

GEORGIA MOUNTAINS REGIONAL COMMISSION
WORKSOURCE GEORGIA MOUNTAINS
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July 27, 2017

Minutes

The Georgia Mountains Regional Commission Workforce Development Board (GMWDB) met on July 27, 2017 at 4:00 PM. The meeting was held at the Rabun County Civic Center located at 201 West Savannah Street, Clayton, GA. Handouts were made available as visual aids. Also, a sign-in sheet was distributed and the following were present:

Members Present

Charlie Auvermann
Tim Bala
Chris Dockery
Thomas Bridges
David Cagle
Pat Freeman
Mitch Griggs
Robert Long
Deborah Mack
Ken Schubring
Bill Chafin
Beth Williams
Mark Ivester

Staff

John Phillips
Diane Jackson
Dawn Bruce
Nona Turk
Andrea Newsom
Heather Feldman
Dan Thornton

Guest

Janet Chapman
Benjie Hopkins
Marsha Hopkins
J.B. Jones
Dean Scarborough

Members Absent

Hillary Corey, Cassandra Hunter, Sam Norton, Andrea Gibby, Tony Hoyle, Rhonda McLean, Dr. Ray Perren, Marion Trusty, Will Wade, and Danette Smith.

Call to Order/Welcome

Deborah Mack, Board Secretary, welcomed the attendees and called the meeting to order. Due to a lack of a quorum the non-voting items were discussed first to allow other members time to arrive.

New Business

One-Stop Certification Update

The Workforce Innovation and Opportunity Act (WIOA) requires the State Workforce Development Board, in consultation with Chief Local Elected Officials and local Workforce Development Boards, to establish objective criteria and procedures to use when certifying its American Job Centers (AJCs).

The certification process establishes a minimum level of quality and consistency of services in AJCs across a state. The certification criteria allow states to set standard expectations for customer-focused seamless services from a network of employment, training, and related services that help individuals overcome barriers to obtaining and maintaining employment. The certification is comprised of:

- Customer Flow of Services
- MOU
- Operational Details
- WorkSource Branding Identifier
- Customer Satisfaction
- Continuous Improvement
- Accessibility
- Equal Opportunity Certification

A local board may develop additional criteria relating to service coordination achieved by the One-Stop delivery system, for purposes of assessments, in order to respond to labor market, economic, and demographic, conditions and trends in the local area.

All WorkSource Georgia Mountains and Affiliate Sites were surveyed in the Certification Process. Affiliate Sites are defined as any site that provides case management for WorkSource Georgia Mountains customers. These include:

- WorkSource Georgia Mountains One-Stop
- Goodwill of Northeast Georgia
- Lanier, North Georgia, and Athens Technical College
- Gainesville, Habersham, and Toccoa Career Centers

This Board gave approval at the last meeting for the Executive Committee to review and approve the One-Stop Certifications then bring them to the next Regular Board Meeting. The Executive Committee met on June 29, 2017 and approved the One-Stop Certifications. A copy of the Certification is available for review.

Georgia Mountains One-Stop Update

Benjie Hopkins with Hopkins Associates explained that he and his wife, Marsha Hopkins had contracted with the WD Board on July 3, 2017 to be the Operator for the WorkSource Georgia Mountains One-Stop. One of the first things they felt they needed to do was to read the WIOA Law, the Partner Memorandum of Understanding (MOU) and also to look at the Partner agencies websites to be able to have a better understanding of the Partner's services. The second item was open communication with the Partners. Hopkins Associates would like to meet with the Partner agency's leaders and their staff. This would help them to get to know them and to understand their culture. On July 19th and 20th Hopkins Associates attended the 2017 WorkSource Georgia WIOA Convening that was held in Duluth Georgia. The Convening allowed Hopkins Associates to meet with other WorkSource Areas and to learn about what was going on in different WorkSource Areas within the State. The third thing was the setup of the work space within the One-Stop. The lobby in the One-Stop should be customer friendly and customers should be able to understand what is going on when they step into the One-Stop lobby. Hopkins Associates has been working with North Georgia Technical College's (NGTC) Photography Department and the College would be providing pictures of people working to be displayed in the lobby of the One-Stop. The Partner's offices in the One-Stop would begin to be set up in the next few days. Hopkins Associates was beginning to see a Partner presence within the One-Stop. Lanier Technical College would be providing

GED classes at the WorkSource Georgia Mountains One-Stop. The fourth item Hopkins Associates had been working on was the WorkSource Georgia Mountains website. Hopkins Associates would be sharing the website address with the Board and all of the partners in the coming week. Included on the website would be a shared calendar that would show the dates for when the partners would be at the One-Stop office. The website can be converted to the Spanish language, if needed. Hopkins Associates would also be creating a WorkSource Georgia Mountain's One-Stop Facebook page.

Hopkins Associates informed the Board of the new FutureWorks System that was now available. This system allows WorkSource Georgia Mountains to provide reports to the Board. The Board would be able to see how the WorkSource Georgia Mountains area compares to other areas within the State. A Partner meeting was held on Tuesday, July 25, 2017. All of the Partners attended and were willing to do their part. Hopkins Associates stated that they feel things are off to a good start and they will be able to accomplish everything that the Board had asked of them.

Heather Feldman, Georgia Mountains Regional Commission (GMRC) Executive Director stated that based on the feedback from the State that WorkSource Georgia Mountains was one of the few within the State that has their One-Stop was up and running.

