



[www.job4you.org](http://www.job4you.org)

760 S. Kingshighway, Suite C  
Cape Girardeau, MO 63703

Phone: 573.334.0990, Relay 711  
Fax: 573.334.0335

**WORKFORCE DEVELOPMENT BOARD OF SOUTHEAST MISSOURI  
BOARD MEETING MINUTES  
April 9, 2021**

- Time & Location:** The meeting was called to order at 12:34 p.m. by Tom Greminger
- Members Present:** Lisa Cook, Valada Harp, Angela Nations, Janet Childers, JJ Lane, Andrea Story, Scott Sattler, Tom Greminger, Todd Cruts, Kristen Daniel, Ron Huber, Mark Hulshof, Steve Medlin, Kathy Teachout, Kevin Gruenwald, Valerie Moore, Steve Pinkley, Pamela Riehn, Ron Huber, Mark Hulshof, Steve Medlin, Valerie Moore, Kathy Teachout, Pamela Riehn, Kevin Gruenwald,
- Members Absent:** Stan Beel, David Bova, Sarah Burgin, Stephanie Crawford, Diana Salazar, Letitia Ursery, Stephen Gray, Lisa Koester, Steve Pinkley, Charles Dierks, Suzanne Mullins, Ken Rinehart, Libby Guilliams, Fred Ducharme, Mark Baker
- County Commissioners Present:** Ben Young, Larry Kemp, Mike Sauer, Jim Glueck
- Staff Present:** June O'Dell, Crystal Barker, Samantha Terry, David Davis, Karl Karleskint, Cathy Harris, Valerie Klein, Danise Clay, Debra Thompson, Linda Fitzgerald, Robert Scheffer, Gretchen Morse
- Guests Present:** Mike Berry – One-Stop Operator, Robert Mooney – Previous Madison County Commissioner, Peter Coutavas – Industrial Development Authority of Stoddard County, Tammy Tankersley – President/COO as of May 1, 2021

**\*\*\*Information shared (not listed on agenda)**

\*\*The Workforce Development Board reserves the right to go into closed (Session 610-021, 610-023, RSMo Discussion of Personnel or Contracts) with a majority vote of the members present.

\*\*The Workforce Development Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

\*\*To join meeting by phone 1-866-439-0886, no pin number required.

**ROLL CALL/NEW BOARD MEMBER INTRODUCTION – SAMANTHA TERRY & TOM GREMINGER**

Tom introduced new board members, there were a total of 6 added from the previous board meeting. All 6 new members were in attendance either in person or over the phone. New members represent private sector businesses in Dunklin, Scott, New Madrid, and Mississippi counties. A replacement for the Judicial Circuit and Iron County Appointed Proxy. All members were welcomed and informed questions are always encouraged as they learn the operations of the Workforce Development System and Board.

**CONSENT AGENDA – TOM GREMINGER**

A motion was made by Scott Sattler to accept the following consent agenda items:

- Approval of Minutes January 8, 2021 meeting
- WDB Admin Budget Reports – December 2020, January 2021, February 2021, March 2021

With a second from Todd Cruts. All approved no opposing votes. Motion carried.

**SELECTIVE SERVICE REGISTRATION WAIVERS – SAMANTHA TERRY**

One letter from an individual requesting a waiver for the registration of selective service requirement was read. The participant had not knowingly or willfully failed to register. The participant is seeking WIOA training services.

A motion to approve the waiver was made by Scott Sattler to approve for services. Steve Medlin seconded. All approved no opposing votes. Motion carried.

**BUDGET PROGRESS REPORT – JUNE O'DELL & DAVID DAVIS**

This is a new required process and the board staff wanted to explain the reports that will be sent out monthly to all board members. The state no longer handles financial monitoring; this is now completed by an outside source, Wipfli. As a transparency requirement and effort to ensure access to information on an ongoing, earlier, and regular basis, board members will now receive administration budgets each month, for the previous month. All questions are welcome and as you receive these each month if you have any questions, please reach out to the board staff and we will sit down to explain any parts you would like more information about.

With this report, as well as some background information for the new members, we are required to meet financial obligations as well as enrollment and performance obligations. In this financial report, we are showing the complete picture with each of the separate programs. The budget shows the amounts approved, budgeted, and expended. These numbers reference information that would align with individual reports for each month available upon request with further details and information. In grants, if you are not able to spend the money up to a certain percentage, you must return the money to the issuing agency. COVID-19 effected our spending here in the region, we did lose money because we were not able to spend it, a deduction is showing on the report in the same way you would see an addition when we receive money. Cares Act is grant money that was provided through Office of Workforce Development, as an additional pot of money, to target specific participants with training opportunities. In addition to money in each grant, any special projects must be accounted for, on this budget you will see a line item for MoWorks with South Central attached to it, we did some bookkeeping and payroll for that region and just like having to account for all money in each grant and when we special projects like this, it also must be accounted for and become a line item on our reports. The National Dislocated Worker Grant labeled COVID on this report is for our COVID Humanitarian Grant that is currently being operated. It is a new program that added money into the region, it is targeted at providing humanitarian work experiences where needed for youth job seekers. After the approved and adjusted columns, you see our available budget and this is put against the expenditures for the month and year to date expenditures. The last two columns is the budget balance for that specific column and the percentage of that budget that has been used. Every program funding has separate contract and end dates and some must be expended quicker than others.

