

<b>MEETING:</b>	<b>DESC Program Services Committee Meeting</b>	<b>DATE:</b>	<b>April 30, 2019</b>
<b>IN-PERSON ATTENDEES:</b>	<b>DESC Board/Committee Members:</b> Alice Thompson, Cal Sharp, Rick Preuss <b>DESC Staff:</b> Nicole Sherard-Freeman, Michelle Rafferty, Terri Weems, Stephanie Nixon, Jason Lee, Chioke Mose-Telesford, Lucia Seed, Elizabeth Hennessey <b>Guests/Presenters:</b> None.	<b>LOCATION:</b>	<b>440 E. Congress, Corporate Conference Room, 3R, Detroit, MI 48226</b>
<b>VIA TELEPHONE:</b>	<b>DESC Board/Committee:</b> Lena Barkley <b>DESC Staff:</b> None.	<b>CALLED TO ORDER:</b>	<b>9:46 AM</b>
<b>ABSENT:</b>	<b>Excused:</b> None. <b>Unexcused:</b> None.	<b>ADJOURNED:</b>	<b>10:50 AM</b>
<b>FACILITATOR:</b>	Alice Thompson, Program Services Committee Chair	<b>DATE MINUTES APPROVED/ADOPTED:</b>	<b>June 21, 2019</b>

<b>ITEM</b>	<b>DISCUSSION</b>	<b>OUTCOME/ACTION ITEM(S)</b>
<p>I. Welcome and Introductions</p> <ul style="list-style-type: none"> <li>Approval of Agenda, Meeting Minutes of 02/19/2019 and Meeting Minutes of 10/19/2018</li> </ul>	<p><b>Alice Thompson, Program Services Committee Chair, called meeting to order at 9:46 am and welcomed everyone to the meeting and took roll.</b></p> <p><b>Alice Thompson, Board Secretary and Program Services Committee Chair, called for a motion to approve the Agenda, 10/19/2018 meeting minutes and 2/19/2019 meeting minutes.</b></p> <p style="text-align: center;"><b>Motioned:</b> Cal Sharp <b>Supported:</b> Rick Preuss <b>Motion Carried. Passed/Approved Unanimously.</b></p>	
<p>II. Presentation: System Redesign Background</p>	<p>Alice Thompson called for the System Redesign Background presentation to start. Lena Barkley asked that the proposals be handled first, Alice Thompson responded that if Ms. Barkley had to leave the meeting, there will still be a quorum. The presentation is critical to understanding the selection process for the contracts being approved. Ms. Barkley responded in the positive and the presentation began.</p> <p>Michelle Rafferty, COO DESC, provided background details regarding the 2-year process of determining how to best serve our communities through our Youth and Career Centers. They had discussions with 125 different organizations and stakeholders, resulting in the decision to make the customer the central focus of the programs and services offered. We wanted to integrate WIOA and PATH and use technology to bring these services to clients efficiently. We also launched a call center to provide consistent information in one place for all our services and clients. We also have put together resources to not only move Detroiters out of poverty but also to help them learn to address financial challenges</p>	

