

**NCI Works
Meeting Minutes
March 19, 2019**

The NCI Works Meeting was called to order at 5:30 p.m. by Co-Chairperson Cary Robbins. Roll call was taken.

Name	Present Illinois Valley Community College	Present Sauk Valley Community College	Present Highland Community College	Present Carroll County Housing Authority	Absent
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): Jo Ann Johnson, Amy Trimble (Starved Rock Lodge & Convention Center)

OTHERS PRESENT (SVCC): Pam Furlan, Dianna Schuler (BEST, Inc.), Diane Bausman (Blackhawk Waterways Convention and Visitor's Bureau)

OTHERS PRESENT (HCC): Evan Talbert (Highland Community College)

Chair Comments

None

Hospitality Panel Discussion

Cary introduced Evan Talbert, Hospitality Instructor, Highland Community College; Diane Bausman, Executive Director, Blackhawk Waterways Convention and Visitor's Bureau; and Amy Strawn, Director of Human Resources, Starved Rock Lodge and Conference Center to members.

Evan started the discussion by sharing information about the Hospitality Programs that are available through Highland Community College. He informed members that Highland Community College has certificate programs in Restaurant Management, Hotel Management and Hospitality. He continued by saying that these classes not only focus on the skills needed for the industry but also fundamental life skills. Evan said that students enrolled in the Hospitality Program receive hands on training while working real events. Continuing, Evan informed members that Highland Community College also offers Associate of Applied Science in Hospitality Management that is in partnership with Swift Hospitality Group. He said that this degree is designed to provide pathways for those pursuing a career in the hotel and hospitality industry. Evan told members that the Hospitality Management students gain the core skills needed to be successful in entry level positions. Such positions, he said, include Front Desk Manager, Food and Beverage Manager, Sales Coordinator, Executive Housekeeping, Bartender/Server, and Maintenance Supervisor. In conjunction with Northern IL University, Evan told members that students have an option to enroll in the Bachelor of Science in Hospitality and Tourism Management. This program, he said is designed uniquely for hospitality professionals. Evan said that this program offers the most up-to-date knowledge of hotel operations, food service, meeting and event management, as well as the skills needed to work in the industry's complex business environment. Evan then provided members with an overview of the Internship Program offered at Highland Community College. He said that students in the Hospitality Management Program receive realistic work experience that includes both a strong operational foundation as well as exposure to management tasks, duties and responsibilities. The Internship Program, Evan said, is 225 contact hours and can run from 12-weeks to 9 months depending on the student. He told members that the Internship Program is flexible.

Diane Bausman then provided members with an overview of Blackhawk Waterways. She said that Blackhawk Waterways is a non-profit dedicated to promoting the Illinois counties of Carroll, Lee, Ogle and Whiteside as a tourism destination, and dedicated to help plan and coordinate trips or events. She told members that Blackhawk Waterways is governed by a 16-member Board of Directors and they

receive funding through the hotel tax. She said that in addition to receiving the hotel/motel tax, they also receive contributions and state grant(s). Their total budget is about \$295,000/year. Diane said that workers are needed in hotel/motel, restaurants, shops, etc. These types of jobs consist of a front desk clerk, administrative assistant, retail clerk, etc. The main objective of the Blackhawk Waterways is to promote tourism to related businesses and historic sites. She said that many volunteers are also needed. Diane also noted that effective advertising is needed to promote the local areas. She commented that social media is the quickest way to promote the area.

Amy Strawn informed members that she has been the HR Director at Starved Rock Lodge & Convention Center for almost 11 years. She said that they struggle filling entry level jobs. Amy said that the generation today wants to be hired as a supervisor without knowing the skills of the actual job. She told members that they created an in-house program to cross train their staff not only at the management level, but their lead employees with the hopes to retain them longer on the job.

Amy Trimble with Starved Rock Lodge & Convention Center commented that their biggest problem is getting young people that have no skills. She said that they do not know the basics of how to wipe off tables or sweep floors. Amy said a concern is that if minimum wages in Illinois goes up to \$15.00 people are going to be motivated to improve themselves. She told members that when she completed her degree, she had to work all aspects of hotel management from working as a coat check clerk, cleaning toilets and even cook. She said that it was a challenging endeavor.

Kris Noble, Executive Director, Sauk Valley Chamber of Commerce commented that in her area employers are willing to help employees with soft skills and building skill sets. However, she said that we are at a point in history where education is not a priority to teach essential skills. Kris continued by saying that schools are more into the academic and standardized tests. Kris said that conversations need to be held at the middle school level about career pathways.

