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MEETING:	DESC Program Services Committee Meeting	DATE:	October 19, 2018
IN-PERSON ATTENDEES:	DESC Board/Committee Members: Alice Thompson, Cal Sharp DESC Staff: Chanelle Manus, Lucia Seed, Anthony Piaskowy, Stephanie Nixon, Nicole Sherard-Freeman Guests/Presenters: None.	LOCATION:	440 E. Congress, Corporate Conference Room, 3R, Detroit, MI 48226
VIA TELEPHONE:	DESC Board/Committee: Jeff Donofrio DESC Staff: None.	CALLED TO ORDER:	2:06 PM
ABSENT:	Excused: Lena Barkley, Ric Preuss Unexcused: None.	ADJOURNED:	2:47 PM
FACILITATOR:	Alice Thompson, Program Services Committee Chair	DATE MINUTES APPROVED/ADOPTED:	

ITEM	DISCUSSION	OUTCOME/ACTION ITEM(S)
I. Welcome and Introductions	Alice Thompson, Program Services Committee Chair, called meeting to order at 2:06 pm and welcomed everyone to the meeting and took roll.	
<ul style="list-style-type: none"> Approval of Agenda Meeting Minutes of 06/25/2018 	<p>Alice Thompson, Board Secretary and Program Services Committee Chair, called for a motion to approve the Agenda.</p> <p style="text-align: center;">Motioned: Cal Sharp Supported: Jeff Donofrio Motion Carried. Passed/Approved Unanimously.</p>	<p>Approval of Consent Agenda 10/19/2018. Motion Carried. Passed/Approved Unanimously.</p>
<ul style="list-style-type: none"> Meeting Minutes of 08/17/2018 	<p>Alice Thompson, Program Services Committee Chair, called for a motion to approve Meeting Minutes of 06/25/2018:</p> <p style="text-align: center;">Motioned: Jeff Donofrio Support: Cal Sharp Motion Carried. Passed/Approved Unanimously.</p> <p>Alice Thompson, Program Services Committee Chair, called for a motion to approve Meeting Minutes of 08/17/2018:</p> <p style="text-align: center;">Motioned: Cal Sharp Support: Jeff Donofrio Motion Carried. Passed/Approved Unanimously.</p>	<p>Approval of Consent Agenda 06/25/2018. Motion Carried. Passed/Approved Unanimously.</p> <p>Approval of Meeting Minutes 08/17/2018. Motion Carried. Passed/Approved Unanimously.</p>
II. Chair Committee Highlights	Alice Thompson, Board Secretary, highlighted that Rachel Perschetz will be leading the youth workforce efforts for Mayor Duggan and that she will be working closely with Stephanie Nixon and the Program	



	<p>Services Department. Ms. Thompson also highlighted the need and importance of the various workforce committees working together rather than working in silos.</p> <p>Finally, Ms. Thompson highlighted all of the outcomes for the System Redesign and Matrix is achieving all of the outcomes as planned and that ultimately, DESC seems to be on the right path, doing the right thing, at the right time.</p>	
<p>III. PATH Program Update</p>	<p>Stephanie Nixon, DESC's CPO, provided an overview and update on the status of the PATH Program, participant enrollment procedures, and participant obligations, once they are enrolled.</p> <p>Ms. Nixon also detailed the state's required performance metrics and an overview of each of the current contractor's performance. Ms. Nixon explained the origins of the data, from the state's data repository, OS-MIS.</p> <p>Q: What percentage is DESC's performance above the state's required metrics? A: DESC's performance is 17 percent above the state's goal.</p> <p>Next, Ms. Nixon detailed the state's required retention rates as compared to DESC's retention rate and explained that DESC exceeded the state's goals in placement and retention. She also shared the number of customers who were trained and work participation rates.</p> <p>Q: To what would you attribute the turnaround? A: The turnaround is attributed to learning how to: 1) track performance, 2) enter data timely, and 3) ensure that documentation is accurate. When it is ensured that data is entered timely, processing time is decreased, and then the state will have the most up-to-date data in real-time. Finally, it is essential to make sure that providers know the importance of data analysis.</p> <p>Q: What is the time frame for PATH? A: October 1 – September 30.</p> <p>Q: If someone enrolls August 30, do they show up in the performance metrics? A: Yes. Some numbers show carry-ins and will be included in program totals because they still have to be served. DESC wants to give a true picture of the number of participants served, because the providers have to utilize current contract resources to also serve carry-ins.</p> <p>Q: What is the budget for PATH? A: The budget is \$15 Million for PATH in new funding and a small amount of carry-over from the prior program year.</p> <p>Q: Does it take that amount of money to service these individuals and get these results? A: \$15 Million is how much that has been allocated this year for programming, which is approximately the same as last year. There is supplemental funding that is set aside for training. The allocations for PATH last year were slightly less than this upcoming year. PATH is an interesting program where the allocation goes up, but the enrollments actually go down, so DESC is looking at innovative ways to ensure this funding stays around.</p> <p>Comment: A million-dollar surplus was used on other initiatives, including the Lyft project.</p>	