Budget

Nona Turk, Financial Assistant stated that due the end of the fiscal year, there was no new information to report on the budget. Nona introduced new Finance Director, Andrea Newsom.

Andrea stated that she wanted to come to the WD Board meeting to meet the Board and to let everyone know that she was available if anyone had questions. The Finance Department was very excited about some of the strides the Finance Department has made and to have a line item budget, for the first time in history. Andrea met with Bill Chafin, GMRC Audit/Finance Committee Chairman and GMRC Executive Director, Heather Feldman to establish the line item budget and the new 2018 Budget. A new fund named Fund 500 had also been created which would separate all of the WIOA funds. Prior to the creation of the new fund, WIOA money was kept in a federal fund by department numbers. Andrea stated that she was looking forward to working with the Board and thanked them for the opportunity.

New Training Providers

Dan Thornton, Senior Adult Dislocated Worker Case Manager/Rapid Response, introduced himself and presented the review of each training provider that had submitted an application for consideration to become an approved provider for the WorkSource Georgia Mountains area.

1. Play to Learn Consulting Inc. which is located in Flowery Branch Georgia submitted an application. The recommendation from the staff which reviewed the application was to approve for a trial program for the Youth program. During discussion, it was announced that a quorum was established and the Board would now be able to vote. Mitch Griggs made a motion to table until additional missing information was received. Bill Chafin seconded and the motion passed unanimously.
2. The training provider application from the University of North Georgia Professional and Continuing Education included; Human Resource Management Certification, Lean Six Sigma Green Belt Certificate, Project Management, and Microsoft Office Certificate.

The Human Resource Management program is 13 weeks long and the cost is \$1499.00. The completion rate for this program is 89% and credential rate is also 89%. After a detailed discussion, Mark Ivester made a motion to approve the Human Resource Management program. Chris Dockery seconded and motion passed unanimously.

The Lean Six Sigma Green Belt Certificate program is one week long consisting of five days with a total of 35 hours. The cost of the program is \$3000.00. After detailed discussion, Charlie Auvermann made a motion to table until additional information was received regarding the cost of the program. Chris Dockery seconded and motion passed unanimously.

The Project Management program cost is \$1897.00 and is a total of seven days. Participants attend two to three days per week. The Project Management program completion rate was 93%. Mitch Griggs made a motion to approve the Project Management program. Ken Schubring seconded and the motion passed unanimously.

The Microsoft Office Certificate program cost \$999.00 and participants attend a total of six classes that are six hours per week. After detailed discussion, Charlie Auvermann made a motion to table until the Board could get a better understanding on the program. Ken Schubring seconded and motion passed unanimously.

3. Lanier Technical College submitted an application for a new CDL-A truck driving training program. The length of the program is eight weeks long and the cost is \$1990.00. Bill Chafin made a motion to approve the CDL-A training program. Charlie Auvermann seconded and motion passed unanimously.
4. North Georgia Nursing Academy submitted an application that included five different training programs. The first was for Medical Assisting. The Medical Assisting Program is twelve hours per week Monday and Tuesday and the total training length is fourteen to twenty days. The cost of the program is \$3385.00. The program includes an internship. Robert Long made a motion to approve based on staff's recommendation as a trial basis, assisting five students. Charlie Auvermann seconded and motion passed unanimously.

Phlebotomy Tech is an eight week program and the cost is \$1315.00. The completion rate is 91% and the employed in field rate is 5%. Staff's recommends not approving due to the employment related performance rate. Bill Chafin made a motion not to approve based on staff's recommendation. Ken Schubring seconded and motion passed unanimously.

Dialysis Tech is an eight week program attending Wednesday thru Thursday for twelve hours per week. The cost is \$2925.00. The performance for training related employment was 96%. Robert Long made a motion to approve based on staff's recommendation of a trial basis assisting five students. Charlie Auvermann seconded and motion passed unanimously.

Certified Nursing Assistant (CNA) program is a four week program, Monday thru Thursday for a total of 24 hours per week. The cost of the program is \$962.00. Staff recommendation was not to approve, due to low wages and CNA does not require training in order to obtain a job in the field. Bill Chafin made a motion to follow staff's recommendation. After a detailed discussion, Chris Dockery seconded and motion passed unanimously.

Patient Care Tech program is an eight week program and the cost is \$2315.00. After the staff's review the recommendation was not to approve due to training not being required to obtain employment and low wages. Robert Long made a motion to follow staff's recommendation of not approving. Ken Schubring seconded and motion passed unanimously.

Definition of Excused Absences

The Department of Economic Development has mandated that Board Members be removed from the Board after three consecutive absences. This is also in the Bylaws. Georgia Mountains Regional Commission allows Board Members who have a legitimate excuse to request through the Chair to ask the Executive Committee to excuse an absence. Called Board Meetings are very important, but the Board needs to discuss if a called meeting should be counted as an absence or should this only apply to regular scheduled meetings. After a detailed discussion, Mitch Griggs made a motion that in order for an absence to count, a called meeting notice must be sent out at least two weeks' prior to the called meeting. If less than a two week notice, the absence would not count. Chris Dockery seconded and motion passed unanimously.

Old Business

Consideration of Minutes

Chris Dockery made a motion to approve the June 22, 2017 minutes. Ken Schubring seconded and motion passed unanimously.

Adjournment

Ken Schubring made a motion to adjourn. Bill Chafin seconded and the motion passed unanimously. Meeting adjourned at 5:15 PM.


Board Chair, Andrea Gibby


Secretary, Deborah Mack