In closing, Pam suggested that at the next meeting, we discuss what skills are lacking in workers and build the next Industry Brief around those issues. She suggested that the panel could include personnel from businesses and schools. Jim Andreoni agreed that school participation would be needed in such a presentation. He also stated that if the schools taught soft skills it may not be counted toward graduation credits. Kris Noble told members that 6.25% of students are graded on soft skills. She said that Career & Technical Education (CTE) has a Plan in place by 2020. Dan Payette asked about any good examples of employers providing assistance, paying for education to ensure that students are able to acquire the skills needed. Kris Noble said that McDonald's has a corporate training program for students and locally, she said the owner of Culver's has a good program. She told members that Sauk Valley Chamber of Commerce is working with local businesses that are training their own employees in soft skill training.

Evan Talbert stated that Highland Community College is also working with employers either through scholarships or internships for graduating seniors. Amy Strawn said that Starved Rock Lodge & Convention Center has an in-house manager training program.

Consent Agenda

Cary informed members that the Consent Agenda was included with the meeting materials. He told members that anyone can remove an item from the Consent Agenda list upon request for discussion. Cary 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 Linda Burt and seconded by Jim Andreoni to approve the consent Agenda as presented. Motion carried.

The following items were approved in the Consent Agenda:

- NCI Works (November 27, 2018 Meeting Minutes)
- Executive Committee (January 23, 2019 Meeting)
 - Approve Sponsoring of a CMA Registered Apprenticeship Program
 - Approve the Hiring & Retention Survey Report Strategies
 - Approve MOU Independent Negotiator Request for Proposal
 - Approve Special Youth Project Request for Proposal
 - Approve the Financial Reports (October & November 2018)
 - Approve transfer up to \$100,000 from the Dislocated Worker Grant to the Adult Program in order to serve additional individuals eligible for the adult program.
 - Approve Apply for DCEO Grants that support the NCI Works Mission and Goals
 - Approve Work Based Learning: On-the-Job Training Interim Policy
 - Approve Work Based Learning: Interim Incumbent Worker Policy

Reports

Oversight Committee

Linda noted that since the Oversight Committee did not meet, Pam (Furlan) would present the information from that committee.

Review and Approval of the Financial Reports

Pam introduced Annette Pace, BEST, Inc. Finance Director to members. Annette informed members that the December 2018 and January 2019 Financial Reports were included with the meeting materials. She told members that as of the January 2019 report, 81.4% of the WIOA funds have been obligated. Annette said that the Adult Direct Training expenditure is 63.6%; the Dislocated Worker Direct Training expenditure is 63.9%; and the Youth Work Based Learning Percentage is 28.7%. Annette said that all expenditure levels exceed minimum requirements. Randy Freeman motioned to approve the December 2018 and January 2019 Financial Reports as presented. Motion was seconded by Cary Robbins and carried.

Review of the Partner Referral Report

Pam referred members to the Partner Referral Report that was included with the meeting materials. She said that this report represents individuals between referred between the partner agencies. Pam told members that this report is provided as information.

Review and Approval of Partner Report

Referring to the Partner Report that was included with the meeting materials, Pam told members that this report tracks individuals that are being served by each of the program offices. She said that staff will track the individuals going through the different programs. Pam said that the Oversight Committee will review this report to ensure that services are being provided as stated in the Memorandum of Understanding (MOU). Jim Andreoni asked if there were any benchmarks for the report. Pam

responded that some of the partners do have goals, but others do not, so it is difficult to get that information for all partners listed. Vanessa commented that each Partner will be looking at the information from a different perspective and track the outcomes differently. She also noted that some of the programs run on a different cycle. Jim Andreoni motioned to approve the Partner Report as presented. Motion was seconded by Vanessa Hoffeditz and carried.

Review of the PY 18 Local Performance Measures for Title IB

Pam reported that BEST, Inc. is meeting 4 and exceeding 7 of the performance measures. She stated that BEST, Inc. is doing good and in compliance with our expectations.

Customer Feedback from One Stop Operators

Pam presented the Customer Feedback cards saying that all noted positive comments. Linda asked if the staff that were mentioned on the Customer Feedback cards were recognized for their efforts. Since these individuals are IDES staff, Rhonda said that she does share the information with the staff and is hoping to implement some type of recognition program for her staff.

Eligible Training Provider List Update

Pam reported that two Apprenticeship Programs (Machine Builder & CNC Precision Machinist) were added to the Eligible Training Provider list for FN Smith. She told members that Apprenticeship Programs are automatically added to the Eligible Training Provider list.

