

**NCI Works  
Meeting Minutes  
July 23, 2019**

The NCI Works Meeting was called to order at 5:30 p.m. by Co-Chair Linda Burt. Roll call was taken.

<b>Name</b>	<b>Present Illinois Valley Community College</b>	<b>Present KSB Hospital</b>	<b>Present Highland Community College</b>	<b>Present Carroll County Housing Authority</b>	<b>Absent</b>
James Andreoni	X				
Dave Argubright					X
Ed Bochniak				X	
Mary Boogemans					X
Linda Burt	X				
Fidencio Campos					X
Debbie Clausen					X
Dr. Jerry Corcoran	X				
Marcia Derrer					X
Sara Escatel					X
Dan Fitzgerald	X				
Carrie Folken	X				
Randy Freeman					X
Janet Graham	X				
Jill Guynn	X				
Patty Head					X
Linda Hessenberger	X				
Vanessa Hoffeditz	X				
Deana Jones					X
James Knauf					X
Rhonda Krueger					X
Rob Lentz					X
Kevin Lindeman					X
Barbara Majeski					X
Kris Noble		X			
Andy Mills					X
Dan Payette		X			
Tom Pigati	X				
Kevin Reibel				X	
Cary Robbins		X			
John Spencer					X
Amy Strawn	X				
Teresa Strum		X			
Patty Vladika					X
Gerald Waszkowiak	X				
DeAnne White					X

Robert White					X
Justin Wiggins	X				
Marcie Wiley					X

**OTHERS PRESENT (IVCC):** Pam Furlan, Jo Ann Johnson

**OTHERS PRESENT (KSB Hospital):** Dianna Schuler, Annette Pace, Jessica Green, Kevin Anderson (CGH Medical Center), Justin Wiggins (Wiggins Computing)

Chair Comments

None

IT Panel Discussion

Linda introduced Kevin Anderson with CGH Medical Center and Justin Wiggins with Wiggins Computing to discuss employment opportunities in the IT industry. It was noted that Kevin Bressendorf with Computer Spa was unable participate on the panel.

Kevin Anderson began the discussion by informing members what IT skills sets he is looking for when he is hiring an individual for the IT department at CGH Medical Center. He said that he tries to find individuals with good communication skills and can interact with users. Kevin noted that they must be able to work in a team environment. Depending on the job, Kevin said, they need to understand how computers operator and know the basic skills. In regards to Education and Training, Kevin said that he tries to find people with Bachelor’s Degree but will accept an Associate’s Degree with some degree of IT experience. Kevin told members that CGH Medical Center is looking to hire individuals for the Service Desk and Help Desk. He noted that these are entry level jobs and they have the most turnover. Kevin said that CGH Medical Center does not require any type of certifications for the positions that they hire for. In regards to challenges that businesses are facing, Kevin stated that in the health care industry, cyber security is a real concern.

Justin told members that when he hires an individual for his company he is looking for someone with problem solving skill set. He said that no situation is the same and you do not always run into the same problem. Justin said that he will cover the costs of the Certifications if one of his employees is interested. As for training, Justin said that he does a lot of on-the-job training with new employees. He commented that his niche is in the networking infrastructure, hardware and fiber optics and that is what he is looking for now. Justin said that he will pay the individual to job shadow him to learn the job. In regards to IT Challenges, Justin echoed Kevin’s remarks about Cyber Security. He said that many small businesses are being compromised.

Pam asked the panel if they have difficulty finding people to hire. Kevin commented that he has a hard time finding qualified applications. He said that the younger people want to go to the bigger city to earn more money. Kevin told members that most of their systems are in-house and if they are not able to find qualified individuals to fill vacancies they may need to move some of their system to the cloud platform. Justin agreed with Kevin noting that it is harder to keep local talent.

Dan Payette asked where the jobs are posted. Justin replied that he uses Indeed for his open positions. Kevin stated that their internal HR Department uses resources like Monster.

Pam stated that we hear that it is hard to find good talent in our area. She asked members if they could provide any insight of what talent is lacking (i.e. technical, interest, soft skills, salary, etc.). Kevin said that a number of applicants are lacking critical thinking and problem solving skills. He said that they can teach the technical skills, but not the others. Justin concurred with Kevin's response saying that a person can use a computer but it does not mean that they know anything about it when parts stop working.

Carrie noted that Kevin stated that many applicants are lacking critical thinking skills. She asked Kevin if those traits and others were listed in their job posting. Kevin responded that troubleshooting and problem solving skills are listed in their job description. However, he said that the ad may be reduced if there is a size limit on the ad.

Vanessa asked how the panel determines if they are lacking problem solving, critical thinking, etc. skills. Justin told members that he gives the applicant a computer and has them fix it. Kevin replied that the applicant is given a scenario and asks how they would handle it.

Linda thanked Kevin and Justin for participating in the panel and providing valuable information to members.

### Consent Agenda

Linda informed members that the Consent Agenda was included with the meeting materials. She told members that anyone can remove an item from the Consent Agenda list upon request for discussion. Linda said that each of the Committee Meeting Minutes were attached to the Consent Agenda to allow for full disclosure of recommendations for action. It was moved by Dr. Jerry Corcoran and seconded by Gerald Waszkowiak to approve the Consent Agenda as presented. Motion carried.

