

**WORKFORCE DEVELOPMENT BOARD**  
**December 8, 2015 – 11:08 AM to 1:38 PM**  
**COLLISION REPAIR & REFINISHING TECHNOLOGY CENTER**  
**(PROCUREMENT CIRCLE)**

Members Present:

Mr. David McCune  
Mr. Richard Everett  
Ms. Esther Acker  
MG Rodney Anderson  
Ms. Charlene Cross  
Ms. Pam Gibson  
Mr. TJ Haney  
Ms. Linda Hoppmann  
Ms. Cathy Johnson  
Mr. John Jones  
Mr. Randall Newcomer  
Ms. Jody Risacher  
Ms. Esther Thompson  
Ms. Cynthia Wilson

Members Absent:

Ms. Amy Cannon  
Ms. Brenda Jackson  
Ms. Ellen Morales  
Mr. Josephus Thompson

Guests Present:

Ms. Nore Brantley  
Ms. Charlene Callahan  
Mr. Lee Caulder  
City Councilman Kirk deViere  
Mr. Paul Gage  
Mr. Chad Kormanek  
Mr. Chip Lucas  
Ms. Susan Mason  
Ms. Lorria Troy

Staff Present:

Mr. Jim Lott  
Ms. Nedra Rodriguez  
Ms. Wendy Klauke  
Ms. Peggy Aazam

**Items within this meeting subject to Approval Action:**

**Contract Funding:** Approved support staff to negotiate up to \$300,000 for the ResCare Adult and Dislocated Worker Program contract and up to \$100,000 for the Cumberland County Schools Youth Program contract to provide additional services; an additional \$50,000, split between both programs, will be used to purchase new computers for the Cumberland County Public Library System

**Youth Sub-Committee Report:** Approved to proceed with the development of a Request for Proposal (RFP) for both the Out-of-School and In-School WIOA Youth Programs for two years beginning on July 1, 2016 and ending June 30, 2018

**Request for Proposal for WIOA Adult & Dislocated Worker Program:** Approved to proceed with the development of a Request for Proposal (RFP) for the WIOA Adult and Dislocated Worker Program for two years beginning on July 1, 2016 and ending June 30, 2018

**Governor's Resolution:** Approval action to adopt the resolution was tabled until additional information could be obtained regarding the impact on and influence of Cumberland County and the region

**Annual Recognition Banquet:** Approved to proceed with planning for the 2016 Annual Recognition Luncheon

### **Sub-Committee Meetings (Called to order at 11:08 am)**

- **Business and Finance-** Ms. Linda Hoppmann, Chair of the Business and Finance Sub-Committee, presented two items for information:
  - **Finance Report-** Ms. Nedra Rodriguez, Accountant II, provided an update regarding the financial position of the Center as of December 7, 2015. Fiscal Year (FY) 2016 Workforce Innovation and Opportunity Act (WIOA) funds, along with the remaining FY2015 Workforce Innovation Act (WIA) funds, provide for a total of over \$3.4 million for FY2016. The accrued/obligated funds included in the report for Adult, Dislocated Worker, and Youth Services includes the current contracts for the programs. An unobligated balance of over \$760,000 remains in funds after taking into account expenses and known accrued/obligated/reserved funds. The Business and Finance Sub-Committee accepted the financial report as information only.
  - **Contract Funding-** Due to the unobligated balance of over \$760,000, and the Board's previous approval (at the October 6, 2015 meeting) to consider negotiating additional funding into the contracts, it was recommended that the WDB consider an action to allow for WDB support staff to negotiate up to \$300,000 for the ResCare Adult and Dislocated Worker contract and up to \$100,000 for the Cumberland County Schools Youth contract to provide additional services. In addition, it was recommended to provide an additional \$50,000 (with the cost to be split between the programs) to the Cumberland County Public Library System in order to purchase new computers. Mr. Jim Lott, Director, explained that the Career Center has been working with the library and has found them to be a valuable partner in the joint mission of assisting job seekers and employers. The library hosts job fairs and provides job seekers unlimited access of computers. The library has also proved to be a great source for finding out-of-school youth. Career Center staff have agreed to visit the library once a week, and library staff will be trained to assist individuals with registering with NCWorks Online. The endeavor will allow for the expansion of services for the community. Ms. Jody Risacher explained that the funds will be used to purchase laptops, which due to their portability, can be used at job fairs, classes and workshops offered by the library. The contractors will have up to June 30, 2016 (expiration date of the contracts) to use the additional funds; obligations will carry over into the new fiscal year. Ms. Hoppmann made a motion to bring the recommendation for the support staff to negotiate additional funding into the contracts and to purchase computers for the library to the full Board for their consideration; MG Rodney Anderson seconded the motion.
- **Youth-** Ms. Charlene Cross, Chair of the Youth Sub-Committee, presented two items of information:
  - **Youth Sub-Committee Report** – Ms. Cross provided a brief update on the Youth Sub-Committee, which met on Friday, December 4, 2015. Two youth participants and a Cumberland County Schools Counselor attended the meeting and shared their perspectives of the Youth Program and participating in work experience opportunities. According to the U.S. Department of Labor (USDOL), Employment and Training Administration (ETA), final regulations for the Workforce Innovation and Opportunity Act (WIOA) will be issued in 2016 after careful

