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A Michigan Works! Agency

MEETING:	DESC Corporate Board Meeting	DATE:	August 27, 2019
IN-PERSON ATTENDEES:	DESC Board/Committee Members: Cal Sharp, Alice Thompson, Chris Uhl, Don O'Connell, Maria Woodruff- DESC Staff: Terri Weems, Michelle Rafferty, Stephanie Nixon, Marie Hocker, Robert Shimkoski, Robin Johnston, Elizabeth Hennessey Guests/Presenters: Demetrius Meyers, Yvonna Holloway, Diana Perez	LOCATION:	440 E. Congress Corporate Board Room Detroit, MI 48226
VIA TELEPHONE:	DESC Board/Committee: Michael Aaron, Dannis Mitchell, Lena Barkley DESC Staff: None	CALLED TO ORDER:	9:49 AM
ABSENT:	Excused: Toney Stewart Unexcused: None	ADJOURNED:	10:58 AM
FACILITATOR:	Cal Sharp, Interim Board Chair	DATE MINUTES APPROVED/ADOPTED:	10/29/2019

ITEM	DISCUSSION	OUTCOME/ACTION ITEM(S)
I. Welcome, Roll Call, and Introductions	<p>Cal Sharp, DESC Interim Board Chair, called the meeting to order and welcomed everyone to the meeting. Mr. Sharp welcomed new DESC staff, Marie Hocker Director of GDYT and Nicole Sherard-Freeman as a new Board member</p> <p>Cal Sharp, called for a Motion to Approve the Agenda:</p> <p style="text-align: center;">Motioned: Ric Preuss Seconded: Don O'Connell Motion Carried. Passed/Approved Unanimously.</p> <p>Cal Sharp, called for a Motion to Approve the Minutes from the previous meetings, June 25, July 29, Aug 5:</p> <p style="text-align: center;">Motioned: Don O'Connell Supported: Ric Preuss Motion Carried. Passed/Approved Unanimously.</p>	<p>Chris Uhl noted that he was present on the phone during the August 5 Special Session. Noted by the recorder.</p>



<p>II. Board Chair Report</p>	<p>Cal Sharp, Interim Board Chair reported:</p> <ul style="list-style-type: none"> We are asking you to sign the conflict of interest policy, which we review annually. We ask to have it back in a week <p>Cal Sharp called for a motion to approve the calendar of meetings for the upcoming Governance meetings:</p> <p style="text-align: center;">Motioned: Ric Preuss Seconded: Dannis Mitchell Motion Carried. Passed/Approved Unanimously</p> <p>Cal Sharp called for a motion to approve the changes to the DESC Bylaws:</p> <p>Terri Weems discussed the changes:</p> <ul style="list-style-type: none"> Make clear the role of Directors and employees There is no compensation for Directors other than normal reimbursements (parking or travel reimbursement) Making clear the role and responsibilities of DESC as fiscal agent, as defined in WIOA requirements <p style="text-align: center;">Motioned: Ric Preuss Seconded: Don O'Connell Motion Carried. Passed/Approved Unanimously</p>	
<p>III. Interim CEO Board Report</p>	<p>Terri Weems, DESC Interim Chief Executive Officer reported:</p> <ul style="list-style-type: none"> Thank the Board for Interim appointment Welcome Nicole Sherard-Freeman as a new Board Member and thank her for all her work as CEO & President Welcome new key members of the team, Marie Hocker as the Executive Director of GDYT, and Sheilah Clay the Director of Training, Quality and Retention Recognize a few guests who have joined us today, Demetrius Meyers, Yvonna Holloway and Diana Perez, who will be sharing with us their experience with our programs, which happen because of your support <p>Guests spoke of their positive experiences with the Randolph Welding Program, GDYT and the CAP program.</p> <ul style="list-style-type: none"> As outlined in the board report to you, we ended the 2018/19 fiscal year strong, we met all our training and employment goals. We had over 20,000 new customers, trained 2700 people and placed over 6000 jobs. 	

