

**Employer Engagement Committee
Meeting Minutes
April 4, 2017**

The Employer Engagement Committee Meeting was called to order at 5:30 p.m. by Cary Robbins.

MEMBERS PRESENT:

IVCC: Mary Boogemans, Debbie Clausen

STERLING: Vicki Carlson, Patty Head, Cary Robbins, Robert White. Lisa McCarthy phoned in.

MEMBERS ABSENT: Jim Andreoni, Linda Burt, Dr. Jerry Corcoran, Monte Flack, Deana Jones, Kevin Lindeman, Barbara Majeski, Dave Mennie, Jim Weed,

OTHERS PRESENT (IVCC): Pam Furlan, Beth Heaton

OTHERS PRESENT (Sterling): Dianna Schuler, Mary Katos

Business Meeting

Approval of Minutes

Vicki Carlson made the motion to approve the minutes from the last meeting. Patty Head second the motion. Motion carried.

Workforce Intelligence Summit

Dianna informed the committee that the Workforce Intelligence Committee would be having a conference call on April 5th with IVCC and SVCC to discuss the Healthcare Summit. It is hoped that, by the end of the call, a budget could be summited for approval to host events at both IVCC and SVCC before the end of June. A comprehensive list of healthcare providers to invite will also be discussed during the call. Representatives from both IVCC and SVCC, Jennifer Scheri and Anita Carney, have been receptive to the idea of co-hosting this summit. It is hoped that these events will give the healthcare providers the opportunity to identify for us trends, needed skills, concerns, challenges and overall future direction of the healthcare industry. This information give BEST Career Advisors and the community colleges better insight and information to share with prospective students and this committee, as well as the full board.

Cary asked if it would the hospitals that would be involved in the summit. Dianna replied by saying not just hospital but all healthcare entities would be invited; mental health, developmental health, etc.

Pam requested a copy of the questions that staff have already drawn up for the event. She planned to share them with Linda Burt the following day to get her input on what might need to be added.

Update on Youth Job Fair and the Oregon Hiring Events

Dianna reported that for the Youth Job Fair we had 10 businesses participate. The event was hosted at the Jo-Carroll CTE building in Elizabeth and was a partnership between BEST and Jo-Carroll Career

and Technical Education Center. We had 100 youth participate from area schools. As a result of the job fair, Midwest Medical has interviewed 3 of the CTE's CNA students and has already hired 2. They may hire the 3rd as well.

There is an expectation already to host this event again in 2018. Pam asked if we knew of any other students getting hired from the event. Mary responded that she will be meeting with Eagle Ridge, which had the most openings to fill, later in the week and get some idea at that time about hiring plans.

Dianna also informed the committee that April 6th from 10am to 1pm BEST and IDES will be hosting a manufacturing job fair at the Oregon Coliseum, 124 North 4th St. This job fair was in response to the large number of people displaced at Austin Westran in Byron and those at Nippon in Rochelle. We targeted those businesses that are actually hiring and currently have 24 companies attending. Occupations these companies are hiring for include maintenance techs, machine operators, welders, fabricators, material handlers, and machinist.

This will be our 3rd job fair in Oregon and we do still intend to host a general job fair again in the fall. But we wanted to do this manufacturing job fair for those recently impacted by these large layoffs. Dianna informed the committee that a list of those participating companies is available on the NCI Works Facebook page. Dianna went on to mention that we are also looking at doing this same thing for employees being laid off in May at Dura and are in conversations with Liz Gerber at Highland Community College to host the event there. Dura's layoff will begin "May 1st and up to 14 days thereafter" according to the WARN notice. One hundred seventy-one people will be involved in this May layoff.

Youth Career Pathways Grant Update

Pam reported that we have been trying to work with both IVCC and SVCC adult education on this project. We have not gotten any interest in the Bridge programs in manufacturing but if anyone does come in and expresses interest we will pursue it with internships, and the offer of any post-secondary training. At this point we will table it. We thought we had some interest at IVCC but for whatever reason it didn't pan out.

Fee for Service Pilot Program

Dianna reminded the committee that the Business Relations Representatives, along with committee member Robert White, were asked to go back and revisit the list of new fee for services. She reported that the list from last fall has been shortened a great deal. We felt, as a group, that many of the services on the original list were already being provided the business training offices at the community colleges and we didn't want to be seen as setting up competition with them. Those that were left include: being the intermediary for setting up background checks and drug screens, and the development of workshops for hiring managers and supervisors in the areas of new hire orientations and interviewing guides. The workshops for hiring managers and supervisors could be incorporated into the essential skills training that we currently do. Policy review has been put on the back burner for now.

For the background checks and drug screens we would need to develop some type of agreement for companies to sign and we would really like an attorney to review a draft of that agreement before we got started. We would not be receiving any results, those would be sent directly to the company, only acting as the scheduling/facilitator to get them started.

Policy review was put on the back burner because we did not feel that we had the expertise, at this time, to offer such assistance.