review and consideration of the comments received as the result of the Notice of Proposed Rulemaking (NPRM) documents which were open to the public until June 15, 2015. In the meantime, the USDOL ETA has been releasing Training and Employment Guidance Letters (TEGLs), the most recent of which provided guidance for the Youth Program Transition (TEGL No. 8-15, dated November 17, 2015). With the shift under Title I of WIOA to expend at least 75% of Youth funding on Out-of-School Youth (OSY), the Department expects the cost per participant under WIOA to increase as many OSY require more intensive and costly services. Consequently, fewer participants might be served under the WIOA Youth Program due to the increased emphasis on the OSY population. The pool of individuals that will meet eligibility as an OSY has significantly increased due to: increased OSY age eligibility through the age of 24; only two categories of OSY require low income for eligibility; determination of low income status has also been expanded to include individuals who receive a free or reduced-price lunch and those who reside in “high poverty areas,” though this term has not yet been defined; and young adults who have not necessarily dropped out of high school but are of compulsory school age who have not attended school in the most recent school year quarter are considered OSY. A chart included in the report compared WIA and the new WIOA eligibility provisions. With the additional eligibility provisions, youth service providers are better able to reach young adults who are on the path to become disconnected. The TEGL also underscores the importance of working in partnership with the other core programs under WIOA, including Adult Education and Literacy and Vocational Rehabilitation. Attendees of the recent Workforce Development conferences shared their experiences and reported that Cumberland County is on the right track for the transition to WIOA. One of the biggest impacts that came out of a workshop is to not only consider the eligibility of an OSY but also their suitability for the program. We should not be fixated on bringing people in and getting caught up in numbers; when it comes to older youth, we need to concentrate on those who are self-motivated to succeed. The current contract with Cumberland County Schools, which began May 1, 2014, has an option for a third year extension. However, due to the major changes to the Youth Program with the passage of WIOA, the Youth Sub-Committee is recommending that the Board approve the development of a new Request for Proposal (RFP) for the Youth Program contract(s) to begin July 1, 2016. The RFP will allow for entities to apply for the In-School portion (25%), the Out-of-School portion (75%), or both. The Board and Youth Sub-Committee will be involved in the review of the proposals. Ms. Cross made a motion on behalf of the Youth Sub-Committee to bring the recommendation to the Board to proceed with developing an RFP for the Out-of-School and In-School Youth Programs for a new two year contract for the time period of July 1, 2016 through June 30, 2018. The next Youth Sub-Committee meeting is scheduled for noon on Friday, February 5, 2016 at the Career Center.

- **Update on Contract for WIOA Youth Program** – Mr. Chip Lucas, Executive Director, Career and Technical Education (CTE), for Cumberland County Schools (CCS), provided an update on the WIOA Youth Program as of December 4, 2015. There are currently 294 total youth participants, including those in follow up status. Staff members are working hard to secure sites for on-going, year-round work experience opportunities for Out-of-School youth participants. Among the secured and prospective sites are: Cape Fear Valley (three of four participants interviewed on November 12<sup>th</sup> have been hired); TJ Maxx (four participants interviewed and

hired; orientation began November 25<sup>th</sup>); Sophia B. Pierce & Associates (one participant hired to start December 1<sup>st</sup>); CCS Westarea Elementary School (one participant hired to start December 1<sup>st</sup>); City of Fayetteville; Veterans Administration Hospital; Hair in Motion Salon; Town of Hope Mills; Cross Creek Animal Hospital; FSU. Eleven participants have been cleared through Cape Fear Staffing and are ready to work. Staff is also very involved in professional development and outreach opportunities throughout the community and region, including: the Youth Partnership Luncheon on October 6<sup>th</sup>; Youth Summit Planning meeting on October 16<sup>th</sup>; Great Oak Youth Development Center Beyond High School Presentation on October 24<sup>th</sup>; NCWorks Partnership Conference in Greensboro, October 28-30<sup>th</sup>; Fayetteville Technical Community College (FTCC) HRD/CRC meeting on November 10<sup>th</sup>; Housing Authority Job Training Workshop on November 18<sup>th</sup>; Juvenile Crime Prevention Center meeting on November 18<sup>th</sup>; NC Youth Summit Planning Conference Call on November 19<sup>th</sup>; and the Job Corps Job Fair on November 20<sup>th</sup>. Eight youth participants attended the Cultural Enrichment Event on Saturday, November 7<sup>th</sup>; they enjoyed dinner at the Hilltop House Restaurant and then attended the play, "Guess Who's Coming to Dinner" at the Cape Fear Regional Theater. As of November 30, 2015, 57% of the FY2016 contract (which covers April 1, 2015-June 30, 2016) has been spent and/or accrued. Ms. Monica Greene was hired as the new Youth Case Manager, filling the position vacated by Mary Finney who left in August. Ms. Greene began on November 9<sup>th</sup> and previously worked at the Department of Social Services (DSS). Ms. Nore Brantley, Career Development Coordinator with CCS, visited the Tarheel ChalleNGe Academy in Sampson County on Monday, December 7<sup>th</sup>, to speak about the WIOA Youth Program and provide materials to Cumberland County residents. The Academy, which is sponsored by the State of North Carolina and the North Carolina National Guard, is a 22-week, military-oriented resident program that concentrates on providing high school dropouts and other young adults who, if left unguided, may be at risk for problematic situations. Ms. Brantley was invited to attend the graduation on Friday, December 11<sup>th</sup> and will continue to develop a partnership with the Academy, which is a great opportunity to expand knowledge of services and resources in the community. The Youth Subcommittee accepted the update as information only.

