



Detroit
Employment
Solutions
Corporation

A Michigan Works! Agency

440 E. CONGRESS 4TH FLOOR
DETROIT, MICHIGAN 48226
PHONE (313) 876-0674
FAX (313) 664-5505
TTY: 711

MEETING:	DESC Corporate Board Meeting	DATE:	May 3, 2019
IN-PERSON ATTENDEES:	DESC Board/Committee Members: Cal Sharp, Alice Thompson, Jeff Donofrio, Lena Barkley, Ric Preuss, Don O'Connell, Maria Woodruff-Wright, Dannis Mitchell DESC Staff: Stephanie Nixon, Jason Lee, Terri Weems, Michelle Rafferty, Nicole Sherard-Freeman, Elizabeth Hennessey Guests/Presenters: None.	LOCATION:	440 E. Congress, Corporate Conference Room, 3R, Detroit, MI 48226
VIA TELEPHONE:	DESC Board/Committee: Chris Uhl DESC Staff: None.	CALLED TO ORDER:	9:10 AM
ABSENT:	Excused: None. Unexcused: None.	ADJOURNED:	10:43 AM
FACILITATOR:	Cal Sharp, Interim Corporate Board Chair	DATE MINUTES APPROVED/ADOPTED:	June 25, 2019

ITEM	DISCUSSION	OUTCOME/ACTION ITEM(S)
I. Welcome and Introductions <ul style="list-style-type: none"> Approval of Agenda, Meeting Minutes of 02/19/2019 	<p>Cal Sharp, Interim Corporate Board Chair called meeting to order at 9:14 am and welcomed everyone to the meeting and took roll.</p> <p>Cal Sharp, called for a motion to approve the Agenda, meeting minutes.</p> <p style="text-align: center;">Motioned: Ric Preuss Supported: Jeff Donofrio Motion Carried. Passed/Approved Unanimously.</p>	
II. Chair Report	<p>Cal Sharp gave a brief report:</p> <p>The last 18 – 20 months have all been focused on the system redesign. It's been our most strategic focus. This is a watershed moment for the role of DESC in the workforce ecosystem. It isn't just up to DESC it's also the Mayor's Office for Workforce Development. They work behind the scene and in front of the scenes to go out and get us the contributions and the funding necessary for us to get good information, be it University of Michigan Policy Lab or Accenture, we are beholden to the Mayor's Office for Workforce Development. It's been a good partnership, and I am looking forward to the outcomes. In addition, regarding the procurement process, any federal or state funding requires a fair and competitive procurement process. In consultation with our corporate lawyer, were consistent with that mandate. I participated in meetings setting the process, it was very open and transparent. The teams reviewing, of which I was a member, met as a group and reached consensus on the path forward.</p>	
III. CEO Report	Cal Sharp turned the meeting over to Nicole Sherard-Freeman for her CEO report.	



	<p>I would like to echo Cal's statements. I am grateful to the Executive Team at DESC and to Jeff and Nicole in the Mayor's office who played a significant role in this work. This is a milestone, but we have much of the work ahead of us. Special thanks to Accenture and University of Michigan Poverty Solutions. We are excited about the work ahead.</p>	
IV. GDYT Update	<p>Cal Sharp turned the meeting over to Stephanie Nixon and Jason Lee:</p> <p>Jason Lee started the comments: We have a target of \$11.9 Million dollars for the GDYT work, thanks to all our corporate partners and our partners in the Mayor's office we are 92% to our goal. We are excited that we have a pathway to achieve our goal.</p> <p>Stephanie Nixon continued: Our goal is to place 8,000 young people in meaningful work experiences this summer, to date we have over 5,500 young people registered, so we are at 70% of our goal. This number does not include our affiliates, we include those jobs in our goal number. The affiliates have a goal of 1,700, which puts us very close to our goal and registration is ongoing. We also have the CAP program, which provides workplace readiness training in high schools at Western, Cody, Osborn and Ben Carson. Our goal was to register 250 young people, we got 253, so we are at 101% of the goal. We have a teacher in that program who speaks Spanish, who has offered to teach our staff Spanish, so they can better communicate with the population they serve.</p> <p>Jason Lee concluded: We have invested in some digital marketing, so you will be seeing digital billboards around advertising the GDYT program. They are to engage business in the opportunity to give Detroit youth high quality work experiences. We also have GDYT window clings to be displayed in small business' windows, so the community sees that they are supporting Detroit youth, and they should spend their money there.</p>	
V. Audit & Finance Committee Update	<p>Cal Sharp turned the meeting over to Chris Uhl, who introduced Terri Weems:</p> <p>We presented the preliminary information on our budget. We are significantly accelerating the process around developing the budget to much earlier in the year, in anticipation of the launch of several strategic initiatives. We expect our revenue to be similar to last year, the sources of revenues have shifted a bit, as well as applied expenditures. We have early indications we may be getting an increase on our WIOA allocations, but we remain cautiously optimistic. With the large number of areas our revenues are directed towards, we anticipate using our dollars efficiently. We will be presenting more detailed documents at our June Audit Committee and Board meetings.</p> <p>Cal Sharp took a moment to welcome and introduce a new Board Member to the meeting, Dannis Mitchell.</p>	
VI. Program Services Committee Update	<p>Cal Sharp turned the meeting over to Alice Thompson:</p> <p>The Program Services Committee met on April 30th, and approved several new contracts, contract extensions and lease extensions, which will be presented to you later in this meeting, for your concurrence and stamp of approval. We believe they represent our potential provider networks successful response to our system redesign strategies, our goals and our planned outcomes. The presentation you will see from Michelle Rafferty and Stephanie Nixon really talks about the last 18</p>	