The items removed from the list because we felt it created a competitive environment with the colleges and chambers include: creating job descriptions and training plans, creating applications, hosting legislative updates, supervisor engagement training, employee engagement surveys, assessment testing, and performance evaluation.

Dianna asked if the committee wanted the Business Relations Representatives to move forward and get cost on background and drug screenings and a draft of the workshop and interview guides. Deb Clausen commented that she only pays \$70.00 and doesn't think we could find it any cheaper and that we may not realize any revenue. Dianna stated that making money really wasn't the intent. The intent was to provide a needed service to small and new businesses that may not have the ability to conduct the backgrounds and drug screenings yet.

Discussion of Business Services Reports

Dianna reported that she has talked with the core partners about what type of business service activities they might be able to include in a report for the workforce board. She reported that the Office of Rehabilitative Services and Adult Education do not track any business services. She went on to report that IDES, per Tory Davis, track and can make available the following information: number of hiring event and the results of the surveys, number of job orders entered into Illinois JobLink, number of new employer registrations in Illinois JobLink, number of employer contacts, and number of in-person employer visits. Some of the items that IDES would be able to report are the same as those that BEST already reports and those include: number of job orders, number of employer contacts, and the number of in-person visits.

Dianna stated that she can put together a couple different draft reports that would combine IDES/BEST information that is tracked. Pam stated that with WIOA the board now needs to know what activities the core partners are doing and the services being provided to area businesses.

Update on Business Services Team

Dianna reminded the committee that when she refers to the Business Services Team she is referring to the NCI Works team that includes: BEST, IDES, ORS, Adult Ed., the business training offices at IVCC and SVCC, occasionally an economic development entity, and occasionally a chamber or two. She went on to report that the May hiring event for the Dura layoff is one example of the types of events that this group puts together as a team. Another example is the Healthcare Summit that is being planned for June.

A newer result of the business services team's meetings and sharing of information is a partnership between BEST, IDES and Illinois workNet to provide employer workshops about Illinois Joblink (IJL). The first webinar was held in early March. All 16 participants in the webinar reported positive feedback on the use of workNet for this type of "workshop". Working with Don Ryan, IDES Joblink Trainer, and Chelsea Jones from Illinois workNet another workshop is planned for June 1st from 10am to 10:30am. This one will be on entering job orders and maximizing your search results. During each IJL webinar BEST is given time to cover whatever business service they would like to share and BEST conducts a survey monkey after the webinar for feedback.

Pam informed the committee that business services teams are now part of state policy and that each workforce area will be required to one. She also stated that, in order for the one-stop center to be certified, one of the things the state will be looking at is the business services team and how active they are. She stated that she wanted the committee to be aware of what the team is doing. Dianna added that at some point a business services performance measure is expected and she believes it will be in 2018.

Other Business

Pam reported that she, along with Debbie Clausen and Dianna Schuler, recently attended the National Association of Workforce Boards conference in Washington D.C. One of the speakers she heard was from the National Retail Foundation. They have a program called RISE Up that offers 3 credentials in retail: Retail Fundamentals, Customer Services, and Advanced Customer Service. Classes for these credentials can be done online or in a classroom setting and are reasonably priced at \$50 per person (still need to find out if that is \$50 per credential or \$50 for up to all 3). Sally Hanrahan has reviewed the program and we believe that it is something we'd like to move forward with. Pam stated that these credentials could also be of value in other industries as well such as hospitality.

Pam and Dianna distributed a handout (results from recent survey monkey) for discussion on the issues in the 8 counties that need strategies developed to address them. Pam stated, and Debbie Clausen reiterated, that one strategy may not work everywhere within the 8 counties. That there isn't a one size fits all solution. Pam went on to ask those present to identify one or 2 issues they believe to be most important. Pam pointed out that defining an area (within our local area) will need to be given some thought. Would it be one county, or something else? Then eventually develop a strategic plan for a solution by putting together focus groups to identify what is really effecting the area.

Debbie began by stated her two issues would be identifying who within the company is promotable and identifying the leaders within the company. Bob White added succession planning. Who could the company pass the legacy of knowledge on to that is already there? Patty Head added the lack of family sustainable jobs and the lack of jobs for youth. Vicki Carlson agreed concerning the lack of family sustainable jobs and included the need for leadership development. Mary Boogemans added the lack of willingness to commit to workplace times/hours to the list of issues. Lisa McCarthy identified youth flight and businesses closing for her area. Cary Robbins added the need for strategic planning. Cary went on to state that in Illinois we are losing people along with the family sustainable jobs, so we need to understand what jobs we will have left. Pam reported that by the end of May the State of the Workforce Report should be out and that should help identify some strategies. She also suggested that maybe the committee would want to bring in expert speakers on the issues identified. Debbie suggested going through this handout/exercise with the full board. The committee supported that idea, especially if it were sent out ahead of time.

Public Comments

None

Adjournment

With there being no further business motion to adjourn was made by Robert White. Motion was seconded by Patty Head and carried. Meeting adjourned at 7:47 p.m.

Dianna Schuler