

**Employer Engagement Committee**  
**Meeting Minutes**  
**February 4, 2020**

The Employer Engagement Committee Meeting was called to order at 5:37 p.m. by Cary Robbins.

NAME	PRESENT (Oglesby)	PRESENT (Sterling)	ABSENT	NAME	PRESENT (Oglesby)	PRESENT (Sterling)	ABSENT
Jim Andreoni	X			Emily Legel			X
Mary Boogemans			X	Dave Mennie			X
Linda Burt			X	Kris Noble			X
Debbie Clausen			X	Cary Robbins		X	
Jerry Corcoran	X			Amy Stawn			X
Mike Dean			X	James Weed		X	
Patty Head		X		Robert White			X
Deana Jones			X				
Kevin Lindeman			X				

**OTHERS PRESENT (IVCC):** Dianna Schuler, Randy Freeman

**OTHERS PRESENT (Sterling):** Pam Furlan

**Business Meeting**

Approval of Minutes

Motion to approve the August 6, 2019 minutes was made by James Weed. Seconded by Jerry Corcoran. Motion carried.

Update on RTPI

Dianna reported that in the mailing packet were samples of customer satisfaction surveys that other workforce areas are using. She stated that she requested them from Rockford, Peoria and DuPage workforce areas. Dianna explained that what she got back were more suitable for hiring event evaluations and that she'd be happy to incorporate them into our hiring events but what she really wanted was a general customer service survey. She stated that staff wrote up a draft for them to consider. She went on to state that when Tim and Becky Harmon designed the RTPI process they did not include any customer satisfaction survey but that she felt it was necessary to get the feedback to see if the process was meeting business needs. She asked the committee for their feedback. Jim suggested allowing room for some comments and Dianna stated that it would actually be pasted into the body of an email which would give the respondent sufficient space for comments. Patty commented that she liked the survey. The committee did not feel that they needed to do a formal motion to accept the survey. They instead recommended that the team members begin using the survey. Pam also suggested putting it online in a fillable form.

Dianna went on to inform the committee that Tim and Becky Harmon also did not provide any RTPI reporting tool for the committee. She stated that she had written up a narrative for Pam for the Executive Committee Meeting and asked Employer Engagement Members if they wanted a narrative summary or some other type of report. She explained that Tim and Becky did provide a quarterly report however it doesn't coincide with the committee's meeting. She went on to inform members that the quarterly report is also completed by industry, sub-region, and project. That they would have a report for each project. Dianna went on to read for the members the one paragraph summary that had been written for Executive Committee. Jim suggested the committee accept a narrative summary and stated that he would not take the time to go through a longer report of raw data. Committee members present agreed that a narrative report would be their preference.

Jim asked for clarification on what incumbent worker training is. Dianna explained that incumbent worker training is when BEST, Inc. provides grant funding for upskilling a company's current workforce. She went on to give examples of the types of training the funding has covered in the past including ICD 10 for St. Margaret's and Morrison Community Hospital, CMA for St. Margaret's, a number of project through the IVCC Business Training Center, Apprenticeship training for Carus' Industrial Mechanic, and Multi Craft for Frantz Manufacturing. She explained that the training must be for a hard skill and that things like off the shelf training and routine re-certification in OSHA are not allowable types of training. Pam went on to inform the committee that incumbent worker training funds are very popular. That we have a maximum amount of money dedicated to it and that last year we hit the maximum we could spend and will most likely do so again this year. Jim asked if there was a retention or promotion requirement. Dianna explained that originally the funds were to be spent on layoff aversion but now the focus is on employee and company competitiveness. She also directed members to the Business Services Report which will give the dollar amounts and numbers trained for each of the incumbent worker projects.

#### Business Services Report

Dianna reported that the report was included in the mailing and is mostly informational. She reminded members that the report is for the work done by BEST, Inc. and IDES. She also stated that there has been talk of taking the team regionally using the RTPI process. Details of regional business services team have not been worked out as yet. She stated that Ogle County would work with Boone, Winnebago, and Stephenson. The remaining 7 counties would then work with Rock Island, Mercer, and Henry.