	<p>months of serious deliberation and analysis. We have made two small corrections to the contracts we have approved, but the intent of the approvals still stands.</p>	
<p>VII. System Redesign Background</p>	<p>Cal Sharp turned the meeting over to Michelle Rafferty for some background on the decisions made on the system redesign:</p> <p>Michelle presented several slides that give context around the recommendations being put in front of you today. We worked not only with the One Stop Committee and the Mayor’s Workforce Development Board, also with a CBO leadership group, to establish what the goals are for this system redesign process. This has been a collaborative process that has been informed not only by staff but by the people doing the work and the people that are impacted by the work. We wanted to make this about connecting people to jobs, but also to reduce poverty and help Detroiters achieve financial stability. Accenture planned and conducted an intensive stakeholder engagement process through which, we talked with our current contractors, various leaders, and job seekers themselves. We gathered information from University of Michigan Poverty Solutions and Youth Policy Lab, as well as Corporation for a Skilled Workforce. We surveyed 100 organizations that receive funding for workforce development, on their capacity, and to weigh in on some preliminary ideas we developed and to rank them. Accenture also led some design labs that staff, board members and leaders from other foundations participated in, through these sessions we established a vision of what we were trying to accomplish. The University of Michigan helped us to identify the people most likely to be in poverty or unemployed: young adults, returning citizens, Detroiters of working age that are not engaged in the workforce and mothers/families with young children. We also looked at DESC’s role, how we can be good partners. All of this informed the RFP’s. We established through feedback that we need more than three centers for Detroiters to get help, we also want each center to offer the same services, no matter which center you enter, so we established the standard services you will get at every center. We want the centers to be human centered, and we received a grant from McGregor Fund to bring on a consultant to do some human centered design work. We wanted to integrate WIOA and PATH, which will result in better services for our customers, and to operate in a more efficient way financially, which means more money to serve our customers. We recently launched a centralized call center to have a consistent source for the most recent information. We have a longstanding Center for Working Families network in Detroit that we can utilize for financial guidance to assist in keeping families out of poverty.</p> <p>We released 3 RFP’s and the results of them is what we will be looking at today. For the Youth Model, there are a lot of young people that are disconnected from employment, we asked applicants to find creative ways to connect with them. We need to meet young people where they are, and be sure that our intake process is empathetic, trauma informed and that we are respecting young people. We asked how the applicants were going to use a collective impact model. We are launching Launchpad on the Salesforce platform, so we are using technology to make the process efficient and more effective. We also have a Director of Employer Engagement, taking a more strategic approach to employers.</p> <p>In the RFP we stated we would be selecting six to nine proposals and that the criteria would be looked at individually, as well as looking at the entire region of Detroit to be sure we are where the centers are where the needs are. We trained a review committee, that included DESC staff and members of the Mayors Workforce Development Board, we had United Way, and the Detroit Regional Workforce Fund, and the McGregor Fund, Corporation for a Skilled Workforce, City of Detroit Department of Neighborhoods, UofM Youth Policy Lab, and a lot of support from Accenture. After we reviewed applications, scored them and came to a consensus, we visited each site that applied, so we heard from</p>	

