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A Michigan Works! Agency

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| MEETING: | DESC Corporation Board Meeting | DATE: | October 29, 2019 |
| IN-PERSON ATTENDEES: | DESC Board Members: Cal Sharp, Lena Barkley, Don O'Connell DESC Staff: Terri Weems, Stephanie Nixon, Marie Hocker, Elizabeth Hennessey Guests/Presenters: Sheilah Clay | LOCATION: | 440 E. Congress Corporate Board Room Detroit, MI 48226 |
| VIA TELEPHONE: | DESC Board/Committee: Chris Uhl, Dannis Mitchell, Maria Woodruff-Wright, Nicole Sherard-Freeman DESC Staff: None | CALLED TO ORDER: | 9:54 AM |
| ABSENT: | Excused: Alice Thompson, Mike Aaron, Toney Stewart, Ric Preuss Unexcused: None | ADJOURNED: | 11:00 AM |
| FACILITATOR: | Cal Sharp, Interim Board Chair | DATE MINUTES APPROVED/ADOPTED: | 12/03/2019 |

| ITEM | DISCUSSION | OUTCOME/ACTION ITEM(S) |
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| I. Welcome, Roll Call, and Introductions | <p>Cal Sharp, DESC Interim Board Chair, called the meeting to order.</p> <p>Cal Sharp mentioned that the order of the agenda would have to change, the Program Services Update, and vote would be moved to item # 2 on the agenda, to accommodate a vote, and retain a quorum for the vote.</p> <p>Cal Sharp, called for a Motion to Approve the Amended Agenda:</p> <p style="text-align: center;">Motioned: Don O'Connell Seconded: Lena Barkley Motion Carried. Passed/Approved Unanimously.</p> <p>Cal Sharp, called for a Motion to Approve the Minutes from the previous meetings:</p> <p style="text-align: center;">Motioned: Lena Barkley Supported: Don O'Connell Motion Carried. Passed/Approved Unanimously.</p> <p>Cal Sharp asked for introductions and roll call.</p> | |



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| <p>II. Program Services Committee Update</p> | <p>Michelle Rafferty, Chief Operating Officer reported:</p> <ul style="list-style-type: none"> • This Board has approved contracts for 8 different career centers. • We have successfully negotiated an MOU with Wayne County Community College District (WCCCD), Eastern Campus to open a ninth career center. <ul style="list-style-type: none"> ◦ Opens our services to a large student pool ◦ Small footprint center with WIOA and Wagner Peyser funding • Downriver Community Conference has been chosen to work with WCCCD as a partner, who already do a great deal of work with WCCCD and have experience in getting people enrolled into Associate degree programs. <p>Cal Sharp called for a motion to Vote on Downriver Community Conference as a Career Center Provider in Conjunction with WCCCD:</p> <p style="text-align: center;">Motioned: Don O’Connell Supported: Lena Barkley Motion Carried. Passed/Approved Unanimously</p> <p>Michelle Rafferty continued:</p> <ul style="list-style-type: none"> • FCA has been a large portion of the work we have done over the summer, we negotiated that we would provide work readiness training for people that receive a conditional offer. • We put out an RFP, 19 proposals 6 were interviewed, 3 got demos. We chose a co-grantee relationship that provides a great deal of flexibility, between Matrix and EDSI. <p>Board discussion ensued.</p> <p>Call Sharp called for a motion to approve the Matrix/ESDI contract:</p> <p style="text-align: center;">Motioned: Nicole Sherard-Freeman Supported: Don O’Connell Motion Carried. Passed/Approved Unanimously</p> | |
| <p>III. Interim Board Chair Report</p> | <p>Cal Sharp, DESC Interim Board Chair reported:</p> <ul style="list-style-type: none"> • We have talked about the role of this committee moving forward; specifically, the focus on how strategic we can be in accomplishing the goals that have been set for getting more Detroiters into the local workforce. I believe that effort hinges heavily on our ability to capture data on our clients regarding their existing skill sets, what upskilling efforts may be needed and what barriers need to be reduced or removed to allow that to happen. Data and its subsequent analysis can give us a better understanding of what, where, when and how we serve our clientele. • We’re focused on this data to use it to become the number one provider of talent to Detroit employers, and especially in the Metro Detroit area. | |

