 9-23-2010 MEETING**

4. As appropriate, paid and unpaid work experiences, including internships and job shadowing;
5. Occupational skill training, as appropriate;
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate;
7. Supportive services;
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate, and
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.

- ✦ Connecting Youth with Employers
- ✦ Increasing the Visibility of the youth program
- ✦ Providing Awareness of current issues affecting youth

A discussion on the breakout report from the Youth Council addressed the proposal to connect youth with employers by implementing a “Get Knowledge Get Paid” Program funded by WIA. The program is designed to support 75 seniors to ensure they graduate high school, promote and encourage enrollment into post secondary education and to prepare them for the world of work.

An extended discussion on the program’s eligibility criteria, process to be used to select the participants, implementation timeline, and required budget for sustaining the program followed. A motion to approve the request to implement the program was made by Mr. Vince Bailey. Board members posed additional questions and sought more information before a second to the motion was made.

Chairman Burroughs declared the motion no longer applicable, as it appeared that more information was needed to evaluate the proposal appropriately. He directed staff to send an information document for review. A motion to implement the program would be entertained at the next Board of Directors meeting.

Ms. Dwanda Farmer and Ms. Joyce Rhodes reported for the Quality Assurance Task Force. The Task Force agreed to

- o Set goals for next year
- o Set Agenda for the next QA meeting
- o Add providing services to ex-offenders in the next Task Force strategic plan
- o Review the ARC Contract that is coming up for renewal
- o Include in the “Do List” for the Task Force:
 - a. review site visit reports
 - b. review the semi-annual evaluations of training providers
 - c. look into purchasing “Prove-It” software or a comparable evaluation tool

**FCWPES BOARD OF DIRECTORS
MINUTES OF 9-23-2010 MEETING**

Following the breakout reports, no votes were recorded or items presented for Board action.

A brief discussion on the date of the next meeting ensued. The proposed date as posted in the approved meeting calendar is December 7, 2010. The meeting is usually held in conjunction with the annual Workforce Development customer and employer appreciation celebration.

Ms. Wilson advised that the date of the 2010 celebration has not been finalized. Chairman Burroughs advised that staff would be sending information regarding the celebration and any change that may be requested for the Board meeting. However, at this time the Board of Directors meeting date of December 7, 2010 is unchanged.

Instructions for receiving validated parking were given by Ms. Wilson.

Chairman Burroughs thanked the attendees for their participation and declared the Retreat ended and the meeting adjourned.