	<p>all the applicants face to face. Erin Butler created maps on all the locations where people lived and the neighborhoods that were most in need.</p>	
<p>VIII. Presentation & Motion: System Redesign Career Services</p>	<p>Michelle Rafferty continued:</p> <p>We are recommending eight centers:</p> <p>Northwest Activity Center: SERCO/Goodwill, applied as co-grantees; Goodwill will focus on data quality, retention services including the SURGE program. SERCO will focus on career coaching</p> <p>ACCESS: had a new center to serve the community, which covered a gap in the Cody Rouge area that we identified.</p> <p>Development Center: PATH/WIOA services, they have a lot of work in human services and behavioral health services, Head Start program.</p> <p>Ross Employment Services: PATH/WIOA/FAET funding</p> <p>Payne Pulliam: contract extension</p> <p>SERCO: southside location, contract extension</p> <p>Southwest Economic Solutions; Detroit Welcome Center; WIOA only funding</p> <p>ResCare/JVS Human Services: exceptional plan for human centered intake, to staff the contact center and operate Workforce One.</p> <p>Board discussion ensued. Nicole Sherard-Freeman clarified that the approvals today allow us to move into negotiation with the providers, these are not contracts that are being approved.</p> <p>Michelle Rafferty referred the Board to the maps in their packets. One important point to note, we are moving from \$2.579 Million to \$1.572 Million, that's with integrating WIOA and PATH. We may have a ninth site in the future, to be decided. The \$827,000 reduction in facility costs is being directed to increased barrier removal services and increasing formula funds going into training.</p> <p>Our proposals:</p> <p>SERCO/Goodwill: PATH/WIOA/FAET funds; first year will be different due to the PATH funds.</p> <p>ResCare/JVS: PATH/WIOA/FAET funds</p> <p>ACCESS: PATH/WIOA funds</p> <p>Ross Employment Solutions: PATH/WIOA/FAET funds</p> <p>Southwest Economic Solutions: WIOA funds</p>	<p>Alice Thompson asked for a question at the next meeting: data collection becomes critical, and the new system will not go smoothly initially. When can we expect some reliable data form this new system?</p>

	<p>Development Centers: PATH/WIOA funds</p> <p>SERCO (Michigan Avenue): PATH/WIOA funds</p> <p>Downriver Community Conference: Wagner Peyser/Trade Adjustment Assistance Funds/RESA Funds/WIOA Dislocated Worker Funds</p> <p>All funding is subject to change, depending upon our approved 2020 budget, and all funding is based on formulas.</p> <p>Cal Sharp called for a motion regarding Career Center award recommendations:</p> <p>SERCO/Goodwill; Motion: Alice Thomson; any ayes, all ayes; any nays, none; any recusals, Lena Barkley. Approved</p> <p>ResCare/JVS; Motion: Alice Thomson; any ayes, all ayes; any nays, none; any recusals, Lena Barkley. Approved</p> <p>ACCESS; Motion: Alice Thomson; any ayes, all ayes; any nays, none; any recusals, Lena Barkley. Approved</p> <p>Southwest Economic Solutions; Motion: Jeff Donofrio; any ayes, all ayes; any nays, Ric Preuss; any recusals, Chris Uhl. Approved</p> <p>Development Centers; Motion: Alice Thompson; any ayes, all ayes; any nays, none; any recusals, Chris Uhl. Approved</p> <p>SERCO; Motion: Jeff Donofrio; any ayes, all ayes; any nays, none; any recusals, none. Approved</p> <p>Downriver Community Conference; Motion: Ric Preuss; any ayes, all ayes; any nays, none; any recusals, None. Approved</p> <p>Michelle Rafferty discussed contract extension recommendations:</p> <p>Payne Pulliam: Shoemaker location; PATH</p> <p>SERCO: Samaritan Center; WIOA</p> <p>Samaritan Center Inc: Lease holder for the Samaritan Center</p> <p>Cal Sharp called for a motion to approve:</p> <p>Payne Pulliam; Motion: Maria Woodruff-Wright; any ayes, all ayes; any nays, none; any recusals, none. Approved</p> <p>SERCO; Motion: Lena Barkley; any ayes, all ayes; any nays, none; any recusals, none. Approved</p>	
--	--	--

