

# Southwest Wisconsin Workforce Development Board, Inc. Board Meeting

December 9, 2020

## Meeting Minutes

The Southwest Wisconsin Workforce Development Board met on Wednesday, December 9, 2020 via GoTo Meeting. Attendance was as follows:

**Members Present:**

|                         |                      |
|-------------------------|----------------------|
| Mr. Art Carter          | Mr. James Otterstein |
| Mr. Christopher Comella | Dr. Tracy Pierner    |
| Mr. Jeff Ellingson      | Mr. Dave Shaw        |
| Ms. Ela Kakde           | Ms. Andrea Simon     |
| Ms. Jill Liegel         | Mr. Dave Smith       |
| Mr. Troy Marx           | Ms. Barb Tucker      |
| Ms. Heather McLean      | Mr. Michael Williams |
| Ms. Lisa Omen           |                      |

**Members Excused:**

|                              |                       |
|------------------------------|-----------------------|
| Ms. Maria Lauck, Chairperson | Mr. Kendal Garrison   |
| Ms. Brittini Ackley          | Mr. Dave Gaspar       |
| Mr. Ivan Collins             | Ms. Linda Hendrickson |
| Mr. Charles Elliott          | Mr. Dale Poweleit     |
| Ms. Gina Erickson            | Mr. Tom Schmit        |

**Staff Present:**

|                    |                       |
|--------------------|-----------------------|
| Ms. Katie Gerhards | Ms. Rhonda Suda       |
| Ms. Gail Graham    | Ms. Danielle Thousand |
| Mr. Matt Riley     | Mr. Jimmy Watson      |

**Other Guests:** Ms. Casey Dobson, Manpower

### 1. Welcome; Call to Order; Roll Call

Mr. Williams called the meeting to order at 2:30 p.m. Ms. Gerhards, SWWDB's Program Specialist, conducted a roll call of members, staff, and guests.

### 2. Approval of Minutes of SWWDB Meetings

The minutes of the September 9, 2020 SWWDB meeting was presented to board members for review and discussion. There was no discussion.

Motion made by Ms. Tucker, seconded by Mr. Otterstein, to approve the September 9, 2020 meeting minutes. **Motion carried unanimously.**

### 3. Financial Reports

Board members were presented with the financial reports through September 30, 2020. The financial reports include the Balance Sheet, Statement of Operations, and 2020-21 Budget Modifications.

The Balance Sheet is current through the end of SWWDB's first fiscal year quarter (July through September). It shows that currently, revenues are exceeding expenditures by \$46,601.48. There is one (1) new account in this period called Prepaid Flexible Spending (account 1252). SWWDB's flexible spending company is changing the way they bill. SWWDB is now billed for the month's services in

advance. It is the same company just a different way of billing. Ms. Thousand asked if there were any questions. There were none.

The Statement of Operations is also showing current through SWWDB's first fiscal quarter. This means that since SWWDB is through one quarter of the fiscal year, the column labeled "Pct" should show being 25% spent. Revenues are shown as being 25.13% spent and expenses 23.68%. The budget is right where it needs to be.

Ms. Thousand went over a few accounts that may appear to be off from the 25% goal. Account 6119-Fringes is showing as being -325.22% spent. This is the flexible spending offset account. Account 6122-Unemployment Insurance is showing at being 7.05% spent. This will be going up because at this time of year, most staff have met their wage base. It is only applied against the first \$14,000 of wages for the year. Board members will see this pick-up in January. It is no surprise that the travel accounts 6140-Travel in WDA, 6155-Meals, and 6156-Lodging are down more than normal because of COVID-19. However, account 6261-Equipment Under \$5,000 is up because SWWDB provided more efficient printers for staff to enable them to be more effective working from home. Account 6343-Board is reporting 0% because all meetings are virtual. Normally, meals are provided and would be reflected in this account but since all meetings are virtual, SWWDB is not incurring this expense. Account 6370-Advertising is showing as being almost 160% spent because early in the year, SWWDB had a drive-thru job fair event in July and September. The advertising and prep work for the events were applied to this account. Expenses for the audit (account 6420) will show in Quarter 2 as the audit was in October. Account 6503-Workers Compensation is showing around 8% spent because staff are working from home. Case Managers are not traveling and using the travel code so SWWDB is able to take advantage of a slightly lower rate. Accounts 6603-Company Car Gas and 6604-Company Car Maintenance are showing as 0% spent because without much travel, the company car does not need maintenance or gas. Ms. Thousand asked if there were any questions.

