

**Tri-County Workforce Investment Board
Board Development Day**

October 2, 2014
10:00 a.m. – 3:00 p.m.
Katahdin Region Higher Education & Training Center
East Millinocket, Maine

Attendees:

Lori Calderone	Scott Moulton	Nicole Fletcher
Denice Conary	Joanna Russell	Deb Burwell
Scott Cuddy	Steve Pound	Kerry Tripp
Chuck Ellms	Kerry Sack	Jane Black
Jon Farley	Ben Sprague (Chair)	
Julie Johnston	Gordon Stitham	

Via phone: Hillary Johnston, Candy Ewer

Guests:

Ed Upham	Joan Dolan
Tim Griffin, DOL	Ginny Carroll

DRAFT Meeting Summary

1. Welcome and Introductions

Attendees were welcomed to the TCWIB and introductions were made.

2. Review Agenda & Housekeeping

- Ask questions
- Voice perspective/share air time
- Need good strong direction
- Common ground
- New/creative ideas
- Make a strong system/good collaboration
- Talk about how the TCWIB responds to large business closings such as the recent Bucksport Mill.
 - Rapid Response (DOL)
 - WIA – what services are available; workshops; resources
- What are the challenges?
 - Training for new jobs; Trade certificates
 - NEG (National Emergency Grant) provides support services

- Company eligible for NEG's when service or product has gone overseas for production/sale

3. LWIB Business new members and voting

Chair Ben Sprague called the meeting to order. The following items were presented for discussion and vote:

Welcome new member Susan Farley. Unfortunately Susan was unable to attend today's meeting.

1) **MOTION & Vote to approve meeting minutes from June 19, 2014**

Motion made by Steve Pound; 2nd by Gordon Stitham to approve the meeting minutes from June 19, 2014. No discussion. Motion passed unanimously.

2) **MOTION & Vote to approve meeting minutes from August 5, 2014**

Motion made by Jon Farley; 2nd by Nichole Fletcher to approve the meeting minutes from August 5, 2014. No discussion. Motion passed unanimously.

3) **MOTION & Vote to approve Personally Identifiable Information Policy**

Motion made by Steve Pound; 2nd by Nichole Fletcher to approve Personally Identifiable Information Policy. No discussion. Motion passed unanimously.

4) **MOTION & Vote to approve Incident Reporting Policy**

Motion made by Steve Pound; 2nd by Gordon Stitham to approve Incident Reporting Policy. Discussion included the following comments:

Kerry Sack: Edits necessary. There are typos on the first page under Aroostook and Washington County. Kerry has passed this information on to Angela. Also a word of caution when referring to an attachment be sure to check the alignment of the margins. Just minor fixes needed.

Motion by Steve Pound; 2nd Kerry Tripp to approve as amended. No further discussion. Motion passed unanimously.

4. Working Agreements

- Identifying priorities – what does the Board want Joanna to do?
- Brainstorm maximizing resources

5. Labor Market information related to local areas – Ruth Pease, Economic Research Analyst, Department of Labor

Ruth discussed the current conditions and recent trends in the TCWIB Area 2 in her presentation. She shared information on the unemployment rate; monthly job count; by county and by industry; Statewide trends and Maine job outlook 2012 to 2022. All of this information can be found in her power point and may be requested by contacting Ruth at ruth.e.pease@maine.gov or by calling 207-621-5189.

6. Service Provider(s) Presentation

Jon Farley from Region 2's Workforce Development talked about the Program Year 2013 WIA Performance Overview. While all areas have the same performance goals, there is an uneven availability with respect to opportunities for training and/or employment.

What is the next big thing for the region? We need to maximize resources, but how?

There are jobs in other regions; employers need workers, workers are looking for jobs. One barrier is that a lot of unemployed workers do not want to relocate. Could worker housing be utilized? Create different pathways; help them see the path to relocating. Bangor drives the region and we will start to feel the impact in the next two years.

Mobilize Eastern Maine and Mobilize Northern Maine provide resources and strengths.

Millinocket feel like it is a dying part of the State; there is an older population in the area where many older workers are not retiring as quickly as they might have if the mill had been able to stay open and operating, and where will the youth find work? How do we bring the younger population to the table? Social media is a good way; however, it is not always available in the rural areas. Computer skills are lacking as is the opportunity for training.

7. Maine Apprenticeship Program – Joan Dolan, Apprenticeship Program Director, Strategic Partnerships; Healthcare Grant and CSSP program for the Department of Labor

Apprenticeship programs are largely found in the construction and trades sectors. In 2013, there were 1,700 apprentices working in various jobs. This program allows a participant to learn anything that is needed to be learned hands on that opportunity. We are seeing a high growth/high demand in the healthcare area. An example of this is a program being developed in Aroostook County for Polysomnography (PSG) (sleep studies).

There are also OJT (On The Job Training) opportunities. OJT= new hire. Someone in the OJT program cannot be hired before there is a contract signed with an employer.