- **Planning and Evaluation**- Mr. Richard Everett, Chair of the Planning and Evaluation Subcommittee, presented two items of information:
  - **Update on Contract for WIOA Adult & Dislocated Worker Program** - Ms. Lorria Troy, Project Director for ResCare Workforce Services, provided an update on the WIOA Adult & Dislocated Worker Program. The report included updated year-to-date contract measures for the categories of Customers Enrolled in Basic Career Services, Customers Placed in Unsubsidized Employment, Customers Receiving a Training Service, Customers Enrolled in Intensive Service, and New Customers Enrolled in Occupational Training. Program highlights included enrolling 88 transitioning military into the OSHA 30 & Lean Six Sigma, CATV & Fiber Optics Training in partnership with the FTCC Transition Tech program, customer service training and team building activities for all Career Center staff, the development of a PowerPoint orientation for Center-wide programs and projects to be implemented as part of outreach and training activities, and orientation and initiation of training services for residents of the Fayetteville Metropolitan Housing Authority. 56% of the Adult portion of the contract and 47%

of the Dislocated Worker portion of the contract have been obligated. The report included participant triumphs of not only exited participants, but also those who have overcome challenges in order to get into training. The Business Services Coordinator has participated in various employer outreach and professional development activities, and he has initiated or secured several On-the-Job Training (Juliangel Corporation dba IHOP and Alfred Jones, CPA) and Transitional Employment Training (Ashby's Menswear LLC and Marquis Market LLC) contracts. On-the-Job contracts have been successfully completed with Bass Air Conditioning, Hercules Steel Company, and NC Tactical Security Services. Ms. Troy thanked Mr. McCune for referring Ivey Mechanical. The Business Services Coordinator recently met with the president of Ivey Mechanical who reported difficulty finding qualified individuals for the positions of plumbing helper and piping installer for a project at Fort Bragg. The company has also received a contract with Sanderson Farms and will need to hire more than 70 individuals with plumbing and piping backgrounds for that project. The president has requested assistance from the Cumberland County Career Center to help pre-screen and/or train individuals to fill the positions. The Career Center has introduced *Roadmaps to Success*, a five day training program geared toward employment success. Participants will be challenged to re-think unsuccessful patterns of thinking and behaving and will be introduced to the idea that job seeking, job keeping, and job growth parallel going on any journey; every journey takes planning, preparing, support, direction, and having a back-up plan just in case the unexpected happens. The training also provides activities to improve the job seekers chances of getting their foot in the door of employment. They will learn to effectively market and sell their skills and create positive first impressions on paper and in person. Other workshops available at the Center include Computer Basics 1 & 2, which focus on most basic computer literacy processes including the internet, keyboarding, computer hardware and software (Microsoft Windows), all while conducting a more effective online job search and exploring the importance of life-long computer learning. The Talent Development Consultant (TDC) report showed several successful participants placements, including a Chief of Information Operations for the U.S. Army Cyber Command with a salary of \$110,000 annually with benefits and several truck drivers at various trucking companies with a minimum salary of \$40,000 annually with benefits. The Planning & Evaluation Sub-Committee accepted the update as information only.

- **Request for Proposal for WIOA Adult & Dislocated Worker Program** – The contract with ResCare Workforce Services to provide Adult and Dislocated Worker services through an Integrated Services Model will expire on June 30, 2016. The Cumberland County Workforce Development Board, through its fiscal agent, Cumberland County, must solicit contract proposals for these services following all procurement rules and processes of Cumberland County and the state of North Carolina. Members of the Workforce Development Board and staff will be involved in the review process, which will include in-person interviews with the applicants. The recommendation of the review team will be discussed and voted on by the Board. Mr. TJ Haney made a motion to bring the recommendation to the Board to proceed with developing an RFP for the Adult and Dislocated Worker Programs for a new two year contract for the time period of July 1, 2016 through June 30, 2018; Mr. Everett seconded the motion.