Mr. Comella asked about the virtual job fairs. He asked if SWWDB is going to modify advertising to account for doing one or two more events before going back to in-person job fairs. Ms. Suda clarified that the events in July and September were drive-thru events where SWWDB had three (3) locations on both days: Beloit, Janesville, and Monroe. The Business Services team did a great job of putting the statewide events together. The materials were collected from employers and stuffed into bags sponsored by Blackhawk Technical College (BTC). Job seekers drove through any of the locations and staff gave them a bag. Ms. Suda hopes to do another drive-thru event in the spring as SWWDB has the resources to do it again. It was noted that the state of Wisconsin has purchased virtual job fair software. So far there has been no implementation.

Ms. Graham added that the Business Services team is looking to hold a virtual job fair on January 13, 2021 through Webex. The Statewide Business Services team is also looking to do an event on January 27, 2021. The State has purchased software for virtual events, which will roll out in early 2021.

The 2020-21 Budget Modifications shows what has happened since the last board meeting. The majority of SWWDB's changes were finalized at the September meeting because all of the grant agreements had been received. The three (3) items listed at the top are new. SWWDB received the Employment Recovery Dislocated Worker grant (DWG). It is a new grant and is interchangeable with the Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker funds. The Opioid Recovery grant is also a new grant that will help serve those affected by substance abuse. Lastly, SWWDB did not receive the Pathway Home grant through the Wisconsin Workforce Development Association (WWDA). Ms. Thousand asked if there were any questions. There were none.

Motion made by Mr. Williams, seconded by Ms. Omen, to approve the Program Year (PY) 2020-21 financial statements for Quarter 1, including the Budget Modifications, as presented. **Motion carried unanimously.**

**4. New Business**

**A. Request for Proposal (RFP) – WIOA Title 1 and One-Stop Operator (OSO)**

Beginning in Quarter 3 of Program Year (PY) 2020-21, SWWDB will be starting the process to procure a provider for the Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker, Adult, and Youth program as well as the One-Stop Operator (OSO). To make sure SWWDB is utilizing program resources most effectively, a single RFP will be provided. The process begins with seeking Board approval to develop and publish Request for Proposal (RFP) procurement documents. The documents will be developed internally.

Ms. Suda added that a price has to be included in the RFP, but a qualifier will also be included indicating the price is dependent on the resources SWWDB receives for the allocation. Therefore, the contract would be adjusted appropriately depending on the allocation.

SWWDB administration is seeking board approval to move forward with the RFP Process.

Motion made by Mr. Otterstein, seconded by Mr. Williams, to advance the Request for Proposal (RFP) development process for Workforce Innovation and Opportunity Act (WIOA) services and the One-Stop Operator (OSO). **Motion carried unanimously.**

**B. 2021 Employee Benefits**

SWWDB received notification that the organization's health insurance coverage for 2021 increased 12.48% through Dean Health Plan. Although this is a large increase, Ms. Suda reminded board members that last year it increased by only 1.2%.

Usually in November, the SWWDB Executive Committee meets to review SWWDB's employee benefits for the next year. After receiving the 12.4% increase, SWWDB administration requested quotes from other companies. SWWDB is currently on an HMO plan on the Marketplace.

Ms. Thousand and Ms. Suda have looked at the numbers and had budgeted an 8% increase in the health plan. Even though the 2021 increase is more than that and with the new sources of revenue, Ms. Suda and Ms. Thousand believe SWWDB will be fine with the increase.

The other item SWWDB administration is seeking discussion and approval on are changes to SWWDB's 401(k) plan. The plan would be changed effective January 1, 2021 to include the following features:

- Offer a Roth contribution option
- Allow eligible rollover contributions/transfers into the plan to be done as of date of hire
- Allow employees to enroll in the plan with no employer contribution until the employee has achieved standard eligibility (at least 1,000 hours of service, one year of service, and January or July entry date).