	<ul style="list-style-type: none"> • We met all of our GDYT goals. We achieved our fundraising goal and got over 8200 young people opportunities for summer employment. • We are really proud of these results and it is a testament to our teams efforts. We expect to continue to focus on training and on quality jobs paying high wages. • We are constantly identifying opportunities for greater efficiency and effectiveness as we increase in size and complexity. That means ensuring we have technology we need to support reporting, blending and braiding. The number of revenue streams we are managing continues to increase. • Recognition of the Jobs for Michigan Graduates team. The team won the “5 of 5 Award” for the past two years, but this year achieved status on both multiyear and out of school youth. In meeting “5-of-5,” JMG Detroit has exceeded all performance metrics. • Congratulations to Ericka Page for receiving the Spirit of Detroit Award from City Council for her work with youth during HEROES Tech Program demo day. Formally recognize and thank a few members of the team who contributed to the redesign effort and to the development of the new system. The redesign effort is a transformational change to the makeup of Detroit’s workforce infrastructure. The time and effort from those involved in planning and reviewing was significant and very much appreciated. • Also recognized everyone who supported the design and implementation of the Launchpad information management system. We’ve received positive feedback from users about the system and we’ve already started making enhancements to the system to make it even better. Especially thank the team for making last minute requests over the past few weeks in response to FCA. We opened a job seeker portal specifically for those interested in the FCA opportunity that allowed for self-registration, and collection of information for thousands of interested Detroiters. We were able to mass communicate to the group, remind them about events, and remind them to register • Reporting was on demand and up to the minute for the Mayor’s office. We were responsive to all of this and were still able to launch the system in June. • Thanks also to Herman Parry, our Facilities manager who worked over the past several months to negotiate a lease to secure space for us in a new location. We will be moving to 100 Elliot which is in the Midtown area within closer proximity to universities. We will have the benefit of sharing space with Nicole’s team and be connected to other city departments who will occupy other space in the building. We are currently working on space planning and expect to be able to move within the next 6 months 	
IV. MWDB Highlights	Nicole Sherard-Freeman, Executive Director of the Mayor’s Office for Workforce Development, provided a year end look at the Mayors Workforce Development work:s	

	<ul style="list-style-type: none"> • Comment on Launchpad and Salesforce. Launchpad CEO has mentioned to me that LA and other large cities are looking at the work we did in Detroit as a model for their systems. I am exceedingly proud of our team and the work they put into the new system • In times of leadership transition, it's a good idea to reset the direction we are headed. There is a booklet that is a retrospective of all that DESC and MOWD has done in the last three years. We want to be clear that there is no duplication between DESC and MOWD, we are one team, one partnership in service to Detroiters • In 2015, MOWD set the goal of 100,000 Detroiters into opportunities. We are almost there and moving steadily to our goal. We are focusing on decreasing poverty and re-building the middle class. There will be increased focus on equity • When I was asked to take on this position, The Mayor asked me to build Detroit at Work and DESC into the nation's largest, most well run staffing agency, which means doing what we're already doing and doing more of it • The FCA events were well run and well put together events. We are turning over 10,675 names over to FCA to send out application links. We have learned that we have a pool of candidates for other employers to get candidates for jobs they have open • Sheilah Clay will help us be sure that we are offering the best training opportunities, and give direction on how we weave that into a package that helps put people on a pathway that builds the middle class in Detroit • We are increasingly less dependent on federal funding for our work, but increased federal funding for GDYT so it's less dependent on philanthropic funding 	
<p>V. DESC Annual Metrics</p>	<p>Michelle Rafferty, Chief Operating Officer reported:</p> <ul style="list-style-type: none"> • In terms of our overall impact, we exceeded all our goals for the year, and have improved how we are tracking outcomes • We have had 20,000 new customers come into the system, which is through June 30, 2019. In June alone, 2,200 were from FCA job events • The vast majority of people coming in for the FCA events have never used our services before, so we are able to offer a new population our services • We offer a variety of service levels at the Career Centers, and have a large number of people enrolling in occupational training and we are able to get a more comprehensive picture of the clients • We improved statistics on the number of people that gain employment, that number is up from 4,000 to 6,000 placements 	

	<ul style="list-style-type: none"> Regarding demographics, the PATH population comes in with a lower education rate 76% high school diploma or less, the Career Center population is coming in as 54% at high school diploma or less. The PATH population is overwhelmingly female Our WIOA statistics have improved greatly, we are exceeding all our goals <p>Stephanie Nixon, Chief Operating Officer continued:</p> <ul style="list-style-type: none"> Regarding Grow Detroit's Young Talent, we improve each year. We achieved our funding goal of \$11.9M We served 8,281 youth this summer, which exceeds our goal For the CAP program we met our overall fundraising goal for the year and enrolled 253 young people The JAG program is in the lowest performing schools in the city and the numbers that are coming out of the schools is wonderful, 98% graduation rate, 90% of further educational enrolment, we have become a staple in those schools <p>Nicole Sherard Freeman added:</p> <ul style="list-style-type: none"> The Jobs for Michigan's Graduates, which is the same as the JAG program has been cut from the Governor's budget, which is typical of an incoming administration. If the funding isn't repped, we will not be able to provide these services <p>Board discussion ensued.</p>	
<p>VI. System Redesign Update</p>	<p>Michelle Rafferty presented:</p> <ul style="list-style-type: none"> We are presenting to you today the final contracts for the new Career Center locations We have saved facility and administrative costs by integrating PATH and WIOA We have five centers open across the city of Detroit Introduction of Madelyne Bernard, as the new Director, Career Centers We have the State coming to do a formal training on WIOA, PATH and all the federal funding sources on regulations and rules with our Career Centers Human Centered Design project training has begun, we have teams of DESC staff and Career Center staff working on site design, outreach and intake, career counseling and referrals The teams are talking to customers, and will bring their findings back to the larger group in October and testing out the results Introduction of a new team member, Kaitlyn McGovern, who will be coordinating the Human Centered Design project for us <p>Board discussion ensued</p>	
<p>VII. FCA Update</p>	<p>Nicole Stallings-Bates presented:</p>	

