



WorkSource Montgomery Meeting of the Board of Directors

September 10, 2019
1801 Rockville Pike, Rockville, Maryland

The WorkSource Montgomery Inc. (WSM) Board of Directors convened a meeting at 9:01 am at the above address. The meeting was called by notice previously given to each member of the Board by email. A quorum was established by members attending in person.

Attendees: Erin Allen, Joy Cox, Barbara Ebel, Stew Edelstein, Gordon Ellis, Wyatt Genser, Steve Greenfield, Amelia Kalant, Beth Lash, Roxana Mejia, Donald Moragne, Gerard Murphy, Jerry Pasternak, Harold Redden, Shane Rock, Ted Rose (Chair), Tom Street, Jim Sweet, Leslie Ford Weber, Dawn Weglien

WSM Staff: Dave Buonora, Ellie Giles

Guest Attendees: Tina Benjamin, Steve Boden, Lloyd Day, Marc Elrich, David Flaherty, Jeff Guido, Adam Luecking, Debby Spielberg, Jaclyn Vincent

Summary of Motions

Motion: The minutes of the previous meeting were approved unanimously

Motion: The WSM financial report for the year ending June 30, 2019, was approved unanimously.

Other Actions and Discussions

Chair/CEO Report

CEO Update: Prior to this meeting, current board members were notified of Dr. Giles' intent to resign at the end of the calendar year. Dr. Giles thanked the board for the opportunity to be WSM's first CEO. She stated that WSM made strides in establishing a systemic approach to workforce development and that the right board and staff are in place to continue to move forward. With new county leadership there are new priorities which require an organizational pivot.

Presentation by the County Executive: Mr. Elrich thanked the board for the opportunity to come speak with them as this "inflection point." He characterized the current conversation about priorities in the workforce system as a continuation of one that took place while he was on the Council. There is a real interest in repositioning the workforce system more in the direction of serving those who need robust skill development, such as apprenticeships, while also maximizing what is available and required under WIOA. He expressed both hope and an expectation that the WSM board members will support this shift. His administration is also focusing on what the Department of Health & Human Services, which

administers TANF funds, is doing to help the underserved. He emphasized that there are many programs and services that should focus on areas with highest levels of unemployment and poverty and spoke about the GIS mapping that is underway. He is also eager to explore the creation of programs that would provide money for post-secondary education to MCPS graduates who would commit to working in the County after completing their degrees.

In the discussion following his remarks, there was an issue raised that Montgomery County is the only jurisdiction where the WIOA board does not connect to the TANF funds. The Executive agreed that Montgomery County's efforts are "fractured" and expressed a desire for more accountability for the larger pool of approximately \$130 million that is spent on workforce development in the County. The convening that WSM is hosting at the end of October should help to move this conversation forward. Board members also noted that the needs of employers are important because there have to be jobs in which to place people.

Update on Move to the New American Job Center: Dr. Giles reported that the construction is moving along to support what WSM needs to do to get into the building on time. There is a ribbon-cutting event on the calendar for October 30.

Workforce Ecosystem Convening: This event is scheduled for October 25 in Silver Spring and a community advisory committee is building the agenda. The meeting will have panels of community-based organizations, elected councilmembers, and industry. Eric Seleznow from *Jobs For the Future* will also speak and elected officials have been invited. Dr. Giles also noted that the bi-monthly newsletters have been well-received by WSM's partners in the workforce development delivery system.

Staff Recognition: Dr. Giles wanted the Board to know that WSM Director of Business Services, Cynthia Grissom, is receiving an award at the Raising the Bar conference next week.

Understanding the WSM Scorecard- Presentation by Clear Impact

The County Executive's office plans to include several of WSM's performance indicators on CountyStat. Mr. Luecking, a contractor with Clear Impact, demonstrated the website under development. There are seven indicators and WSM will be able to populate the vendor's tool as needed to update the reporting periods. Dr. Giles hopes that the sharing of the data with a larger audience will inform best practices and highlight areas that need interventions.

Board Chair Comments/Discussion

Mr. Rose invited board members to share their thoughts about the pivot of the organization as described by Mr. Elrich. He noted that the career pathways work WSM has done should continue and that the HIRE Centers will bring more opportunities to different parts of the community. WSM will have to increasingly focus on partnerships to leverage funds to support job seekers. Mr. Rose expressed optimism that the County Executive will be one of those good partners.

Other key points made during the discussion by board members and staff:

- Nationally, WIOA entities are supposed to be conveners of the workforce system, not training organizations or employers;

- There is a need for greater clarity and agreed-upon expectations for the role each organization can take in the larger workforce development system;
- Front-line staff in each organization also need to be aligned;
- The existing regional plan provides a framework for this collaboration;
- WSM board members should be more connected to the Montgomery County Collaboration Board that advises MCPS on career-oriented programs and curriculum;
- WSM should continue to showcase the good work that is already being done

Committee Reports

Operations Committee: Mr. Ellis presented the *WIOA and Labor Exchange Title I Performance Report* (aka, the “Christmas tree” report) from the State of Maryland for Qtr4 of 2018. WSM’s performance was green in all categories except for credential attainment by youth participants. According to Dr. Giles, there was a change to the credentials accepted by the State and performance in subsequent quarters will reflect that the program is meeting its current standards. Mr. Ellis also noted that there was robust performance in youth programs over the summer. Specifically, there were 90 participants in three pre-apprenticeship programs and the Summer RISE program paid out stipends to 411 participants. Lastly, Mr. Ellis shared that the customer service satisfaction surveys is reflecting 90% positive ratings. Dr. Giles believes this is largely attributable to an attitude shift toward asking job seekers “What can we do to help you?” instead of “What programs are you eligible for?”

Governance/HR Committee: Ms. Allen will be working with board members in the coming weeks to finalize committee assignments for both new and returning members. She will also be distributing a ballot to elected board members to confirm recommendations from the governance committee.

In WSM’s bylaws, personnel matters are delegated to the governance committee. As chair of the committee, Ms. Allen will also be leading the search process for a new CEO. She distributed a memo on the search process and asked for volunteers, with the goal of having a committee of up to 9 people. The CEO job description is being updated and will be sent to the full board for input. There is also a “listening tour” underway to reach out to stakeholders to get their input on what the job should entail and to solicit potential nominees. The position will then be posted in various places. The entire search committee will review the resumes. There will be a first round on the phone, then in-person interviews of a limited group of finalists. In response to a question, Ms. Allen confirmed that the process as outlined does not include presentations to or interviews with the full board.

Finance/Audit Committee: Ms. Weglein presented the financial report reflecting performance through the end of the fiscal year on June 30. She drew the board’s attention to the strong cash position. Ms. Weglein also reported that the consulting firm, Capacity Partners, recently delivered a draft resource development plan for WSM. It is recommended that they present at the December Board meeting. WSM has also hired a grant writer with an objective of applying for at least two grants per month. These can be either grants to WSM alone or as partners. This will help WSM continue to diversify its own funding and deliver funding to partners.

Adjournment:

The meeting was adjourned at 10:54 am.