Ms. Thousand brought up SWWDB's insurance contribution split for discussion. The current employer-employee split is 75%-25%. SWWDB administration would like to see this change to an 80%-20% split to help offset the plan increase. However, the current health plan is a very solid plan which employees appreciate. This year's increase was also an opportunity to see how SWWDB's health plan compares to other workforce boards in the state. Of the boards that responded, the largest contribution from an employer was 95%. The smallest contribution was 75% (which is SWWDB).

Ms. Suda would like to see the contribution change to an 80%-20% split, but knows that SWWDB has to balance employee benefits with employee compensation. When looking at wages and salaries, SWWDB is solidly in the middle. Ms. Suda opened the floor for discussion. Ms. McLean asked what the financial difference is. Ms. Suda consulted with Ms. Thousand and decided that with where grants are currently, SWWDB can afford it. However, there could be a problem if the change is made and next year the plan renewal increases again significantly.

Mr. Carter stated that if SWWDB makes the change to the contribution split, SWWDB may not be able to afford the deductibles. At the county level, they were not and Green County's increase was between 7.5% and 8%. Ms. Suda figured the 2021 rate would increase more because the 2020 increase was around 2%. When SWWDB administration looked at other workforce board's health plans, the Workforce Board of South Central Wisconsin and Southeastern Wisconsin Workforce Development Board are on county plans. SWWDB has limited options and is not eligible for any other Marketplace plans. Ms. Suda wants board members to be aware that the current premium contribution split is at 75%-25% and to engage in further discussion on changing to an 80%-20% split.

Mr. Carter said that the benefit of having a low deductible gives employees protection if they get a large charge. Whereas if it were to change, employees are opened up to more liability, having to pay a higher deductible, and a greater chance to pay more money.

Mr. Comella would be interested to see how the benefit packages of other non-profits compare to SWWDB's. Ms. Suda can look into this. SWWDB is a member of MRA that conducts a benefit non-profit survey every few years. Ms. Suda will find the survey and share it with the executive committee. Further discussion on this topic is needed.

Motion made by Mr. Carter, seconded by Mr. Williams, to accept the Dean health insurance renewal for 2021. **Motion carried unanimously.**

Motion made by Mr. Williams, seconded by Ms. Simon, to approve the stated changes in SWWDB's 401(k) plan effective January 1, 2021. **Motion carried unanimously.**

Mr. Carter asked what percent SWWDB matches up to. Ms. Suda responded that after an individual has met the eligibility requirements, they receive 4% and then a 50% match on their contributions on the first 8%. The max SWWDB would contribute is 8%. After going through the vesting period of one (1) year, the individual is vested at 20% and then each year after that is an additional 20%.

### C. Fiscal Year 2019-20 Audit

Derek Hilst and Scott Haumersen from Wegner CPAs, LLP discussed the audit with board members. The fiscal year 2019-20 audit report indicates that there are no proposed audit adjustments, no material weaknesses, no significant deficiencies, and no findings. The numbers presented in the audit report are the same as what Ms. Thousand provided Wegner CPAs.

Wegner CPAs provided an unmodified opinion which is a clean opinion on the financial statements with no modifications. Another two (2) opinions were on internal control over financial statements and internal control over compliance with government laws and regulations. Finally, a third letter in the report notes an opinion on compliance. Wegner CPAs is required to test internal controls and compliance on SWWDB's major programs. The Foodshare Employment and Training (FSET) program was the major program audited this year. Of the six (6) program elements to test, activities allowed and allowable costs are tested for FSET. There is less testing under FSET than the Workforce Innovation and Opportunity Act (WIOA). Next year, WIOA will be the major program audited. Wegner CPAs rotates between SWWDB's two (2) major programs from year to year because in order to be considered a low-risk auditee, any federal program over the threshold of \$750,000 has to be tested once every two (2) years. Mr. Haumersen congratulated SWWDB on another great audit year.

Mr. Haumersen added that Wegner CPAs met with SWWDB's Audit Ad Hoc Committee at the opening of the audit to go over what auditors were going to be looking at and gave committee members the opportunity to ask questions.