#### Update on CMA

Dianna reported that as of November 13, 2019 the Certified Medical Assistant Apprenticeship program became official as a US DOL Registered Apprenticeship Program. She stated that there are no apprentices for this first go around though. She reminded members that so far St. Margaret's is the only participating provider and that Joel Torbeck will serve on the advisory committee and will be our point person to register any new apprentices.

Dianna also shared with members that Ronda Kliman from Region 5 DOL received a call from the State of Iowa inquiring about CMA apprenticeships. Dianna stated that Ronda forwarded Iowa's questions to her and that she answered them to the best of her ability. Dianna also

recommended that the contact from Iowa touch base with Bonnie Campbell as well on curriculum development.

#### Apprenticeship Expansion

Pam informed the committee that we were supposed to know in January if we would be receiving the expansion grant but we have not heard anything as yet. She stated that we were the only entity to apply in Economic Development Region 6 and had been encouraged to do so. She reminded members that we applied for \$150,000 to serve as a navigator and to work with regional partners to promote the development of new apprenticeships, the expansion of those that already exist, and to educate businesses on the advantages of apprenticeship programs. The state wants to add 800 apprentices by the end of the grant period. The development of new apprenticeship programs would be across all industry sectors. Pam stated that there is going to be another grant come available for intermediaries to go out and work with businesses to actually create the apprenticeship programs.

#### Opioid Grant Update

Pam reported that staff received training in January. She went on to inform members that Kerri Hicks, Project Coordinator, will be contacting 2 individuals for possible placement at Sinnissippi for the nurse position. If both pan out Sinnissippi could use both. She stated that we received 1 referral for the Education Coordinator at Perfectly Flawed and hope to have both job coaches onboard by the end of March. The Job Coaches, Pam stated, would work with the network of providers and BEST to place those impacted by the opioid crisis in a paid work experience. Pam stated that have planned for 30 of those work experience individuals but there could be more if we have the money available.

Pam asked those in business on the committee what they thought would be the biggest challenges the Job Coaches will face in trying to place the work experience participants. James and Patty both stated that business is more open to this portion of the population than they used to be. They also stated that it wouldn't necessarily be known that someone was impacted by the crisis or in recovery unless they volunteered that information.

#### Skills Gap Survey for BEST, Inc. and Perkins/CTE Partners

Pam informed the committee that as part of the Perkins/CTE planning process they have to reach out to the business community to find out what skills and training they need. Pam stated that this is the same information that we need as well. Therefore we will be collaborating on a survey that they will send out to identify skill gaps. She stated that in the next few years the focus will not be so much on growth as it will be on replacement demand for filling vacancies.

#### Other Business

Pam announced that the March panel discussion for NCI Works will be from the Building Trades. She is seeking volunteers to speak. Also, May's discussion will spotlight Energy.

#### Public Comment

Randy Freemen wanted to follow up on a couple of items that came up in the August meeting. The first being transportation issues. Randy's second question concerned the expungement of marijuana offenses.

Jim answered that he has not seen a real uptick in expungement proceedings. But was not certain where the state was with the automatic expungement of minor offenses. Pam stated that presenters talked about this at the opioid grant training she attended. She stated that the presenters believed it would take a long time, maybe upwards to 3 years, to get all the expungements executed. She stated that if someone wanted those offenses removed sooner than the state could get to them they would have to pay for them and go through the legal process to get them removed.

Addressing the issues around transportation Pam stated that at a meeting with US DOL the issue did come up. She stated that unfortunately the only thing that will help will be more funding which isn't likely to be realized. She added that NCAT and LOTS are exploring expanding their hours to accommodate more workers. However, those hours still won't include weekends or benefit 2<sup>nd</sup> or 3<sup>rd</sup> shift workers.

Adjournment

With there being no further business a motion to adjourn was made by Patty Head. Motion was seconded by Jim Andreoni and carried. Meeting adjourned at 6:31 p.m.

Dianna Schuler