	<p>Samaritan Center Inc: Motion: Lena Barkley; any ayes, all ayes; any nays, none; any recusals, none. Approved</p> <p>Michelle Rafferty discussed Type One space recommendations:</p> <p>Northwest Activity Center: City of Detroit is the landlord</p> <p>Cal Sharp called for a motion to approve:</p> <p>Northwest Activity Center: Motion: Lena Barkley; any ayes, all ayes; any nays, none; any recusals, Jeff Donofrio. Approved</p>	
<p>IX. Presentation & Motion: System Redesign Youth Services</p>	<p>Stephanie Nixon took over the meeting to discuss the Youth Services recommendations:</p> <p>In school and out of school youth:</p> <p>Urban Neighborhood Initiatives: Southwest; community-based partnerships, strong recruitment strategy, strong alignment to meet with a more ethnically diverse population; servicing 150 youth</p> <p>Youth Connection: Eastside; current juvenile justice and foster youth referral partnerships, strong digital recruitment strategy and solid training provider partners; servicing 145 youth</p> <p>Out of School only:</p> <p>SER Metro Detroit: Eastside and southwest locations; excellent past performance with WIOA youth programs, leveraged funding, strong collective impact models; serving 480 youth</p> <p>In school youth:</p> <p>Yunion: Eastside and schools across the westside: evidenced based curriculum, demonstrated holistic approach, clinical approach to serving youth, particularly related to trauma informed care; serving 125 youth</p> <p>YMCA: Westside; existing partnerships with DTSCD are strong, solid data management system and a lot of experience with OSMA; serving 100 youth</p> <p>Our current presence is heavy in Southeast. The goal is to serve a thousand young people, but the areas that have gaps need to be covered. Our recommendations cover the entire city. Services are within a three-mile radius of all neighborhoods; many young people can walk to these services.</p> <p>Current state, out of school youth have two service locations, future state will be four service locations. Current state, in school populations, only in schools with JAG programs assigned to them, future state, four new service locations.</p> <p>Board discussion ensued.</p> <p>Cal Sharp called for a motion to vote: Ric Preuss made the motion</p> <p>SER Metro: Motion: Jeff Donofrio; any ayes, all ayes; any nays, none; any recusals, none. Approved</p>	

	<p>Urban Neighborhood Initiatives: Motion: Don O’Connell; any ayes, all ayes; any nays, none; any recusals, none. Approved</p> <p>YMCA: Motion: Ric Preuss; any ayes, all ayes; any nays, none; any recusals, none. Approved</p> <p>Youth Connection: Motion: Don O’Connell; any ayes, all ayes; any nays, none; any recusals, none. Approved</p> <p>Yunion: Motion: Don O’Connell; any ayes, all ayes; any nays, none; any recusals, Chris Uhl. Approved</p>	
<p>X. Presentation & Motion: Community Ventures</p>	<p>Stephanie Nixon presented the recommendations for Community Ventures:</p> <p>This is a program that was operated by the city over the last several years, last June of 2018 they passed on the responsibility to the NWA’s. Correction, from the State, not the City. We kept the contractors on so the services would continue to run smoothly. It is an employee retention program for employees with barriers. They supply success coaching and remove the barriers that might affect employee’s ability to work. There is a Business Resource portion that may not have employees with the barriers we spoke of but want to provide those services to their employees. They pay a fee to be a part of the network.</p> <p>We would like to recommend:</p> <p>SER Metro Detroit: provide services to 175 individuals</p> <p>Cal Sharp called for a motion to approve:</p> <p>SER Metro Detroit: Motion: Don O’Connell; any ayes, all ayes; any nays, none; any recusals, none. Approved</p> <p>Don O’Connell asked how was the communication of this information going to be gotten to the affected parties, and the new locations? Michelle Rafferty responded that Accenture and our Communications Director are working on these plans. We will have a transition toolkit together, and Nicole Sherard-Freeman and Michelle we will have face to face meetings with providers that were not selected. Most changes are happening October 1, so we will be able to train and get statements of work with the new providers. Dee Prosi, our Director of Communications is taking a neighborhood-based approach at getting the word out. In the centers, we will be informing clients beginning 30 days in advance and after the closure, will have alight touch presence on the ground to guide clients to new locations.</p>	
<p>XI. Public Comments</p>	<p>Cal Sharp asked for comments from the public:</p> <p>Looking forward to getting into the new process.</p> <p>Payne Pulliam school, we would like to still be in the running.</p> <p>On behalf of Development Center, we are very, very excited to participate with you</p> <p>Board discussion ensued.</p>	

XII. Adjournment.	Cal Sharp called for a motion to adjourn the meeting. Motion: Ric Preuss Motion Passed/Approved.	
-------------------	---	--

DRAFT SUBMITTED BY: Elizabeth Hennessey

Printed Name: Elizabeth Hennessey

Title: Executive Assistant to CEO & President

Signature: /s/ Elizabeth Hennessey

Date: June 10, 2019

DATE MINUTES APPROVED/ADOPTED: June 25, 2019 Initials: EMH

NEXT MEETING: June 25, 2019 at 9:45 AM