Ms. Suda congratulated the SWWDB Finance team on another clean audit and thanked Wegner for all of the technical assistance provided throughout the year and for being a great partner. The work of all parties is greatly appreciated.

Motion made by Ms. Tucker, seconded by Mr. Marx, to approve the fiscal year 2019-20 audit report and Form 990. **Motion carried unanimously.**

**5. Committee Updates**

On September 15, the SWWDB Executive Committee met and discussed the Program Year (PY) 2020-21 and PY 2021-22 performance metrics. Board members were provided with the minutes from this meeting. Ms. Suda said that SWWDB administration and the Department of Workforce Development (DWD) went back and forth on these measures.

DWD countered back SWWDB's counter offer. On September 29, a joint meeting of the Southwest Wisconsin Counties Consortium (SWCC) and SWWDB Executive Committee approved DWD's last counter offer. DWD had indicated that they were locked in at this final counter offer because of their negotiations with the Department of Labor (DOL). DWD had further indicated to DOL that COVID-19 was going to create a lot of uncertainty, but DOL was not going to consider any impact that COVID-19 would have on performance.

The minutes from the September 29 joint meeting were shared with board members. The minutes include the final accepting measures and are also shown below in Table 1 in the fourth column to the left. The final measures to be accepted are shown in red.

**Table 1**

| Common Measure                          | PY 2018 & 2019 | PY 2020 & 2021 | PY 2020 & 2021 | PY 2020 & 2021 | Percent Change | Past Performance |       |       |       | Performance to Goal |
|---|----------------|----------------|----------------|----------------|----------------|------------------|-------|-------|-------|---------------------|
|   | Prior Goals    | State Proposed | SWWDB Counter  | State Counter  | 2019 vs. State | 2016             | 2017  | 2018  | 2019  | 2019                |
|   |                | Original       | Final          | Final          |                |                  |       |       |       | 4th QTR             |
| Adult Q2 Unsubsidized Employment        | 76%            | 76%            | 76%            | 76%            | 0.0%           | 71.4%            | 75.9% | 76.6% | 77.3% | 101.7%              |
| Adult Q4 Unsubsidized Employment        | 71%            | 74%            | 74%            | 74%            | 4.2%           | 69.7%            | 82.8% | 71.6% | 79.2% | 111.5%              |
| <b>Adult Median Earnings</b>            | 4100           | 5500           | 4800           | 5000           | 22.0%          | 5574             | 4320  | 5437  | 5776  | 140.9%              |
| <b>Adult Credential Attainment Rate</b> | 57%            | 70%            | 66%            | 66%            | 15.8%          | 61%              | 63.3% | 79.2% | 86.0% | 150.9%              |
| Adult Measurable Skill Gain             | Baseline       | 42%            | 42%            | 42%            | -              | NA               | 29.3% | 46.7% | 61.2% | -                   |
| DW Q2 Unsubsidized Employment           | 81%            | 82.00%         | 82%            | 82%            | 1.2%           | 82.4%            | 81.3% | 81.3% | 78.9% | 97.5%               |
| DW Q4 Unsubsidized Employment           | 79%            | 79%            | 79%            | 79%            | 0.0%           | 81.8%            | 86.3% | 74.7% | 85.7% | 108.5%              |
| DW Median Earnings                      | 7100           | 7500           | 7500           | 7500           | 5.6%           | 7420             | 7672  | 7357  | 8385  | 118.1%              |
| DW Credential Attainment Rate           | 65%            | 75%            | 70%            | 70%            | 7.7%           | 67.3%            | 80.0% | 82.9% | 73.9% | 113.7%              |
| DW Measurable Skill Gain                | Baseline       | 55%            | 55%            | 55%            | -              | NA               | 53.3% | 72.3% | 66.7% | -                   |
| <b>Youth Q2 Employment/Education</b>    | 65%            | 72%            | 68%            | 70%            | 7.7%           | 71.0%            | 75.0% | 76.3% | 77.8% | 119.7%              |
| Youth Q4 Employment/Education           | 64%            | 72%            | 68%            | 68%            | 6.3%           | 71.7%            | 74.1% | 76.9% | 72.1% | 112.7%              |
| <b>Youth Median Earnings</b>            | Baseline       | 3200           | 2950           | 3000           | -              | 2995             | 2719  | 2793  | 4193  | -                   |
| Youth Credential Attainment Rate        | 62%            | 62%            | 62%            | 62%            | 0.0%           | 67.4%            | 59.5% | 71.8% | 58.7% | 94.7%               |
| Youth Measurable Skill Gain             | Baseline       | 34%            | 34%            | 34%            | -              | NA               | 36.7% | 46.0% | 53.8% | -                   |

The performance metrics look at those individuals that exited in a certain quarter and how many are employed and what are their earnings are in Quarters 2 and 4 after exit.