- **Labor Market Information**- Ms. Cathy Johnson, Chair of the Labor Market Information Sub-Committee presented one item of information:
  - **Review of most recent LMI report**- Mr. Lott referred to the Labor Market Overview provided by the Labor & Economic Analysis Division (LEAD) of the NC Department of Commerce for October and November 2015. The unemployment rate in Cumberland County decreased from 8% to 7% between August and September, thus significantly decreasing the number of individuals unemployed. Mr. Lott said that is a strong indication that the economy is heating back up. The Labor Market Information Sub-Committee accepted the data as information only.
  
- **Program Activities and Community Relations**- Ms. Esther Acker, Chair of the Program Activities and Community Relations Sub-Committee, presented two items of information:
  - **Update on Integrated Service Delivery** – Mr. Lott provided an update regarding the progress of Integrated Service Delivery (ISD). The ISD Leadership Team (Mr. Lott, Mr. Josephus Thompson, Ms. Troy, and Ms. Brantley) is working well and continues to meet frequently to continually coordinate services and improve customer flow. The Career Center hosted a meeting on October 15<sup>th</sup> with representatives from Fort Bragg to familiarize them with the range of services available at the Center. The Center also hosted a meeting on November 18<sup>th</sup> for representatives from community agencies concerning economic development and to brainstorm on how to better coordinate our services as we reach out to businesses. This initial meeting went well and follow up meeting has been scheduled for December 16<sup>th</sup>. Mr. Lott reported that the state is expected to conduct an on-site visit to the Career Center within the next few weeks in order to complete the process for Career Center Certification. According to NCWorks Online, 5350 individuals have registered in the system between July 1 and October 31, 2015. IN addition, 183 businesses have been documented as receiving a service; this number is low, so the ISD Leadership Team met with the Employer Team to advise them to ensure that they are entering the proper data into the reporting system to capture all of the services being provided. Employer Services include a variety of items, including job orders and assisting businesses when they call into the Center. Ms. Hoppmann suggested reaching out to the businesses that have used the workforce system in the past but may have stopped due to receiving poor customer service. MG Anderson asked if the problems stemmed from a customer service issue or a process issue. In the past, it may have been both, but Ms. Hoppmann shared that she was impressed with the service she received when she contacted the Center recently. Mr. Lott reported that they have conducted Secret Shopper sessions and have used the reports as teachable moments. The Program Activities and Community Relations Sub-Committee accepted the update as information only.
  
  - **Governor’s Resolution** - At the 2015 NCWorks Leadership Summit in Greensboro in October, Governor Pat McCrory charged North Carolina’s education and workforce leaders with raising the number of students pursuing postsecondary training. According to the Governor, postsecondary education and training are the “new minimum” that will prepare North Carolina’s current students for tomorrow’s jobs. According to the National Governor’s Association, 79% of nationally available jobs in 1965 required only a high school diploma; today, that number is only 35%. Currently, 54% of the state’s workers have some

postsecondary education; Governor McCrory has set a goal for North Carolina to have 67% of working adults with education and training beyond high school by 2025. In actual numbers, the Governor is asking the workforce and education system to add over 800,000 workers to the ranks of those with credentials and diplomas in ten years. Governor McCrory asked the workforce system to invest in traditional and non-traditional students, including those who are currently disconnected from the workforce. The charge was issued to the UNC Board of Governors, the State Board of Education, State Board of Community Colleges, Independent Colleges and Universities, the NC Business Committee for Education, the Economic Development Partnership of NC, and the NCWorks Commission. In turn, the WDB was asked to consider adopting the resolution and to include it as a measure in the revised Strategic Plan. Several WDB members expressed apprehension about adopting the resolution without knowing the impact it may have on or by Cumberland County and the region. Questions raised included what is the current percentage of workers in Cumberland County/Sandhills region that have some postsecondary education; what does the term “some postsecondary education” actually mean in regard to the resolution (e.g. any postsecondary education, a degree, any sort of certification or license, etc.); do the current programs offered in high school (e.g. High School Connections, programs partnering with the Community College, etc.) that allow high school students to earn postsecondary education credits and credentials while still in high school count toward the “postsecondary education” definition. MG Anderson acknowledged that the resolution may lead to a more targeted approach and encourage young adults who do not have the necessary support at home or are not equipped to deal with the process of entering postsecondary education (e.g. first generation college students) to move beyond high school. Ultimately, we will have to do things differently than we have been in order to train over 800,000 individuals and meet the “new” requirements for employment. Approval action to adopt the resolution was tabled until additional information could be obtained regarding the impact of and on Cumberland County and the region.