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| <p>IV. Interim CEO Board Report</p> | <p>Terri Weems, Interim President & CEO reported:</p> <ul style="list-style-type: none"> • We're really interested to better leverage technology to analyze data. If we can get to the point where we understand all the demographics, that inform us of the similarities and anomalies of that data, we can better serve the citizens of Detroit. • The state passed its budget. We've received final allocations for most of our federal formula funding and it has all met or slightly exceeded what we've budgeted for. There are two areas of concern for us. As part of the Governors vetoes, funding for Going Pro was cut. We believe that this action was taken in order to bring the legislature to the negotiating table on road funding and have confidence that this area will be restored. The state is still accepting applications from employers and we expect they will make awards. • Separately, funding for Jobs for Michigan's Graduates funding totaling \$3.75 million in FY 2020 was not part of the veto but the funding was part of an administrative fund transfer. This program is currently already underway. As you may recall from our last meeting, we serve about 600 youth through the JMG program and we were recently recognized for having consistently exceeded all performance measures. We have no updates on progress made to restore each of these areas but keep our ears to the ground. We can't be sure as to the JMG dollars, so we are actively working with the program leadership to identify other funding. • At DESC, we continue to progress across our initiatives. Very grateful for all the hard work that has gone into this. <ul style="list-style-type: none"> ○ progression in expanding to nine career centers across the city. ○ extraordinary redesign efforts and we are pleased to see this come into being. • Our team is also incorporating a human centered design approach to our work that is sure to improve the quality of services and experiences for people and she has an update for you here as well. • Under Nicole's leadership, Detroit at Work is well positioned to become an employer recruiter and a training marketplace for more employers who need talent. We take great satisfaction in the confidence we are building across the community. • At DESC we remain focused on operationalizing and executing on initiatives and continuous improvement efforts to enable us to support growth. • We know we are going to need to increase the capacity of our teams. Frejya Harris joins us as Chief Administrative Officer. She is assuming responsibility for Procurement, Contract management, and Compliance with more areas to be defined. David Jackson joins our contract and compliance management team. He brings a wealth of experience in accounting, financial analysis, and audit. He will be a tremendous asset in transforming our internal operations. I hope you will join me in welcoming them to the team. • We are also delivering excellent services as a fiduciary. We recently agreed to serve as fiduciary for the Detroit 2020 Census activities. We have more requests to perform in this area which is more opportunity for us to diversify our revenue streams where the work aligns with our strategy. <p>This concludes my report.</p> | |
| <p>V. MWDB Highlights</p> | <p>Terri Weems reported for Nicole Sherard-Freeman:</p> <ul style="list-style-type: none"> • In the scope of the Mayor's Office of Workforce Development, we talked about the goals the Mayor has set, increasing residential employment, reducing poverty, and increasing financial | |

stability. We are moving in the right direction; September metrics are showing that residential employment hit 232,000+ which is the highest it has been in 10 years. On the poverty front, there have been small gains in the past three years, and the poverty numbers have trended down, there is more work to do.

Terri Weems turned over the discussion to Sheilah Clay.

Sheilah Clay, Director, Training, Quality & Retention, Mayors Office of Workforce Development reported:

- Stepped into a newly created position and is indoctrinating herself into workforce development and the design thinking that has preceded me. She cannot do her work without the partnership of Terri Weems, Michelle Rafferty, Stephanie Nixon and their teams.
- Primary focus is to develop strategies to assess, measure and validate the quality and credentialing of training being provided to training students
- Assess student's satisfaction with their experience
- Address establishment of continued support services required for post-employment placement success.
- Work with DESC, providers and employers to:
 - Assess current contracted training providers scope, practice and quality metrics
 - Develop improvement strategies to optimize training capacity building.
- Develop strategic partnership with universities and skilled trades leaders to create a curriculum review panel to assess:
 - The quality and appropriateness of training curriculums.
 - Validation of credentials offered.
 - Alignment of curriculum to achieve quality training based upon current and future job skill demands.
- Regarding student satisfaction:
 - Review current customer satisfaction measures currently being used.
 - Review impact of any current or past secret shopper program.
 - Develop strategy to explore use of technology to secure student anonymous feedback.
- Explore current provider-led retention programs and efforts (e.g. SURGE Project at Goodwill)
- Work with other systems of care (e.g. mental health) to create a strategy to remove barriers to accessing care and services with workforce development.
- Work with employers and MOWD Business Engagement leadership to broaden strategy for employer buy-in to support retention efforts.
- Key performance indicators will be:
 - Strategy metrics (student satisfaction, improved quality measures, systems collaboration, employer retention partnerships, job retention).
 - Benchmark against and in alignment with the metrics of the State of Michigan and beyond.
- Currently working on building a team to help with this work and build a team to collect feedback. This is not a punitive exercise, it's an effort to develop a system that will monitor what is working, what is not working and figuring what will make the providers better at their tasks.