Motion made by Ms. Omen, seconded by Mr. Carter, to approve the minutes from the September 15, 2020 SWWDB Executive Committee meeting and the minutes from the September 29, 2020 joint SWWDB Executive Committee and Southwest Wisconsin Counties Consortium (SWCC) meeting. **Motion carried unanimously.**

## 6. Old Business

### A. **WIOA Allocation Issues**

Ms. Suda provided board members with the most recent correspondence regarding the Workforce Innovation and Opportunity Act (WIOA) allocation issue. On the appeal to the Department of Workforce Development (DWD), Administrative Law Judge Stephanie Brown was not able to form a decision based on the information submitted to her. Ms. Brown provided SWWDB administration with next steps which was to appeal to the Department of Labor (DOL).

On October 21, 2020, Ms. Suda filed an appeal with DOL. DOL acknowledged the appeal around October 30 and will have a decision made within 120 days. The decision is expected in April or May of 2021. Ms. Suda stated that SWWDB has taken this issue as far as possible and hopes to know something before June.

## 7. Consent Agenda

The items on the consent agenda were presented to board members for review and discussion. Ms. Suda noted that there were updates made to SWWDB policy E-422 Needs-Related Payments Policy based on the Workforce Innovation and Opportunity Act (WIOA) and how needs-related payments are recognized. In general, needs-related payments can be made to individuals enrolled in WIOA programs if they are enrolled in training and if they are not eligible for unemployment or have run out of unemployment. Without such a monetary payment, these individuals would not be able to continue their education. For

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many years, SWWDB has stayed away from needs-related payments. However, after going through this year, the SWWDB administrative team decided that as a workforce development board, individuals need to be in training to update their skills. SWWDB currently has the resources to make these payments and it is allowable. Therefore, the policy was updated in the event an individual would need such assistance.

Ms. Thousand provided board members with a brief overview of the other policies. The changes driven are in a two-fold way. In the monitoring report received from the Department of Workforce Development (DWD) for monitoring that occurred over the summer, DWD identified specific things they wanted to see in these financial policies. Most of what SWWDB does is driven by Uniform Guidance on how to manage grants. DWD wanted to see specific language from Uniform Guidance in the policies. The second reason for some of the changes is that on November 12, Uniform Guidance went through its first set of major changes since its implementation in December 2014. The citation number/link may have changed. Therefore, SWWDB administration is also asking for blanket approval to update the reference area of SWWDB's policies and procedures.

Ms. Suda and Ms. Thousand asked if there were any questions. There were no questions and no discussion.

Motion made by Dr. Pierner, seconded by Ms. Simon, to approve the blanket approval request to update any section citation references in SWWDB's policies and procedures, and the updates made to the following SWWDB policies:

- C.201 Cash Management Policy
- C.401 Procurement Policy
- C.510 Grantee Monitoring Policy
- C.701 Travel Expense Reimbursement Policy
- C.810 Property Management Policy
- E.422 Needs-Related Payments Policy

### **Motion carried unanimously.**

Currently Manpower is meeting all performance measures except one in the Youth program. The outreach to youth is struggling primarily due to COVID-19. However, Manpower is taking aggressive steps to bring the number up. The numbers may be low, but Manpower and SWWDB are increasing the services for those participants currently enrolled. Beyond Manpower's outreach, SWWDB has purchased computers to help WIOA In-School Youth participants with their technology needs as so many are out of school. While most school districts that are operating virtually are able to provide laptops and/or Chromebooks to students, that is not always the case.

For 2020 Quarter 1, SWWDB is currently "exceeding" 11 measures, "meeting" three (3), and "failing" one (1). The failed measure is the Credential Attainment Rate goal in the Youth program.