- **Marketing/Bylaws/Nominations-** Ms. Esther Thompson, Chair of the Marketing/Bylaws/Nomination Sub-Committee, presented two items of information:
  - **Branding-** Mr. Lott reported that over the past few years, the state has been working on branding the programs under the Workforce System while at the same time, the Governor’s office was working on a brand for the state of North Carolina as a whole. After two years, and \$1.5 million, the NC- Nothing Compares- logo has been released. According to the State of North Carolina’s Official Brand Standards manual, “The logo reflects the exceptional natural beauty of North Carolina. It symbolizes the brand by focusing on the pine tree, which grows across every corner of the state, and reflects North Carolina’s strong roots and continued economic growth. The logo colors transition from green to blue, mirroring the diverse landscape from the mountains to the sea. The full North Carolina logo incorporates the icon, the tagline, and the logotype in a lockup that represents strength and balance.” The new logo supersedes the NCWorks logo under which the Career Center and various other workforce development agencies have been performing. The state has developed a strict implantation plan to ensure the efficient and strategic implementation of the new state brand in certified NCWorks Career Centers. Phase 1 of the plan requires the removal of all JobLink and ESC materials from inside the building (including rugs, clocks, posters, etc.), changing

the email signatures of all employees in the Career Center to the standard template (instructions to be provided by DWS Communications), development of a plan to remove all old signage, and identification of a local company to create new signs. All new marketing materials (including signs, stationary, and brochures) must be pre-approved by NC Commerce's Branding Team and/or in collaboration with the Regional Operations Director (John Lowery, in the case of Cumberland County). Ms. Thompson, who attended the branding session at the NCWorks Partnership Conference along with Mr. Lott and Mr. McCune, said that the state should supply all of the necessary items for the local areas to purchase; it would reduce confusion and delays if the areas did not have to secure the items on their own and obtain approval from the state. Ms. Gibson inquired about the status of the Workforce Development website in light of the branding changes; Mr. Lott explained that the Career Center does have to be certified in order to request approval to follow the branding guidelines. Though the branding campaign has postponed the redesign of the website, support staff will proceed with working to make it more attractive and user-friendly as soon as we have been granted approval to use the new brand. Members expressed concern that the new brand, along with the NCWorks Career Center logo, will not do much to change the recognition or perception of the "unemployment office." The Marketing/Bylaws/Nominations Sub-Committee accepted the report as information only.

- **Annual Recognition Banquet-** In June of 2015, the Cumberland County Workforce Development Board hosted its first annual Recognition Luncheon, an event to honor outstanding participants (for the categories of Younger Youth, Young Adult, Adult, and Dislocated Worker), partners, and businesses associated with the Workforce Development Center. Members of the Marketing/Bylaws/Nominations Sub-Committee reviewed nominations submitted by the service contractors, ResCare Workforce Services and Cumberland County Schools, and made selections based on the criteria that the state uses each year for the Governor's NCWorks Awards of Distinction, which are recognized at the annual NCWorks Partnership Conference in October. The local award winners' stories were submitted to the NCWorks Training Center for statewide consideration. Ms. Gibson made a motion to recommend to the Board to proceed with planning for the 2016 Recognition Luncheon, to be held in conjunction with the WDB meeting scheduled for Wednesday, June 8, 2016; Ms. Thompson seconded the motion. Staff support welcomes comments and suggestions regarding the event, including a proposed location.

## **OFFICIAL MEETING**

**I. Call to Order** - The December 8, 2015 meeting of the Workforce Development Board was called to order by the Board Chair, Mr. David McCune, at 12:52 PM.

**II. Recognition of Guests** – Mr. McCune welcomed and thanked the guests in attendance.

**III. Ethics Awareness and Conflict of Interest Statement** – Mr. McCune read the North Carolina State Ethics Commission Ethics Awareness & Conflict of Interest reminder statement to the Board.

**IV. Approval of Minutes** - Mr. McCune asked the members to review the minutes from the October 6, 2015 WDB meeting. Ms. Esther Acker made a motion to approve the minutes as read;



the motion was seconded by Ms. Cynthia Wilson and passed unanimously. The approved minutes will be posted on the Workforce Development Board website at the conclusion of the Board meeting.

**V. NCWorks Partnership Conference**- Several members of the WDB and support staff attended the NCWorks Partnership Conference in Greensboro, October 28-30, 2015. The conference drew the highest number of attendees in its history and was diverse in the agencies and partners represented. Ms. Charlene Cross was a moderator and participated in a workshop about the Apprenticeship 2000 program, which offers technical opportunities to motivated high school students and employment after graduation. Sponsoring companies, from around the world, obtain highly skilled employees to fit their technical needs. Caterpillar brought an employee who went through the program and was hired to the workshop to share their experience. The closing session, ‘The Top Secrets to Managing Change and Achieving Uncommon Results- Together’ by Linda Larsen, was impactful, as were the workshops presented by Jodie Sue Kelly. Mr. Jim Lott presented a workshop with Mr. TJ Haney and representatives from BlueCross BlueShield (BCBS) of North Carolina on “Collectively Serving Business Needs: ‘Customer Service in Action,’” which shared the experience of leveraging workforce and economic development with community resources. Mr. Lott explained that Mr. Haney, as Director of FTCC’s Customized Training program, was a big help in meeting the needs of BCBS, which ultimately led to the company’s decision to locate a call center facility in the area. Mr. Haney gave kudos to the community for making the project successful. He explained that when it comes to business, “the answer is always ‘yes’”; then you figure out how to make it happen and be successful. Mr. Richard Everett reported that the conference was professional and well-organized; he appreciated that many of the workshop materials were available online.