	<p>they might face, through financial coaching and fiscal education. It has been determined that all the centers would provide consistent services across the new model.</p> <p>Regarding the Youth Centers, we are making sure the services are human centered and trauma informed, and meeting young people where they are, connecting them with key resources. The RFP asked that applicants talk about how they will create a collective impact model. It was determined the centers must be more technology enabled, and so we are working with Launchpad, which uses Salesforce to roll out a new data system that will help us track data and outcomes, and will change the way we interface with customers and employers.</p> <p>We have centralized our employer engagement work and have a Director in place in the Mayors Workforce Development office that is working with employers in a more strategic long-term way.</p> <p>We had a great response to the RFP's, 22 career center proposals from 16 applicants, 3 type one locations and 13 youth applications. In addition to DESC staff , we had external partners from United Way, McGregor Fund, U of M Policy Lab, the Mayors Workforce Development Board and a member of DESC's Board analyze the applications and form consensus opinions, as well, so we could be sure to provide the best decisions in all the areas we serve.</p>	
<p>III. Presentation &amp; Call for Motion: WIOA Year-Round Youth Services</p>	<p>M. Rafferty turned the presentation over to Stephanie Nixon, CPO to bring the decisions for the WIOA Year-Round Youth Services up for a vote.</p> <p>Our recommendations are:</p> <p>Urban Neighborhood Initiatives</p> <ul style="list-style-type: none"> <li>• SW Detroit</li> <li>• Innovative entrepreneurship program</li> <li>• Strong commitment to Springwell's community</li> </ul> <p>Youth Connection</p> <ul style="list-style-type: none"> <li>• NE Detroit</li> <li>• Strong juvenile justice program</li> <li>• Foster care program</li> <li>• Serving in school and out of school youth</li> </ul> <p>SER Metro</p> <ul style="list-style-type: none"> <li>• SW Detroit</li> <li>• 2 sites serving out of school youth</li> </ul> <p>Yunion</p> <ul style="list-style-type: none"> <li>• NW Detroit</li> <li>• DPSCD program</li> <li>• Proven provider of trauma informed program</li> </ul>	<p><b>Alice Thompson asked for a parking lot item:</b></p> <p><b>Please confirm restorative practices training are being trained by licensed restorative practice trainers.</b></p>

	<p>YMCA</p> <ul style="list-style-type: none"> <li>• Westside Detroit</li> <li>• In school expertise</li> </ul> <p>We expanded our footprint to better cover underserved areas, such as NW Detroit. We also expanded our capacity to serve both in school and out of school youth. We have set a goal of serving 1000 youth in PY 19.</p> <p>Committee member discussion ensued.</p> <p>S. Nixon asked for a motion to approve the contracts, walked through the services provided to the youth population.</p> <p>Is there a motion to approve? Cal Sharp approved; Rick Preuss supported</p> <p>Alice Thompson called for Ayes: All were Ayes; No Nays</p> <p>Passed program committee level, on to the Board</p>	
<p>IV. Presentation &amp; Call for Motion: Career Center Services</p>	<p>Michelle Rafferty presented the choices for Career Centers:</p> <p>8 career centers recommended for funding, included several with co-grantees:</p> <p>SERCO/Goodwill Industries</p> <ul style="list-style-type: none"> <li>• Focusing on each other's strengths</li> <li>• Centers for Working Families</li> <li>• Goodwill will leverage SURGE, providing employee retention services</li> </ul> <p>ACCESS</p> <ul style="list-style-type: none"> <li>• Already well established within the community</li> <li>• Currently have a site in the Joy Road area to serve a wider population than current service scope</li> <li>• Center for Working Families</li> </ul> <p>Development Centers</p> <ul style="list-style-type: none"> <li>• McNichols &amp; Telegraph</li> <li>• Current PATH provider</li> <li>• Human Centered Philosophy</li> <li>• Headstart program</li> </ul> <p>Ross</p> <ul style="list-style-type: none"> <li>• PATH Program</li> <li>• Current provider of PATH FAET, provides WIOA in other areas of the US</li> </ul> <p>Southwest Economics Solutions</p> <ul style="list-style-type: none"> <li>• Services at the Detroit Welcome Center</li> <li>• Secretary of State co-located at Center</li> </ul> <p>SERCO</p>	<p><b>A. Thompson raised 2 parking lot items:</b></p> <ol style="list-style-type: none"> <li><b>1) How will this now if at all shape or reshape the one stop committee work?</b></li> <li><b>2) We have set goals but need more than that, we need impact. Reducing poverty as an impact on the community should be something you are also measuring.</b></li> <li><b>3) It would be interesting at one point in the future the Program Committee and the One Stop Committee should get together to see the full footprint moving forward.</b></li> </ol>

- Current PATH provider
- Will add WIOA Services
- Center for Working Families

ResCare/JVS

- Durfee Innovation Center
- Exceptional Human Centered Design Proposal
- Life Navigators

Downriver Community Conference

- Current provider
- TAA, Wagner Peyser, RESEA & WIOA

With these recommendations, customers will all be within 3 miles of a service center. We also looked at Connect 10 bus routes, for ease of access. Moving from 3 career centers to 8 career centers; from 20,000 – 35,000 customers served; Facility costs go from \$2.579 Million current state to \$ 1.752 Million; and so more money to help Detroiters.