In looking at Foodshare Employment and Training (FSET) performance, FSET does not have performance indicators like WIOA. However, SWWDB looks at service level goals. For Quarter 4 for the federal fiscal year ending September 30, 2020, SWWDB exceeded all service level goals for the program year. Ms. Suda asked if there were any questions. There were none.

Motion made by Mr. Otterstein, seconded by Ms. Omen, to approve the Workforce Innovation and Opportunity Act (WIOA) and Foodshare Employment & Training (FSET) performance and participation reports. **Motion carried unanimously.**

**8. Organizational Information & Recurring Business**

**A. Rapid Response Activity/Updates**

Board members were provided with an overview of layoff/closure activity since July 1, 2020 (Table 2). This information is provided at every board meeting per the Board’s request.

**Table 2**

Program Year 2020-21

| Company Name      | Layoff Date            | Affected Employees | RR Sessions or Meetings Held | Attendance | Receiving Services in DW Program |
|-------------------|------------------------|--------------------|------------------------------|------------|----------------------------------|
| Maple Leaf Cheese | 12/31/2020             | 31                 | 0                            | 0          | 0                                |
| Novares           | 8/17/2020 - 11/30/2020 | 74                 | 1                            | 57         | 0                                |
| Data Dimensions   | 8/21/2020              | 17                 | 1                            | 6          | 0                                |
| United Alloy      | 7/17/2020- 9/14/2020   | 108 (furloughed)   | 0                            | 0          | 1                                |

Ms. Suda stated that there have been multiple layoffs. Most have been identified as temporary since spring. Maple Leaf Cheese plans to be closed by the end of the year and Novares in Richland Center is now closed. Data Dimensions went through a workforce reduction. At the time SWWDB administration was notified, it was 17 employees. United Alloy sent a WARN notice indicating a temporary layoff/furlough of 108 employees.

Once SWWDB receives notification of a closure or layoff, SWWDB staff reach out to the employer to set-up Rapid Response meetings to distribute resource folders. During this time of COVID-19, employers have not been as receptive as they used to be. However, SWWDB staff continue to contact the employer to make sure the affected employees get the information they need to take the next step.

Ms. Graham indicated that this information is current and there are no new changes.

**B. WIOA Youth Program Updates/Presentation**

Years ago, SWWDB administration decided not to have subcommittees under the Workforce Innovation and Opportunity Act (WIOA). SWWDB used to have a Youth Council, but then ended it. SWWDB and staff monitored the services in the Youth programs and set the direction for where the Youth programs would go. Casey Dobson is the WIOA Program Supervisor for Manpower. SWWDB contracts with Manpower to provide WIOA and One-Stop Operator (OSO) services. Ms. Dobson was asked to give board members an update on the Youth program.

Ms. Dobson stated that there has been a big push this year to focus on the Youth program. Manpower has been very innovative on how to tackle increasing performance and participation in the Youth program and have had to incorporate COVID-19 in order to succeed.

All of the Manpower case managers are attending the National Association of Workforce Development Professionals (NAWDP) virtual Youth Symposium. Case managers are learning best practices on how to connect with youth and have the opportunity to see how other states operate



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their programs. Ms. Dobson's supervisor, Heather Leach, Director of Government Workforce Solutions, is the Chair of the NAWDP, so staff are always receiving best practices from other service providers and how Manpower can implement new ideas into the program in Wisconsin.

Ms. Dobson shared how Manpower has streamlined service delivery since the onset of COVID-19 in March. In the first few weeks of working virtually, Manpower had a new system in place. Orientations and the enrollment process had to be streamlined as much as possible. Before COVID-19, orientations were offered once per week. Orientations are now offered twice per week, there is more communication done over the phone, and enrollment paperwork is mailed and then emailed once it is approved. In September, SWWDB began offering an online and mobile-friendly application that has been extremely helpful.

At the beginning of COVID-19, Manpower recognized the barrier operating virtually posed to some participants with certain programs/software. Staff have quickly adapted to virtual technology by familiarizing themselves with such programs as Google Hangouts, Zoom, Skype, Teams, etc. so that they can adjust to whatever platform works best for participants.