New rule changes are being put into place for the CSSP (Competitive Skills Scholarship Program). We want to use the CSSP funds to expand the apprenticeship program dollars.

For additional information, you can contact Joan Dolan at joan.midola@maine.gov or 207-623-7969

8. Ginny Carroll, Maine Department of Labor

Workforce Investment Act is now being called the Workforce Innovation & Opportunity Act (WIOA).

Right now there is \$10M in funds for the whole State.

Changes include:

- Deeper alignment of programs
- Adult / Dislocated Workers/ Youth – remain the same
- Wagner-Pyser – remain the same
- Board size requirements
 - Business representatives have larger portion of 51%
 - Represents labor (workers, apprenticeships)
 - Representatives – economic
 - Representatives – education (higher ed, tech)
 - Not required to have a Youth Council
 - Servicing those with disabilities
 - Hands on learning

All have the same performance goals but have added:

- Number of individuals to receive credentials (performance tracking)
- Services – meeting needs of employers
- Skills gains tracking for adults

- MIS system is outdated
- Pay for training – vendors will be required to file reports on success of programs, wages after hire and length of service in industry that participants have been trained.
- Collaborative plan – the four (4) partners will need to create a collaborative plan on how they will work together; what resources can be packaged together?
- CareerCenters will be branded and certified
- Board will be certified
 - Meet/exceed performance measures

Questions/Comments

Will there be funding for innovation pilot programs? Yes

Single parents face a challenge due to available daycare. All daycares are full.

Before combining the two WIBs, the TCWIB talked about challenges that the region faces and worked to come up with three priorities for further discussion.

Again the issue with lack of daycare was discussed. Some companies are creating in-house daycares for employees. Should it be or is it a tax incentive for a company to sponsor a program like this? The Community College offers day care services.

1. Computer skills/proficiency
 - a. The Hammond Street Senior Center offers training
 - b. The Bangor Public has a few courses; some on-line training
2. Communication (tools/methods/strategies)
 - a. Calendar challenges – getting the right people together at the same time
3. Day care – Cost and availability
4. Asset mapping
5. Industries build around – what do well/history
 - a. Build up strong industry around what we do well
 - b. Consider history of successful business that thrived (in their day), but did not survive
 - c. Where are the weaknesses connecting the trends?
6. Make being employed “sexy” again
7. Make the region a destination for raising families

SWOT - Strengths, Weaknesses, Opportunities and Threats

Improve Technology
Economic Development
High speed internet in rural areas
Health Insurance (older workers)
Health Insurance (credit for businesses)
Social Security offset

Geographic relocation
Maximum power of business
Increase wage and benefits for our workers
Define “sustainable living wage”

BREAK / LUNCH

AFTERNOON SESSION:

After lunch both the Aroostook County WIB and the Tri-County WIB came together to continue the discussion of best practices and what we need to look at to continue to remain successful in our efforts to help the out of work customers.

Best practices for both Area 1 and Area 2

- Recommend that others go through the programs offered in the greater Bangor area as well as the outlying areas
- Challenges – previously discussed in the morning session
 - o Transportation
 - o Day care
 - o Internet service
 - o Lack of family support
 - o Stereotyping
 - o Challenges become more apparent every quarter.
- Adults
 - o Résumé building for job search to be more productive
- Ex-offenders
 - o These participants have a harder time finding employers who will hire them

Both NMDC and the WIA program under EMDC have reached out to employers and have had the conversations to identify the necessary skills needed by prospective employees in order to make them more valuable to the organization. If an applicant already has those skills necessary, they are matched up with the appropriate employers.

WorkReady programs are being offered to assist applicant the opportunity to receive valuable training and information to help prepare them for the interviewing process. Everyone who goes through the training is guaranteed an interview.

Workforce housing – make this an attraction to local areas. How can we combine resources to help keep our dislocated skilled workers?

Communication!!!

The group was divided into groups and asked to come up with five (5) best ideas.

REFLECTIONS/COMMENTS on the exercise and the day overall:

- Some more strategic/some may require more effort
- Some boots on the ground/ready to go
- Work on “low hanging” fruit/easy to accomplish
- Feasibility – short term win
 - Tool for all board members to take to other meetings
- What was done today vs strategic plan
- Where do these (ideas) fit into the strategic plan
- Using one stop partners (communication)
- Use websites (portal)
 - Strategies to businesses to provide information
- Data provided by Ruth was helpful
- Bring someone in who has gone through the program to share experience
- Board Development Day was a misnomer; confusion about content that was going to be shared
- What does board development mean? Responsibilities/roles/expectations
- Nice to bring the two (2) groups together; maybe do something on a more social level as well
- Worth the time – yes

EVALUATION:

- What went well?
- Take aways?
- What could be done differently? / In addition
- Any surprises? “Ah-ha moments?”
- Meet again in six (6) months?

Taken by
Jane Black