Other Business

One Stop Site(s) Discussion

The next item on the Agenda was to consider designation of non-comprehensive One-Stop Center Partner Offices in LWIA #4. Pam provided an overview for members explaining the differences between the One Stop Center, Access Sites and Affiliate Center. She told members that each Local Workforce Area has to have 1 One Stop Center. According to State Policy, Pam said, we have to recognize offices as either affiliate or access. In our area, Pam told members, we have more of an access center. She said that anyone can go to any IDES, Tri-County Opportunities, Adult Education, etc. and receive information on any of the Partners. For an office to be considered an access site they do not need to be included in operating costs in the MOU nor do they need to go through the certification process. The affiliate site does require more requirements and does have to be certified by the State. Pam suggested that the LWIB direct partners to hold a discussion regarding offices being considered as an access site or an affiliate site. Pam noted that of the 16 total Partners, there are only 4 partners that are required. Vanessa motioned to direct partners to discuss offices being considered as affiliate or access sites. Motion was seconded by Linda Burt and carried. Pam commented that State Policy requires partners to discuss this matter.

Trade Case Management/Trade Grant

Annette presented a modification to the PY 17 Trade Case Management Grant noting that it increased to \$12,259.00. She then presented the Trade Grant for Program Year 18 stating the amount would increase to \$42,218.22 but told members that the amount will fluctuate based on enrollment. John Spencer

motioned to approve the Trade Case Management Grant for PY 17 and the Trade Grant for PY 18 as presented. Motion was seconded by Randy Freeman and carried.

Status Report for Talent Pipeline Grant

Pam informed members that training will begin in a few weeks for the Rapid Talent Pipeline (RPTI) Teams. These teams, Pam said, will be working with businesses that participate in our Rapid Talent Pipeline Initiative.

Status Report for Targeted Population Grant

Pam informed members that the survey of hiring practices of businesses has been completed and we are getting ready for the final report.

Ogle County Realignment

Pam informed members that the Department of Labor approved the waiver from DCEO to keep Ogle County in Local Workforce Area #4. She said that the waiver has been approved through July 1, 2020. Pam told members that DCEO intends to reapply for a waiver for the following 2 years.

Health Care Summit Update

Pam informed members that the next meeting for IL Valley Community College is scheduled for April 10th at 7:15 a.m.

She said that the Sauk Valley Community College group is currently surveying provider interest in either continuing the group or changing the format/delivery of the meetings.

Success Stories

Linda informed members that copies of Success Stories were included with the meeting materials and encouraged members to read them.

Business Employment Skills Team, Inc. Staffing Structure

Pam informed members that Annette Pace was recently promoted to the Finance Director for BEST, Inc. She said that Jessica Green was promoted to the Controller and Beth Hollaway was hired as the Accountant. Pam said that BEST, Inc. has a strong fiscal department.

NCI Works Membership List / Committee Structure

Cary reported that copies of the NCI Works Membership List and Committee Structure were sent to all members. He asked that if a member is not currently on a committee that they make a selection and let Jo Ann know so that she can include them on the meeting notices.

WIOA (Workforce Innovation & Opportunity Act) Glossary

It was noted that a copy of the WIOA Glossary was included with the meeting materials.

2019 Meeting Schedule

Linda informed members that the next meeting will be May 22, 2019.

Public Comments / Recognition of Guests

Randy Freeman commented about the merger that was announced between IL Valley Community Hospital (Peru) and St. Margaret's Health (Spring Valley). Linda stated that the merger will be good for the community and said that they are trying to be transparent. As a St. Margaret's Health Board Member, Jim Andreoni told members that the hospital management teams are meeting with the consultants from both hospitals to continue discussion of the merger. Linda commented that the health care landscape is changing faster than anyone can adapt. She said that it is work in progress and more information will be available during the summer.

Pam informed members that BEST, Inc. was recently monitored by the Department of Labor. She told members that during the exit conference, we were told that there were no major findings. Pam said that they had a glowing report on the programs and business services and how effectively we covered all 8 counties. She also told members that they were very impressed with some of the initiatives of NCI Works like the industry briefs, podcasts, sector strategies, etc. Pam told members that they were very impressed the discussion they had with Patty Head. Pam said that they complimented Patty on her knowledge of what NCI Works does and the role that she plays on the Board. Pam thanked Patty for her taking the time to talk with the Department of Labor. Pam said that the Department of Labor monitors identified some consistencies with our internal documents and recommended that the Career Advisors include more details in their customer case notes. She also told members that 2 issues were identified that need to be addressed by the State.

Tom Pigati complimented Pam saying noting the amount of paperwork that is needed to help customers. Pam thanked Tom for his compliment and thanked the NCI Works Board members for volunteering to their time to provide oversight to the program and services. Pam stated that BEST staff and the local workforce board are outstanding individuals.

Adjournment

With there being no further business, Linda Burt motioned to adjourn. Motion was seconded by Tom Pigati and carried. Meeting adjourned at 6:50 p.m.

Jo Ann Johnson

Approved by:



Mary Boogemans
NCI Works Secretary