	<p>Q: Can you compile the trends, patterns, and history of the data (three years), so that the data can tell the story? A: Yes.</p> <p>Nicole Sherard-Freeman, DESC’s President and CEO, shared it is not acceptable for DESC to simply achieve the state’s employment goal and retention since they are the minimal standards required to maintain compliance. DESC has high hopes and big plans for PATH participants, which is the rationale behind some of the system re-design and innovations which will be discussed at a later point. Additionally, Ms. Sherard-Freeman added that for the past two years, for the work participation rate metric, Detroit has led the state.</p> <p>Q: Has there been any braiding of WIOA funds used for this initiative besides PATH funding? A: Not in the past, however, PATH participants are exposed to WIOA opportunities and things which happen in one-stop service centers, like training. PATH participants are automatically eligible and would be dually-enrolled if they are interested. PATH providers only have PATH funding.</p> <p>Q: If a PATH participant took advantage of a WIOA service, how would this happen? A: DESC would just pay for it through WIOA. The organization does hope to do more braiding of funding as it looks to integrate WIOA and PATH in the pilot of the system re-design.</p> <p>Q: Is there a way to designate or indicate how many of the 4,400 (participants) were dually-enrolled? A: Yes, this information could be extracted from OS-MIS, and that the OS-MIS system houses PATH data as well as WIOA data, so you can see both programming and enrollment data.</p> <p>Q: This would be interesting information. I am interested in knowing whether it’s a big number or small number. A: We will research that information.</p> <p>Q: Ideally, the number should be growing over time. A: Agreed.</p>	
<p>IV. Discussion: PATH Program Innovations</p>	<p>Ms. Nixon, DESC’s CPO stated that DESC used surplus dollars to become innovative in how to help program participants and make a difference in their lives around employment. As a result, DESC through its partner network purchased 27 cars for program participants who met tight criteria and had a job or a bona fide offer, opened 11 insurance accounts, and paid for a program participant’s balance to complete an LPN Program. If 27 cars were purchased for participants over one-and-a-half months, in a year, DESC could really make a positive impact.</p> <p>Case Success Story: Male custodial parent, whose case was terminated after he received his car, and became independent. He now has sustainable income, and a car to transport him to work, and his child to school.</p> <p>Ms. Nixon explained that DESC providers documented the experiences of the customers related to this innovative program, and that DESC wants to do a lot more work along those lines.</p>	

Ms. Sherard-Freeman reiterated that in order to qualify for a car purchase, participants must be fully-compliant with the strict requirements of the program. Participants must have a job or bona fide offer of employment, valid license, and be insurable. Because of the program's success, DESC is going to increase screening for participants who meet the criteria, have a valid job and valid license.

Ms. Nixon explained the Lyft project allows an account for up to \$1500 per person. She explained that participants are allotted \$200 at a time to manage compliance and usage.

Q: Who are the cars purchased through?

A: The customer takes the initiative, goes out and identifies 3 cars, gets them inspected, and then they go from there. The check is then written to the dealer.

Q: For the full amount?

A: For the full amount.

Q: So, then there is no skin in the game for them, per say?

A: There is no skin in the game unless the purchase of the car exceeds the amount of funds available to them. Or, if they need a car in better condition, or if they need a car to accommodate the size of their family. Additionally, they must be able to cover the cost of insurance which will amount to skin in the game. This is why having a job or bona fide offer is important because you don't want them to drive without being able to afford insurance.

Q: Is there training/budgeting to sustain contact with participants post-program case closure?

A: Yes. This is a part of the work-readiness that the contractors handle.

Q: Once a case is closed, do we have a follow-up period every 3 months checking in before things go downhill? Everyone has crisis, if not caught soon enough, then participants will tumble and fall. It would be costly but helps keep them in a sustainable position.

A: Agreed. Going forward there is a requirement for contractors to hire LMSW to help with mental health screenings, because it is a challenge for a lot of participants. There are other issues and screening/support around mental health issues.

Comment: This would be appropriate. Discussion about mental health support also came up in the one-stop service center meetings, more support needed.

Q: Do we look intentionally for lessons learned along the way?

