



## CORE MINUTES

### September 16, 2019

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

Guests: Jim Williams      Zentra Green      Kathy Stoehr

#### Old Business

Jim Williams presented history of JTO issues and the retiring of SWAT in lieu of OJT; where we are now; and the need to build process simplification on performance measures and defined activities.

##### Action Items:

- Jim and group will develop policy, procedure and form to bring to December meeting.

#### New Business

- I. P & A Cases with Policy Implications..... Jeanne
- Opioid Policy.
- Action Items:
- Jeanne will draft policy and procedures and send to CORE for review and feedback.
  - Medicaid Policy.
- II. HRD Support for Training.....Zentra Green and Mark
- Mark advised HRD focus is to be helpful in assisting with ongoing training of staff or to supplement ways we can assist senior staff and area staff in reinforcing training in the field (i.e. techniques, assist ACSM with training, etc.). Requests ideas for HRD to increase and enhance value of training staff. Suggestions: Assist with strategies to address gaps in staff understanding of requirements in meeting WIOA performance measures. Assist in time management for staff whose roles have expanded. Identify train-the-trainer opportunities. Revisit written training proposal process formerly used for possible revision that would simplify yet be a way to provide assistance as needed and a mechanism for follow-up. Begin “auditing” trainings to provide feedback and develop strategies to assist. Challenge will be building capacity for HRD to address all needs in timely manner.
  - Zentra distributed article, “The Importance of Training and Development in the Workplace.” Training is the heartbeat of the agency and

recommended that all training come through HRD. Shared vision to provide quality training designed to increase individual and agency productivity and enrichment. To provide development opportunities that enhance knowledge, develop skills and enrich the agency.

**Action Items:**

- Mark will share feedback with Commissioner. First step would be identifying the areas with the most need and prioritizing; develop short-, medium- and long-range plan for HRD training support.

III. Budget Update ..... Eric and Denise

- Eric distributed SCVRD Projected Revenues and Expenditures report. He noted the end-of-the-year revenues and expenditures for SFY 2019. Stated that the Department expended approximately \$3.2 million less than its total Revenues for SFY2019. This amount will be reinvested in the program in various ways (rebuilding fund balances, new programmatic initiatives, reinvesting in employee well-being through reclassifications and filling mission-enhancing positions, capital projects, etc. He also noted that projected revenues for SFY 2020 were \$94.4 million and projected expenditures were \$93.9 million.
- Shared that RSA approved the agency for re-allotment in the amount of \$3.5 million. This money will be used to address non-recurring needs such as capital projects, deferred maintenance, equipment purchases, etc.

**Action Items:**

- Add to the Projected Revenues and Expenditures chart an explanation of any increase in the SFY 2020 Consumer Services expenditures. This amount is expected to increase based on increased spending on Transition Services and an enhanced emphasis on post-secondary training.

IV. Consumer Services Update.....George

- George advised a Pre-ETS dedicated unit is coming to Consumer Services. Niki Outen and Betsy McWhite are being assigned to complete policy and procedures and provide training to field staff. Will be restructuring Consumer Services department in near future.
- ACSM training on September 25. Will be re-training the additional duties assigned to staff.

V. JRT Facilities Update ..... Jerry

- Area offices are receiving Skills Boss equipment and all equipment is to be delivered by September 30, 2019.
- Customized DHL training at Lexington on September 17.

VI. Field Operations Update ..... Rita

- Area Office Restructuring.

- Rita, Carol and Denise met to compile information from budget meetings with Area Offices. Will meet on October 17, to discuss needs, staffing patterns, etc., and present at the November meeting.
- Deaf and Hard of Hearing Proposal.  
Kathy Stoehr presented Regional Service Delivery Pilot proposal to serve American Sign Language consumers. The proposal is to hire five regional ASL Counselors to serve the deaf consumer population.
  - Richland and Marlboro Areas (Facility purchase).  
Recommendation to move forward with presenting to the Commissioner to implement the pilot program beginning with the Richland Area counselor vacancy. After researching, is it possible to combine Lexington and Richland Work Training Centers rather than lease property? Eric advised the cost for leasing properties at Richland and Marlboro per year is \$195,340. Ongoing review as we continue to discuss recession planning.
  - Electronic Signatures.  
IT has completed the initial testing. This is an ongoing project and Rita will provide an update at the November meeting. Recommendation is to continue moving forward with the project.
  - In-House Janitorial Program.  
Is this program still being used as originally created, and how many areas are using the program? What success are we having from the program? Jerry Neel is gathering information from IT. Rita will ask Supervisors to discuss at the Work Group Meeting and report findings and recommendations at the October meeting.
  - Years of Experience Equivalency for New Hires.  
Are staff without a degree but have years of experience allowed to apply for positions (i.e. Work Training Centers)? CORE recommendation is to allow agency experience equivalency for internal candidates.

#### Action Items:

- Rita, Carol and Denise will meet October 17, regarding Area Office Restructuring and follow up with CORE at the November meeting.
- Eric will meet with Jeanne regarding any legalities of breaking leases.
- Rita and George to present ASL pilot proposal to the Commissioner.
- George and Kathy will present ASL pilot proposal to the Commissioner.
- Rita will meet with Eric Moore and Kim Jones regarding equivalency and provide update at October meeting.

#### VII. Planning and Program Evaluation Update .....Margaret

- Strategic Action Plan Update.  
Worked through action plan for updates and next steps.
- WIOA Performance Reporting.  
Presented WIOA performance measures progress. Provided information on measurable skills gains, credential attainment and earnings at closure to identify goals for Program Integrity.
- VR Program Follow-Up Survey Results SFY 2018.

Reviewed survey results.

Action Items:

- Margaret will produce Median Earnings at Closure Report with 5% increase and forward to CORE. Will follow up with George, Carol, Rita and Jacob to finalize recommendations for PI goals: MSG, credentials, median earnings at closure.

VIII. Order of Selection.....George

- Presented overview of Order of Selection for clarification.

IX. October Agenda

- P & A Cases with Policy Implications
- Strategic Action Plan Update
- JRT/Facilities Update
- Consumer Services Update
- Budget Update
- OJT/SWAT Policy, Procedures and Form
- Project Management