**VI. Sub-Committee Reports** – Sub-Committee Chairs presented information to the full Board that had been previously considered by the Sub-Committee members in the committee meetings. All information presented was also included in the Board notebooks for review.

- *Business and Finance* –Ms. Linda Hoppmann, Chair of the Business and Finance Sub-Committee, presented the following information to the Board:
  - Finance Report– Ms. Nedra Rodriguez presented an updated financial report to the Business and Finance Sub-committee. The Board accepted the report as information only.
  - Contract Funding- Ms. Hoppmann made a motion to approve the recommendation for WDB support staff to negotiate up to \$300,000 for the ResCare Adult and Dislocated Worker Program contract, up to \$100,000 for the Cumberland County Schools Youth Program contract, and an additional \$50,000, split between both programs, to purchase new computers for the Cumberland County Public Library System; the motion was seconded by MG Rodney Anderson and passed unanimously, with Ms. Jody Risacher recusing herself from the voting action.
- *Youth* – Ms. Charlene Cross, Chair of the Youth Sub-Committee, presented the following information to the Board:
  - Youth Sub-Committee Report- Ms. Cross provided an update on the Youth Sub-Committee. Ms. Cross made a motion to proceed with the development of a Request for Proposal (RFP) for both the Out-of-School and In-School WIOA

Youth Programs for two years beginning on July 1, 2016 and ending June 30, 2018; the motion was seconded by Mr. McCune and passed unanimously.

- Update on Contract for WIOA Youth Program- Mr. Chip Lucas, Executive Director, Career and Technical Education, for Cumberland County Schools, provided an update on the WIOA Youth Program. The Board accepted the report as information only.
- *Planning and Evaluation* – Mr. Richard Everett, Chair of the Planning and Evaluation Sub-Committee, presented the following information to the Board:
  - Update on Contract for WIOA Adult & Dislocated Worker Program – Ms. Lorria Troy, Project Director for ResCare Workforce Services, provided an update on the WIOA Adult & Dislocated Worker Program to the Planning and Evaluation Sub-Committee. The Board accepted the report as information only.
  - Request for Proposal for WIOA Adult & Dislocated Worker Program- Mr. Everett made a motion to proceed with the development of a Request for Proposal (RFP) for the WIOA Adult and Dislocated Worker Program for two years beginning on July 1, 2016 and ending June 30, 2018; the motion was seconded by Ms. Cross and passed unanimously.
- *Labor Market Information* – Ms. Cathy Johnson, Chair of the Labor Market Information Sub-Committee, presented the following information to the Board:
  - Review of most recent LMI report – Mr. Jim Lott, Director, shared the most recent Labor Market Overview provided by the Labor & Economic Analysis Division (LEAD) of the NC Department of Commerce. The Board accepted the report as information only.
- *Program Activities and Community Relations* – Ms. Esther Acker, Chair of the Program Activities and Community Relations Sub-Committee, presented the following information to the Board:
  - Update on Integrated Service Delivery – Mr. Lott provided an update on the progress of Integrated Services Delivery to the Program Activities and Community Relations Sub-Committee. The Board accepted the update as information only.
  - Governor’s Resolution- Approval action to adopt the resolution was tabled until additional information could be obtained regarding the impact on and influence of Cumberland County and the region.
- *Marketing/Bylaws/Nominations* – Ms. Esther Thompson presented the following information to the Board:
  - Branding – Mr. Lott provided an update on the state NC- Nothing Compares branding campaign to the Marketing/Bylaws/Nominations Sub-Committee. The Board accepted the update an information only.

- Annual Recognition Banquet- Ms. Thompson made a motion to proceed with planning for the 2016 Annual Recognition Luncheon; the motion was seconded by Ms. Pam Gibson and passed unanimously.

