



CORE MINUTES October 8, 2018

Present: Carol Anderson Margaret Alewine Eric Moore
Rita Artemus Denise Koon George Pullie
Darline Graham Jeanne Lisowski Jerry Neel
Ramona Carr Mark Wade

Old Business/Action Items Follow Up

Transition Contract Services

- Reviewed current plan for contracting Pre-ETS services. This includes the following potential contract vendors: Career Boost (SCCB), school agreements to provide Pre-ETS (Transition Services Specialists), Peer Mentoring and Leadership/Self-Advocacy (Centers for Independent Living – ABLE SC and AccessAbility), and other non-profits such as the Spinal Cord Injury Association and Brain Injury Alliance. Internal budgeting is also outlined for summer programs (Youth Empowerment Challenge, Evaluation Center and Bryant Center), as well as budgeting for local area activities focused on career clusters. The Commissioner has reviewed the plan, and timeline for implementation is by January, 2019.

Action Items:

- Develop contracts and execute agreements to expend required Pre-ETS funding.

Responsible party: Margaret, George, Ramona and Laura Spears

BDS Job Duties

- Darline advised revisions to BDS job duties will occur after:
 - Changes to connect CMS to the Universal Business System through the Start of Employment Application. Process currently being piloted by Rock Hill, Conway and Berkeley Dorchester.
 - October 15 webinar to train BDS's on Effectiveness in Serving Employers WIOA measure, system changes, spreadsheet changes, and phase 3 of the UBS that will accurately collect business engagement data.
 - October 25 Area Supervisors meeting. Presentation to cover the importance of Effectiveness in Serving Employers and UBS system changes.
 - November 7 and November 14 webinars will be delivered to all counselors and other staff to cover the importance of Effectiveness in Serving Employers, UBS system changes and accurate data collection for business engagement.
 - System changes will go live after the webinars.

General Counselor and ACSM Core Duties

- General Counselor job duties were reviewed, along with new assessment tool (replaces Impact Study) to ensure we are in line with the WIOA common performance measures. Plan to have job duties completed and submitted to the Commissioner soon.

Action Item:

- Meeting to discuss ACSM core job duties on October 24.

Responsible party: Rita, Margaret, Carol and George

New Business:

I. WIOA Data Collection (Outline of Procedures)

- Margaret distributed information received from RSA presentation regarding “How can agencies improve quality?” Information included practices that lead to quality data: develop written procedures, description of process, and electronic data checks. Reviewed program to ensure correct coding and data.

Action Item:

- Develop and finalize written procedures for data validation. This includes the electronic data checks and errors and anomalies program that are already in place, and identification of periodic topical reviews of data/coding and supporting documentation.

Responsible party: Margaret

II. Consumer Services Policy Updates

- George advised Consumer Services is meeting weekly and working to reduce the CS Policy and expand CS Procedures. The goal is to have the Procedures Manual accurately instruct staff (i.e. deaf and hard of hearing) to better educate on services available. Vocational ACE program needs strengthening in lieu of counselors by-passing due to tendency of slowing down the process (i.e. wasting consumers time). Denise advised that should fees be changed it needs to be coordinated with budget.

Action Item:

- Continue to meet weekly.
- Completed first draft in December.
- Will present information and update at Supervisor’s meeting on October 25.

Responsible party: George

III. Emergency Preparedness

- Jeanne advised updated severe weather protocols and manual for responding to request for assistance from the State will be emailed today to CORE for input. Where does this information need to be housed electronically? Denise advised a disaster folder was put together after the flood. Darline suggested putting information on the intranet.
- Coordinating with Town of Springdale's Chief Cornett to provide training to staff in the case of an active shooter incident.

Action Item:

- Primary topic for November meeting.
- Darline and Mark to send proposal for signage to be forwarded to Denise and Eric.
- Jeanne to schedule meeting to discuss business continuity.

Responsible party: Jeanne

IV. Agency Change from Client to Consumer

- George advised a memo was distributed advising of the change from using the terminology "client" to "consumer," however, the policy, handbooks, forms, job titles, etc. still reflect client. This is a culture change for the agency and will take time to change the mindset as well as all documentations.
- Changing job titles is a priority (i.e. Area Client Services Manager).

Action Items:

- Department directors to review documents, etc. and make necessary changes.

Responsible party: George

V. Office Restructuring Update

- Rita and Carol advised Area Supervisors were asked to present restructuring draft for their office with the minimum staff needed without impacting services provided to the consumer. Also asked what vacant positions are most critical to run area offices and what possible roles could be combined?
- Eric advised of positive projected budget reductions.
- Denise advised of programs to be reviewed that might be reconfigured.

Action Items:

- Meeting with Commissioner to discuss restructuring plans submitted by Area Supervisors and critical positions statewide that need to be filled.

Responsible party: Rita and Carol

VI. Consumer Services Training

- George advised Consumer Services and Communications are partnering together to provide training webinars. Will provide ACSM technical training in December. Consumer Services staff are visiting area offices that request assistance/training.
- Consumer Services is also providing vocational assessment training.

Action Items:

- Notify staff of training dates.

Responsible party: George

VII. Greenwood and Camden Pilots

- Carol advised the Greenwood restructuring pilot took counselors out of the intake process; changing one ATS to Procurement Specialist. Plan was approved and monitoring progress of changes proposed. Other improvements were discussed (i.e. JRT team and counselors communication).
- Camden restructuring plan included having the ACSM lead training needs; combined the ATS role to include Fiscal Specialist/ATS. Concerns were about self-sustaining rate of JTS.

Action Items:

- Continue to monitor progress and make adjustments based on staffing patterns of the office.

Responsible party: Carol

VIII. Strategic Action Plan Update

- Margaret distributed follow up action plan owners from strategic planning template outlining next steps and milestones. Mechanism to identify what we are doing in regards to strategic plan.
- Margaret reviewed strategies, action plan/milestones, etc. in support of measures, budget and staffing impact and requested updates from owners.
- Time to complete Comprehensive Statewide Needs assessment and will be looking for feedback and input. Also reviewing the process for consumer surveys to compile information regarding feedback on services being provided.

Action Items:

- Meeting October 15 to prepare for RSA 107 Review.
- Working with IT to complete internal data run for monitoring.

Responsible party: Margaret