A: For lessons learned, we pulled the stories for every single car purchase, insurance supports, and wraparound service supports, so they actually have individual stories for every single person who was impacted by the program. These stories will be fine-combed to look for trends in where people had issues, what this assistance helped prevent, and what the support helped them overcome. DESC will ask for University of Michigan Poverty Solutions for support in helping to identify those situations. Also, for lessons learned a site visit in Philly showed that the integration of WIOA and PATH should not be all at once and must piloted. As a result, DESC is planning a couple pilots as it moves into the next round of RFPs.

<p>V. Approval Contract Renewals: PATH 2018-19 Contracts</p>	<p>Ms. Nixon explained the visual aid which listed each contract, the funding source, period of funding, the amount, the number, and a new metric and explained why there is still a significant need for the services because over 10,000 participants did not make the final cut.</p> <p>Q: Are you saying that 10,000 participants did not make the eligibility? A: Yes. The difference between new enrollees and carry-overs was explained. To be eligible, participants have to work with providers for 21 days to remove barriers and help them to be ready for enrollment. If they are not ready or fall off, then they are cut off on the front end.</p> <p>Q: Were all 12,900 participants touched? If so, 10,000 of those didn't complete the 21-day period? A: That is correct.</p> <p>Q: These numbers are huge, what are the primary barriers that these enrollees face? A: It could be a number of things. There could be child care concerns, mental health issues, some people give up thinking that they can't meet the criteria, some people decide that whatever they are doing to make money is enough, or that the process is too cumbersome. Once the 21-day eligibility requirement is completed and participants are enrolled, a lot of those barriers are still there, but participants are provided with intensive services to help overcome those barriers. As a result, another innovation that DESC is looking to do is to put more fire power on the front end instead of focusing solely on the enrolled number.</p> <p>Comment: The answer to these questions requires a study, and it's worth the investment into the study. You can't guess with numbers like this. If we're going to achieve the Mayor's goal to employ Detroiters, we've got to dig deep into this. The enrollment problem is just the tip of the iceberg of what our problem is, and we know that. So, if we have some data, we've got to pay someone within this space to dig deep and come up with some solid issues that we can try and resolve, and this is huge.</p> <p>Ms. Nixon shared that this data is not a secret, and that all of it is pulled off of the state's data system, OS-MIS.</p> <p>Q: Was there was some level of contact with those 10,000 individuals? A: Absolutely, yes there was.</p> <p>Comment: So, there was contact and no follow-through on their part and not enough case management on our part.</p> <p>Ms. Nixon agreed and shared that there is \$15,225,214 worth of contracting across all partners. In doing the math it averaged to approximately \$1176 per person.</p> <p>Comment: If the data hadn't been explained to us, I wouldn't have understood it. I would have just seen numbers. You must explain it, there's a story behind the data, because the data by itself is not enough. What's the story behind it, because I could have picked this up, saw the numbers, and made the approval, until you began to explain the process to us.</p>	
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	<p>Ms. Nixon agreed and explained that, that was the very reason why she felt is necessary to share the detail with the committee.</p> <p>Ms. Nixon closed the discussion by recommending that the Committee consider the renewal for the PATH contracts with the caveat that the numbers are slightly less than what they've received previously, but that it was right in line with what they had received over the past several years.</p>	
VI. Approval Contract Renewals: PATH 2018-19 Contractors	<p>Alice Thompson, Program Services Committee Chair, called for a motion to accept the recommendation to approve the Contracts as a group.</p> <p style="text-align: center;">Motion: Cal Sharp. Seconded: Jeff Donofrio. Motion Passed/Approved Unanimously.</p>	Motion Passed/Approved Unanimously.
VII. Discussion	<p>Alice Thompson, Program Services Committee Chair, called for discussion.</p> <p>Ms. Thompson stated that in doing this work, let's think about what more we can do to place greater expectations on the contractors to increase the number of folks getting work. This should be done by incentivizing or encouraging them to get more people to achieve the 21-day requirement.</p> <p>Alice Thompson, Program Services Committee Chair, called for additional discussion.</p> <p>Jeff Donofrio, Program Services Committee Member echoed her sentiments.</p>	
VIII. Public Comment	<p>Alice Thompson, Program Services Committee Chair, called for public comment.</p> <p>No one from the public commented.</p>	No Public Comment.
IX. Adjournment.	<p style="text-align: center;">Motion: Cal Sharp Support: Jeff Donofrio Motion Passed/Approved Unanimously.</p>	Motion Passed/Approved Unanimously.

DRAFT SUBMITTED BY: Chanelle N. Manus

Printed Name: Chanelle N. Manus

Title: Board Governance/EO Analyst

Signature: /s/ Chanelle N. Manus

Date: October 25, 2018

DATE MINUTES APPROVED/ADOPTED: _____ **Initials:** _____

NEXT MEETING: December 3, 2018 at 10:00 AM