	<ul style="list-style-type: none"> • FCA agreed to give Detroit residents first access to positions at the new facility. That means that they will be hired first, structurally we have secured a first of its kind approach for Detroit residents • We have put together job events, where we ensure that applicants are in fact Detroiters, that they understand the time frame and gave out a practice math and reasoning test, and offered tutoring for applicants, assistance with GED's and gave assistance with ID's • Other organizations were recruiting at our events and saw value in what we are doing • We are working with DPS to prepare them for verifying high school diploma verification • We have done a great job of ensuring that Detroit residents know these jobs are for them, 37,000 Detroit residents registered for the events through Detroit at Work, and are all in Launchpad • Of those applicants, 67% were unemployed or underemployed, and 21% had a criminal background, FCA is open to hiring these applicants and we are letting applicants know that • There were 300 events, 25 of which had 100's of attendees, we had 500 volunteers from across the community, which is a huge undertaking, resulting to 12,000 applicants who can now access the resources the City of Detroit provides for them. • The applicants will get emails directly from FCA with a link to the application, we have computer access available when applicants need it after they get the links on September 9 • We are evaluating if applicants need a skill tune up, to retain the job they have received, which will be available after the provisional offer is given and they start the job <p>Board discussion ensued</p> <p>Cal Sharp asked if the Board Members could continue to attend the meeting after 11:30am because it would run long</p> <ul style="list-style-type: none"> • Ric Preuss departed the meeting at 11:30am 	
<p>VIII. WIMDES Update</p>	<p>Nick Piper presented a demonstration of the new WIMDES/Launchpad application:</p> <ul style="list-style-type: none"> • Launchpad is live and we are pulling data from it currently, it launched in the Career Centers, the dashboard is a live presentation of the data each day • It brings all our streams together in one system, including the customer information. We can provide job recommendations by the customers self-entered skills • We eliminated the 10-page application and start the process with an interview with the customer and career specialist • We can easily react to customer barriers, like childcare and transportation instantaneously • Skills training is done directly through Launchpad 	
<p>IX. GDYT Update</p>	<p>Marie Hocker, Director of GDYT commented:</p> <ul style="list-style-type: none"> • The immediate focus is fundraising and establishing or continuing the relationships with current funders and establishing relationships with new potential funders 	

	Board discussion ensued	
X. Program Services Committee Update	<p>Alice Thompson, Program Services Committee Chair & Secretary, DESC Board presented for Board approval after the Program Services Committee approval:</p> <p>Cal Sharp Called for a motion: ResCare & JVS Human Services Contract Motioned: Don O'Connell Seconded: Chris Uhl Abstain: Nicole Sherard Freeman Motion Carried. Passed/Approved</p> <p>Cal Sharp Called for a motion: ACCESS Contract Motioned: Don O'Connell Seconded: Chris Uhl Abstain: Nicole Sherard Freeman Motion Carried. Passed/Approved</p> <p>Cal Sharp Called for a motion: Southwest Economic Solutions Contract Motioned: Chris Uhl Seconded: Maria Woodruff- Abstain: Nicole Sherard Freeman Motion Carried. Passed/Approved</p> <p>Cal Sharp Called for a motion: Payne Pulliam Contract Motioned: Chris Uhl Seconded: Dannis Mitchell Abstain: Nicole Sherard Freeman Motion Carried. Passed/Approved Unanimously</p>	
XI. Audit & Finance Committee Update	<p>Chris Uhl, Audit & Finance Committee Chair & Treasurer, DESC Board commented:</p> <ul style="list-style-type: none"> The Audit and Finance Committee and the Finance team are all on track 	

	<ul style="list-style-type: none"> We passed the 2019-2020 budget 	
XII. Public Comment	<p>Cal Sharp, Interim Board Chair, called for public comment.</p> <p>No public comments</p>	
XIII. Adjournment	<p>Cal Sharp asked for a motion to adjourn the meeting.</p> <p style="text-align: center;">Motioned: Chris Uhl Seconded: Don O'Connell Motion Carried. Passed/Approved</p>	

DRAFT SUBMITTED BY:

Printed Name: **Elizabeth Hennessey**

Title: Executive Assistant to the Interim President & CEO

Signature: /s/ E Hennessey

Date: September 4, 2019

DATE MINUTES APPROVED/ADOPTED: 10/29/2019 **Initials:** EH

NEXT MEETING: Tuesday, October 29, 2019 @ 9:45 AM