Board discussion ensued.

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| VI. Career Center Update | <p>Michelle Rafferty reported:</p> <ul style="list-style-type: none"> • An update on our new career centers, on July 1st, we had five centers open, our three previous centers and two that opened as new sites, Development Center and Ross. We have three other sites in the final stages, JVS/ResCare will be opening Nov 1st, ACCESS should be opening next week and Southwest Economic Solutions opening later this month. In the new centers, we had an architect on the design team use the human centered design, which brought positive feedback from the staff at the centers. • Payne Pulliam was set to open Jan 1st, 2020, but the building was leased to a different tenant. We decided to extend their contract so they can find a new site, they will be providing WIOA services in their Shoemaker location, which is next door to the Samaritan Center, until June or July. • The WCCCD site will be open by Jan 1st, 2020. • We will be holding Career Center Kick-Off Sessions <ul style="list-style-type: none"> ○ Michigan LEO and Michigan Works! Association led two-day training on WIOA, PATH & FAE&T ○ Technical Assistance Site Visits in October/November: Program, Training & Data staff ○ Providing intake & WIOA Registration training • We'll be doing December Site Visits • Regarding Human Centered Design, 9 teams identified topics: "How Might We..." <ul style="list-style-type: none"> ○ Research, empathy interviews, focus groups ○ October Design Sprints ○ November – 2020: Prototype new ideas ○ Behavioral Insights Audit of Forms, Orientation, Service Delivery processes • On January 1st, 2020 the Healthy Michigan Plan work requirements will go into effect. Some people are exempt from the 80 hours of employment or work activities, about 180,000 are not exempt, are at risk of losing their benefits. The state has mailed letters to the people effected, but 80% of the people are not aware of the changes. We will be proactive, reaching out to the community through the Career Centers, so we can help them with work activities or employment. <p>Board discussion ensued.</p> | |
| VII. Audit & Finance Committee Update | <p>Chris Uhl, Audit & Finance Committee Chair & Treasurer, DESC Board commented:</p> <ul style="list-style-type: none"> • We are in the closing status of the audit, and there has been no news regarding the audit to date. | |
| VIII. Public Comments | <p>Cal Sharp, called for public comment.</p> <ul style="list-style-type: none"> • Brandon Johnson asked were we going to have opportunities for the people that applied to the FCA opportunity, but are not selected? • Michelle Rafferty responded that these people are in our system, and we can reach them through email and text message, to let them know there are other opportunities. | <p>Send the Healthy Michigan one pager to the Board for their information.</p> |

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| | <ul style="list-style-type: none"> • Brandon Johnson asked are there opportunities for the people effected by the Healthy Michigan rules? • Michelle Rafferty replied, absolutely, yes. We have many resources to offer to participants, the state is being very thoughtful about people self-reporting activities. | |
| IX. Adjournment | <p>Cal Sharp called for a motion to adjourn the meeting:</p> <p style="text-align: center;">Motioned: Don O'Connell Seconded: Lena Barkley Motion Carried. Passed/Approved Unanimously.</p> | |

DRAFT SUBMITTED BY:

Printed Name: **Elizabeth Hennessey**

Title: Executive Assistant to the Interim President & CEO

Signature: /s/ E Hennessey

Date: 11/05/2019

DATE MINUTES APPROVED/ADOPTED: 12/03/2019 **Initials:** EH

NEXT MEETING: Tuesday, December 3, 2019 @ 9:00 AM