The following items were approved in the Consent Agenda:

- NCI Works (May 28, 2019 Meeting Minutes as corrected. It was noted that Teresa Strum was present at the May 28, 2019 Meeting. It was also noted that the minutes reflected that July 24, 2019 was the next meeting and the correct date should be July 23, 2019)
- Employer Engagement Committee Report (June 4, 2019 Meeting Minutes)
  - Recommend that the Business Relations Representatives begin connecting information from employers regarding their "pain points" and report the information to the Employer Engagement Committee
- Business Liaison & Marketing Committee Report (June 5, 2019 Meeting Minutes)
  - Approval to embed the podcast player on the NCI Works website rather than using a link to the host
- Youth Committee Report (June 11, 2019 Meeting Minutes)
  - Recommended to structure a "Reverse Hiring Event"
- Targeted Population Committee Report (June 19, 2019 Meeting Minutes)
  - Agreed to move forward with the "next steps" of the Assessment Study

## **Reports**

### Oversight Committee

Gerald informed members that the Oversight Committee met prior to the NCI Works meeting and reviewed the Financial Reports for April and May 2019. He told members that the financial reports were satisfactory and recommended approval by NCI Works. He also told members that the Oversight Committee reviewed the Partner Referral form that tracks customers being referred between the Partner Agencies. Next, he said that the Oversight Committee reviewed the Customer Feedback cards from the One Stop Operators and found them to have positive remarks about the staff at the One Stop Center. Gerald informed members that the following Apprenticeship Programs were added to the Eligible Training Provider list:

- LCN – A Division of Allegion
  - ✓ CNC Operator/Programmer
  - ✓ Multi-Craft Technician
  - ✓ Tool & Die Maker

Martin Engineering

- ✓ Tool & Die Maker

He told members that Apprenticeship Programs are automatically added to the Eligible Training Provider List by the State.

Gerald Waszkowiak motioned to approve the Financial Reports (including the WIB Budget) for April & May 2019. Motion was seconded by Tom Pigati and carried.

## **Other Business**

### Services Integration Self Assessment Summary

Pam informed members that the Services Integration Self-Assessment Summary is something that all Partners will be doing to rate the delivery of services to constituents in the 8-county region. Pam referred members to a handout that was included with the meeting materials. She said that LWIA #4 is a pilot project and we will be meeting the first part of August to begin the process. Pam told members that the Self-Assessment is due to the State September 20. Jim Andreoni asked if the Assessments will be presented to NCI Works. Pam said that NCI Works will be responsible for assessing the information.

### Approval to modify and increase Trade Case Management Grant (PY 18-651004)

Annette informed members that the Trade Case Management Grant was increased by \$10,127 bringing the total grant amount to \$23,386.00. Linda Burt motioned to approve the Trade Case Management Grant as presented. Motion was seconded by Jim Andreoni and carried.

### DCEO Monitoring Report

Pam reported that DCEO recently monitored the programmatic and fiscal components of BEST, Inc. and there were no findings. She said that a copy of the letter was sent to all members under separate cover.

### Success Stories

Cary informed members that Success Stories were included with the meeting materials and encouraged

members to read them.

### Opioid Grant Update

Cary stated that all members received an email from Pam yesterday announcing that Opioid Grant Award that includes LWIA #4. Pam told members that she submitted 4 projects and based on what she read in the press release we must have had at least 1 approved. Jim Andreoni asked Pam to remind members what the 4 projects that were included in the grant. Pam outlined the 4 projects:

- Education Coordinator for Perfectly Flawed
- Certified Registered Nurse for Sinnissippi
- IVCC requested an individual to go around to help education teen parents and/or pregnant teens about addiction
- BEST has applied to hire 2 Job Coaches to help up to 20 individuals who lost their job due to addiction

Pam said that she requested \$650,000 for all 4 projects to operate 18-24 months. She said that the State of Illinois received 5.6 Million so projects will be happening throughout the State. Kris Noble asked about a sustainability plan for these projects. Pam responded that sustainability is not required, but is part of the local plan.

### Public Comments / Recognition of Guests

Pam introduced Jessica Green to members. Jessica is the Controller for BEST, Inc. and works out of the Dixon Fiscal Office.

### Miscellaneous Reports:

- Teresa informed members that AHEC will be providing mental health first aid training through a grant that they received. She said that the training is August 12 and space is limited, but if anyone is interested to contact her. Linda B stated that St. Margaret's Health is also offering that opportunity if anyone is interested.
- Dan informed members that Blackhawk Hills hired an individuals through the Internship Program funded by BEST, Inc. noting it was a success
- Pam reported that Honeywell in Galena has been certified as a Trade Event meaning that BEST, Inc. will be able to provide additional assistance to the 57 that were laid off.
- Targeted Population Committee will be moving towards the development of a curriculum to serve those individuals of the targeted population (individuals with disabilities, individuals returning from incarceration, veterans). She told members that Joel Torbeck, who has been working the LaSalle County Redeploy Program, will be putting together a curriculum to present at the next Targeted Population Committee meeting in August.
- Pam informed members that they should have received a membership engagement survey and asked them to complete it if they have not already done so.
- Linda informed members that NCI Works will be heading into a compliance period when documents such as the Regional Plan, Local Plan, Memorandum of Understanding (MOU), and One Stop Center Certification will need to be reviewed. She said Pam has asked that during this interim period if the Executive Committee could meet to review the drafts of these documents and then present them to the full Board under the Consent Agenda. Linda said that all members would be invited to attend the Executive Committee meeting if interested. Jim Andreoni motioned to allow the Executive Committee to review the compliance documents as needed in

the coming year and present them under the Consent Agenda. Motion was seconded by Dan Fitzgerald and carried.

- Dianna informed members that the CMA program has been submitted to ICCB by IL Valley Community College
- Jo Ann informed members that she will be sending out the Mileage Reimbursement form for Program Year 2019 (July 1, 2019 – June 30, 2020).

Next Meeting

It was noted that the next meeting is September 24, 2019.

Adjournment

With there being no further business, Dan Payette motioned to adjourn. Motion was seconded by Justin Wiggins and carried. Meeting adjourned at 6:26 p.m.

Jo Ann Johnson

Approved by:



Mary Boogemans  
NCI Works Secretary