Contract renewals (short term):

Extend current SERCO contract through the end of 2019 to maintain services at Samaritan Center  
 Extend current Payne Pulliam contract through end of 2019 to maintain PATH program

Committee discussion ensued.

Alice Thompson moved to start the approval process; each contract must be approved separately.

SERCO/Goodwill Cal Sharp/Rick Preuss

Is there a motion to approve? Cal Sharp approved; Rick Preuss supported

Development Centers:

Is there a motion to approve? Cal Sharp approved; Rick Preuss supported

Access

Is there a motion to approve? Cal Sharp approved; Rick Preuss supported

Ross

Is there a motion to approve? Cal Sharp approved; Rick Preuss supported

Southwest

Is there a motion to approve? Cal Sharp approved; Rick Preuss supported

SERCO

Is there a motion to approve? Cal Sharp approved; Rick Preuss supported

ResCare/JVS

Is there a motion to approve? Cal Sharp approved; Rick Preuss supported

Downriver

Is there a motion to approve? Cal Sharp approved; Rick Preuss supported

	<p>Serco Extension Is there a motion to approve? Cal Sharp approved; Rick Preuss supported</p> <p>Payne Pulliam Is there a motion to approve? Cal Sharp approved; Rick Preuss supported</p> <p>Ayes approved from this committee, going to the full board</p>	
V. Presentation & Call for Motion: Type 1 Career Center Space	<p>Alice Thompson referred to M. Rafferty to present the Type One Space Recommendations:</p> <ul style="list-style-type: none"> <li>• Northwest Activity Center</li> <li>• Samaritan Center extension for 6 months</li> </ul> <p>Alice Thompson called for approval:</p> <p>Northwest Activity Center Is there a motion to approve? Cal Sharp approved; Rick Preuss supported</p> <p>Samaritan Center Is there a motion to approve? Cal Sharp approved; Rick Preuss supported</p> <p>Ayes approved by this Committee</p>	
VI. Presentation & Call for Motion: Wagner Peyser / TAA Services	<p>Alice Thompson called for the approval process, Michelle Rafferty stated that as a part of the Career Center approvals, this had already been covered.</p>	
VII. Presentation & Call for Motion: Community Ventures/Business Resource Network Services	<p>Alice Thompson called for Stephanie to present the Community Ventures/Business Resources Network candidates.</p> <p>Stephanie gave some background on the goals and scope of the Community Ventures program. One organization will provide career coaching services to help support employee retention. Business Resource Networks bring together employers to ensure that retention services are available for their entire workforce. Employers pay a fee to participate in the network.</p> <p>DESC recommends SER Metro Detroit to provide career coaching over a 16 month contract.</p> <p>Is there a motion to approve? Cal Sharp approved; Rick Preuss supported</p> <p>Ayes have approved for presentation to the Board</p>	

VIII. Public Comment	Alice Thompson called for public comments This was a well-run, and informative meeting	
IX. Adjournment.	<b>Motion: Rick Preuss Motion Passed/Approved.</b>	

**DRAFT SUBMITTED BY: Elizabeth Hennessey**

Printed Name: Elizabeth Hennessey

Title: Executive Assistant to CEO & President

Signature: /s/ Elizabeth Hennessey

Date: June 1, 2019

**DATE MINUTES APPROVED/ADOPTED:** June 21, 2019 **Initials:** EMH

**NEXT MEETING:** June 19, 2019 at 10:00 AM