**VII. Director's Report** – The Director's Report, located in the "Additional Items" tab of the notebook, included brief updates. The US Department of Labor (DOL) will issue the final WIOA regulations "sometime in 2016." In the meantime, some instructions are being transmitted through a series of Training and Guidance Letters (TEGLs), like the one discussed during the Youth Sub-Committee report. Staff from the Division of Workforce Solutions (DWS) will be meeting with Youth Program staff within the next few weeks to provide further training and instruction on eligibility issues and imputing data into the NCWorks system. The US Department of Labor, Employment and Training Administration, has issued a grant solicitation to focus on training IT workers; the grant is to be submitted by early March. \$100 million is available, with grants ranging from \$2-5 million each. The specific occupations are those that IT companies are currently using H-1-B Visas for, and there is a requirement of at least 25% matching in "leveraged resources." Mr. Lott reported that the money for the grants comes from money the US DOL receives from each H-1-B Visa issued. Ms. Gibson added that the grant also allows for STEM-related fields, including health. The North Carolina Workforce Commission met the previous week and adopted a draft of the State Unified Plan, which must be submitted by the state to the US DOL in mid-March. The plan incorporates all four titles of WIOA (Adult, Dislocated Worker, and Youth Programs; Adult Education and Literacy, administered by the Community College System; Wagner-Peyser, also known as the Employment Service; and Vocational Rehabilitation). The plan will be incorporated into the local planning instructions for the coming year. As discussed and approved during the Business & Finance Sub-Committee, WIOA funding will be used to purchase new computers for the Cumberland County Public Library System in order to increase outreach of services. Mr. Lott reported that the Library has been an excellent partner of the Career Center, hosting many job fairs, providing job search assistance, and reaching out-of-school youth, ages 16-24. Mr. Lott has also been working with Dr. David Brand and Mr. Paul Gage from FTCC to explore ways to use WIOA funds for class-size training within the Collision Repair and Refinishing Technology Program. Class-size training is allowed in WIOA, as long as the training program is unique and satisfies a demonstrated need. Mr. Lott reminded the Board that Ms. Gibson did a great job with the application to certify the Collision Repair and Refinishing Technology Program as a career pathway; the grant allows for a request for a \$30,000 planning grant, as well as a request of \$125,000 to expand the scope of the career pathway.

Mr. McCune congratulated MG Rodney Anderson for being named President of the New Greater Fayetteville Chamber of Commerce, and Ms. Gibson for her new position as Dean of Engineering & Applied Technology with FTCC.

Upcoming Workforce Development-related conferences include the Southeastern Employment & Training Association (SETA), March 6-9, 2016 in Myrtle Beach, SC, where Ms. Nore Brantley will be presenting a workshop on transitioning the Youth Program under WIOA; The National Association of Workforce Boards (NAWB), March 12-15, 2016 in Washington, DC; The North Carolina Employment & Training Association (NCETA), April 6-8, 2016, in Greensboro; and the National Association of Workforce Development Professionals (NAWDP), May 24-26, 2016 in Orlando, FL.

**VIII. Focus: Transition Tech and Collision Repair & Refinishing Technology Programs** – Ms. Charlene Callahan, Transition Tech Coordinator with FTCC, explained the College's commitment to serve the active, retired, or transitioning military, and their family members, in our community and Fort Bragg units by providing access to academic degree, diploma, and certificate programs,

as well as short-term skills development training to facilitate unit readiness, career enhancement, preparation for the workforce, and personal growth. North Carolina has the third largest Department of Defense (DoD) presence in the United States, with approximately 17,000 individuals discharged annually from bases in the region. However, many of these individuals are unaware how their military training translates into high-demand, high-wage careers. Businesses can reap the benefits of these discharged individuals, who already understand the value of dedication, discipline and hard work, and will bring a strong work ethic and exceptional job skills to the workplace. The Transition Tech Program provides short-term training and industry-focused certificates and credentials in several career pathway options, including Information Technology, Telecommunications, EMT, Logistics, Certified Collision Estimator, HVAC, and the solar industry, along with common curricula, including a program overview, military credit articulation, skills and Human Resources development, and mock job interviews. As reported in the Adult & Dislocated Worker Program update for the Planning & Evaluation Sub-Committee, 88 transitioning military have been enrolled, in partnership with the WIOA Dislocated Worker Program, in the OSHA 30 & Lean Six Sigma, CATV & Fiber Optics Telecommunications Training since September 28, 2015. The program is available to exiting military six months prior to their leave; most are able to attend the training while still in active duty, and due to partnerships with community businesses, including Walmart Distribution, Caterpillar, Coty, Goodyear, Purolator, and Champion Home Builders, many are offered civilian jobs prior to exiting the military. For more information on the Transition Tech Program, please contact Ms. Callahan at (910) 486-3626 or [callahac@faytechcc.edu](mailto:callahac@faytechcc.edu).