Ms. Dobson shared the names of some of the partners Manpower works heavily with and receives referrals from. This includes Beloit Community Action Inc. (CAI). Manpower has/is attempting to coenroll most of CAI's Fresh Start students and are working with many of their other programs as well. Manpower is trying to provide as many wrap around services as possible. Because the Fresh Start program is tied to the Beloit School District, the school district informed CAI that they would not be able to provide the students with the technology necessary to go virtual. Manpower is subsidizing the school district with laptops, supplies, and clothing to ensure the students can complete their training. Manpower has also reached out to the charter schools and had virtual meetings.

Southwest Wisconsin Technical College (SWTC) and Blackhawk Technical College (BTC) have been great partners. SWTC has been closed and has not allowed partners on campus. Ms. Tucker clarified that SWTC is not closed. Staff are not allowed on campus that are not needed to provide training. Lab spaces are open for hands-on training. If partners are allowed on campus, Manpower is willing to set-up time to be available. BTC has allowed Manpower to have space at the Student Services Center. Ms. Dobson said that BTC staff are encouraged to take personal development workshops. Ms. Dobson recently facilitated a workshop for BTC staff to inform them of the purpose of WIOA, the services available, and how to best partner. There is WIOA information on BTC's and SWTC's website. Manpower also partners with BTC's GED program and the Head Start program. Manpower sends flyers to the parents and recently, Manpower was highlighted in Head Start's flyer that parents receive as well.

Some of the services Manpower offers students when staff cannot meet with them in-person includes leadership development activities. Ms. Dobson stated that Manpower has put together virtual escape rooms and virtual scavenger hunts. Manpower also put WIOA information in the bags that were distributed at the drive-thru job fairs and distributes information at local food drives. Information is also shared with partners through Manpower's role as the One-Stop Operator (OSO).

Ms. Dobson shared some concerns from participants and parents of participants. Since schools have gone virtual, students are struggling to do their school work in a virtual setting. Because of this, participants cannot focus on getting a job. This is a challenge Manpower is trying to overcome. Some of the worksites Manpower partnered with as work experience sites pre-COVID-19 are no

longer taking volunteers or work experience students in order to reduce COVID-19 exposure. Many Youth participants are interested in the healthcare field, so Manpower was working closely with the nursing homes and the healthcare center in Rock County. These sites are not interested in having work experiences onsite at this time. They have indicated that they hope to welcome back work experiences next fall.

Outreach has been challenging and not in the fact that Manpower has not been innovative in the way they handle outreach, but more of the return on the outreach that is the issue. Since July 1, Manpower staff have hung up around 125 flyers throughout the workforce development area, but since most individuals are staying home, Manpower is not seeing a return on that effort. Therefore, Facebook has been a big source of outreach. As the OSO, Manpower oversees the Green County, Rock County, and Southwest Area job center Facebook pages. The flyer has been posted several times on these pages and has been shared numerous times. Outreach is a challenge, but it is something that Ms. Dobson and her staff are up to and are working on.

Ms. Dobson asked if there were any questions. There were none.

### 9. CEO's Report

Ms. Suda informed board members that SWWDB staff are still primarily working from home. Staff are able to go to the office as needed to get supplies, file, pick-up/drop-off, etc. Staff are also able to connect virtually every week for a staff meeting. So far, the SWWDB team has been healthy.

SWWDB's former Director of Finance, Annette Meudt, was promoted in November from Section Chief to Bureau Director of Workforce Training.

SWWDB's offices will be closed Christmas Eve Day, Christmas Day, New Year's Eve Day, and New Year's Day. Ms. Suda also noted that SWWDB has appreciation gifts for all board members and will work on getting them delivered over the next month to two.

### 10. Chairperson's Report

As the Second Vice-Chair, Mr. Williams noted that as a non-profit, board members need to appreciate the work of the employees. Mr. Williams thanked the SWWDB team for all their hard work.

### 11. Adjournment

Motion made by Mr. Carter, seconded by Ms. Tucker, to adjourn the meeting at 4:19 p.m. The next regularly-scheduled board meeting will be Wednesday, March 10, 2021. **Motion carried unanimously.**