Mr. Paul Gage, Director of Transportation Services Technologies with FTCC, introduced the Collision Repair and Refinishing Technology Program, which is the result of brainstorming between FTCC and industry executives two years ago in response to the critical gap in automobile repair. Mr. Gage, a veteran of the industry, was asked to design the program and is now running it. He credits Dr. Larry Keen, FTCC President, Dr. Brand, FTCC Senior Vice President for Academic and Student Services, and the team at FTCC for seeing the need, stepping up to the challenge, and allowing Mr. Gage to develop the program the way it needed to be. In response to MG Anderson's inquiry about the increased demand for skilled technicians, Mr. Gage explained that after 100 years with few changes to the industry, new high-tech materials have emerged, with nobody to know how to work with them. In addition to an aging workforce (average worker is 49-51 years of age), which has created a huge vacuum in the industry, nobody was spending money on properly training a new generation of workers. Mr. Gage reported an occupational projection of 180,000 open positions in the United States, but systemic problems, including image issues, has led to recruitment snags. Nobody is talking to middle and high school students about the money-making potential; the average individual in the industry makes \$75,000 per year. The program, which combines both instructional and hands-on training components, took a little more than a year to create, with Cumberland County and industry representatives donating funds to build a state-of-the-art facility, which includes prep stations and a paint booth. FTCC partnered with Gerber Collision and Glass, Nationwide Insurance, PPG Coatings, the Inter Industry Conference for Automotive Collision and Repair (I-CAR), and the North Carolina Business Committee for Education to create a program that will provide individuals with the skills and resources they need to be successful in the industry. The curriculum prepares individuals to apply technical knowledge and skills to repair, reconstruct and finish automobile bodies, fenders, and external features. The two year program offers an Associate Degree, Diploma and Certificate Programs, and two-day continuing education courses; course work may include transportation systems theory, braking systems, climate control, design parameters, drive trains, electrical and electronic systems, engine repair, engine performance, environmental regulations, materials, product finish, safety, steering and suspension, transmission and trans-axles, and sustainable transportation. Graduates of the curriculum should qualify to take the National Institute for Automotive Service Excellence (ASE) certification examinations and also for entry-level employment in automotive dealerships, independent repair shops, or as self-

employed collision repair and refinishing technicians. Students must pass the hands-on portion in order to move on in the course. The program, which started in August of 2014 with 15 people, begins a new cohort every eight weeks. As of January 2016, 140 people will be participating in the program. Over 100 professional certificates have already been earned, and despite not yet graduating, 70% of the program's students are already working, some making as much as \$45-50,000 working only part time as they complete the program. In fact, Gerber Collision and Glass has standing offers available to all graduates of the program. Mr. Gage spoke about holding the students accountable and to a very high standard, while promoting great team building between the students and their instructors. Although the program is the only one of its kind, it did draw comparisons to programs such as WyoTech, which offers career training in construction trades and transportation technology. Mr. Gage explained that programs like WyoTech cost as much as \$40,000 year (plus housing), are not accredited, and do not offer a degree; the Collision Repair and Refinishing Technology Program at FTCC costs only \$5,500. Due to the close proximity to Fort Bragg, it made sense to link the program to the base, as there will always be a pipeline of skilled, dedicated individuals. The program does have a diverse population of both military and non-military students, but Mr. Gage would like to see more females in the program. He explained that women, who only currently make up only 5-10%, have proven to be great workers, in that they pay attention to detail, maintain a clean workspace, and have terrific customer service skills. Mr. Gage said that they are looking to the future, with plans to expand to a second facility in Spring Lake, as well as bring in other aspects of the business, including insurance estimators and adjusters, as well as the administrative end of running a shop. In partnership with Cindy Burns in the FTCC Business department, the program is recruiting graduating business students for interviewing opportunities with industry representatives. Due to an exclusive partnership with Penske, as well as interest from other businesses in the industry, including Honda and National General, Mr. Gage is looking to develop training courses to be held at the Center. Honda aircraft has even reached out regarding training for their painters. Companies across the nation will be sending their employees to the facility in Fayetteville, North Carolina, for continuing education and required training. The facility is being promoted as an effective business and education model with great potential for expansion to individuals all over the country. After receiving such support from the community, Mr. Gage said they felt obligated to give back to the community, so many of the cars they work on come from the Fayetteville and Spring Lake police departments, as well as lot damaged vehicles, through partnerships with insurance companies, and the Dealers Association. Recruitment videos have been developed for use by recruiters and guidance counselors, and the program is endorsed through Cumberland County Schools and High School Connections. MG Anderson remarked that the program, which began as an economic development issue, needed a champion (Dr. Keen) and a highly skilled technician (Mr. Gage), in order to produce a solution to the problem. For more information about the Collision Repair and Refinishing Technology Program, please contact Mr. Gage at (910) 678-9845 or [gagep@faytechcc.edu](mailto:gagep@faytechcc.edu).

The next Youth Sub-Committee meeting is scheduled for Friday, February 5, 2016 at the Career Center (410-414 Ray Ave).

The next meeting of the Workforce Development Board is scheduled for Wednesday, February 10, 2016 with sub-committee meetings beginning at 11 am. The location will be announced closer to the date of the meeting. Please note that as of 2016, WDB meetings will take place on the second Wednesday of every other month, not on Tuesdays.

Mr. McCune adjourned the meeting at 1:38 pm. Attendees were welcome to take a tour of the Collision Repair and Refinishing Technology Center.

Respectfully Submitted By:

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Peggy Aazam, Executive Assistant

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David McCune, Board Chair