For terminology references that we will often use:

**Obligations** – The board has a plan to spend this money it is obligated to be spent, typically with most of our grants we must be 80% obligated in order to keep the money otherwise we have to give it back, this percentage of used column quickly assists with seeing where we are with this spending compared to the month we are reporting on. Not all grants we operate have the 80% rule.

allows them to not only see what amount we are spending but to also monitor to ensure we are spending it appropriately based on the contract parameters.

**Allocations** – This is money set aside for staff salary, this is based off headcount of staff in the centers, and can change often from the plan. For example, the board may plan to use 50/50 in allocations for each program under the Adult and Dislocated Worker Programs. While we have outreach, ultimately, we cannot control who comes into the center or what program they are eligible for so if we have 8 adults and only 2 dislocated workers, 80% has to be charged in allocations instead of 50% which can make us need to shift money between those two pots sometimes. This is when we bring a request to the board to shift money between these two programs.

These report set ups not only allow the board to see budgets, adjustments, expenditures, and balances it also allows financial monitors to see the amounts the board is spending and monitor that spending to ensure it is being used appropriately based on the grant parameters. Based on this report, we are a little behind in spending right now. Right now, we have less people coming into the centers and requesting or inquiring about employment or training services, hopefully that interest will increase soon as the government assistance programs begin to go back to normal. When we send this information to you each month, we want you to not only be comfortable with what you are seeing and reviewing but also with the terms being used and how the budget is set up. Any questions that you may have today or as you see these reports going forward, please reach out to the office so we can walk through this with you.

#### **SOUTHEAST REGIONAL REPORT CARD REVIEW – JUNE O'DELL & SAMANTHA TERRY**

The State has begun sending out report cards for each quarter. Reviewed during this board meeting are the PY2020 Q1 and Q2 report cards from OWD. It is now a requirement that we go over these report cards with the board in board meetings. The board does not agree with some of the items listed on the report card, a response was sent to the state but no corrections were made to the items listed. This report is sent to the board, the board CLEO and the board chairperson. It is also sent to every region director, the State Board, and the Governor. The directors across the state have asked for an opportunity to review and respond to the items before it is sent out to the public but up to this point, that has not happened.

The board members were interested in why the Southeast Region was rated as a Threat in both quarters with comments that listed actions as Immediate Action and items on a Watch List.

Documents were shown for the items that were not correct in the report such as outstanding EO issues and no MO-43 enrollments. There are no outstanding EO issues for our region, all reports have been accepted without correction, and all reports have been clean with no findings. The National Dislocated Worker Grant (MO-43) was written for up to three participants to be employed to work on the Ste. Genevieve levee, there were two enrollments by the time this report was sent out both within the timeframe of the Q2 reporting period – July 20<sup>th</sup> and September 30<sup>th</sup> of 2020.

A discussion was held on the comment of not all job centers being certified. The requirement is required that one job center in the region is certified, we have three in the region that are certified. There is only one affiliate site that is not certified and the certification team, which included Southeast board members, was ready to complete the last certification, all documents were prepared and the audit had been

Workforce Development Board of Southeast is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711. This information can be translated into another language if requested. Esta información se puede traducir a otro idioma si se solicita.

## WDB Minutes, Page 4, April 9, 2021

completed, the state staff decided to hold off since the job center was going to be moved to another location in May.

A discussion on the comment about WIOA programs being brought in-house was held, the board has been operating the youth program since June 2018 and the Adult and Dislocated Worker Programs since October 2019 with no disallowed costs, outstanding concerns, and acceptable monitoring reports. The Board Members voted to bring the programs in-house as opposed to operating them through a sub-contractor and this is on the Program Year 2020 report but is not a new operation, change, or documented reason for concern.

A discussion was held on the comment about the truck driver training being overemphasized and insufficient, no policy states a threshold for classroom training schools or programs, the quality of those programs is listed as insufficient but we have no evidence to know where that statement came from or was evaluated for the following reasons:

- While not all students receive their CDL, there is not a trend or common occurrence with the training providers that causes an alarm for them to be considered insufficient. Performance information on the achievement of a valid credential for the participants who attended during PY2020 Q2 will not be available until they exit and the exit quarter is reported, the earliest this information would report in our performance would be PY2022 Q4 and the Credential Measure allows 365 days to obtain that credential for reporting. To say it is insufficient during this quarter while some participants have not exited and while event quarters to measure the success or failure for the Credential measure for reporting data are still being obtained is not based on evidence from the performance. Measureable Skill Gains are real-time based and with CDL training the only valid MSG we can enter is the certificate for completing the program.
- If this comment is based on the amount of training providers in the region, the board is not able to control the amount of training providers or programs, students have the ability to go to any WIOA approved school or program and are not limited to our region. An example of this includes a student who attended Ozark Driving Training earlier this program year; this training facility is in Cabool, Missouri located 190 miles away from Cape Girardeau. Another example of approving training outside of our region is Missouri Welding Institute where we sent many students for welding training, that facility is located 360 miles from Cape Girardeau. Students are routinely approved for schools in St. Louis and Arkansas, both of which would be outside of our region but still accessible for our participants if it met their career path and program training goals. There is no local policy that restricts students to the Southeast Region, many students stay here to train based off work, family, or convince. However, ultimately, the participant chooses the school and training program they attend as well as the location that best suits their needs with the approved tuition assistance, with the limitation that it is ETPS/MoScores WIOA Approved training.
- Additionally, this report card is for PY2020 Quarter 2 which covered October 2020-December 2020, this timeframe was still effected by COVID and one of the training programs that adapted and kept going in our area that kept going through COVID was our truck driving schools. With the ability to move some of the classroom training online and space out the driving portion, these schools were able to still operate through the pandemic even considering previous months that had a higher concern if considering PY19 or PY20 Q1 data. Staff are not able to limit training decisions based on sectors or training programs that have not been used as much during the program year. Customers are allowed to pursue the career path of their choice and are provided with training provider/program information, labor market information, and in-demand occupation information so they have the ability to make an informed decision. In the Southeast Area truck drivers are in high demand, many students in our region come out of training and are able to make a choice to drive over-the-road, regionally, or locally. We have many customers who come in with the request to attend truck driver training, this has been the highest request for training in our region for many years, it is short-term and allows participants to start making good money quickly. Participants make this choice, not staff members. The staff does not direct them to a specific school or career,

each employment plan is based on the participants goals and jointly developed by the case manager and participant to get them on the path to self-sufficiency.

A discussion was held on the comment of submitting a high volume of change requests. This was listed for other regions and prompted the Regional Directors to ask for the threshold or policy for what is considered high volume. All submitted change request are recorded and kept on file, the majority of the change requests submitted during this quarter were related to MoRap – the Charleston Prison Apprenticeship that had many data elements that needed to be cleaned up on records and information entry and delayed issues with the participants being in the prison system. The other majority of those requests were related to the Cares Act and the need to get dates for training corrected for accurate reporting and the ability to backdate tuition to the contract start date which was months after we began operating it at the local level. Change Requests need to be submitted so data is accurate in the system, we do not want to report inaccurate information to the state or federal reports and it is required to be checked compliance and data validation monitoring. A quarter accounts for a three month time period, mistakes in data entry will be made and at times information will be relayed incorrectly, staff work to make sure information is put in correctly but when it is entered wrong, it needs to be corrected.

A discussion was held on the comment of on-going challenges with Wagner-Peyser and Sub-Recipient Staff. Wagner Peyser is considered state staff and Sub-recipient in our area is considered board staff. When the board staff inquired on this comment and what challenges this was referencing we were told it was due to board staff carpooling which was reported by state staff due to state COVID policy. The Southeast WDB does not have a policy against carpooling, especially when there is a long distance for travel.

The comments on Performance Measures were accurate for the quarter of the report. Skill Gains are able to be obtained during the Program Year, Quarter one and two account for July – December, many of the Skill Gains, especially in youth, will be picked up in the second quarter of the year with the end of the semester and end of the school year. Low expenditure rates is also accurate for the quarters of the report as mentioned when reviewing the monthly budget report.

Based on these discussions, the board asked to have the full reports sent to them so they could review comments in other regions and the state reports. A board member questioned the state rating themselves on the report cards or if it is completed by an outside agency, to our knowledge the entire report card is completed by staff members of the Office of Workforce Development. The board is concerned about the comments being reported in these report cards and who the information is sent to. Many board members from the private sector mentioned similar type of reports being used within their workforce sectors, however, due to human error they have a review period that allows corrections or comments to be made before it is sent out to stakeholders or the public. Based on the information and concerns the board will write a letter asking for more information on the specific comments related to the Southeast Workforce Development Board how corrections can be made to become in compliance, how evidence or questions based on comments can be obtained, and the ability for staff members of the board to review the report cards each quarter before future report cards are sent to the state and local Board chairs, CLEOS, Governor, and any other public recipient.

#### **WIOA PERFORMANCE REPORT – SAMANTHA TERRY**

Updated performance information is available for our WIOA Programs. Performance information has been calculated through April 5<sup>th</sup> 2021 for our PY2020 Q3 reporting in MoPerforms. We are currently meeting all performance measures with the exception of Youth Median Earnings. The area we are really proud of is the Youth Skill Gain Measure, last month with the report update this was showing 18/84 for a percent of achieved rate of 63.03% of our negotiated goal. A report for all participants showing negative in the Skill

Workforce Development Board of Southeast is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711. This information can be translated into another language if requested. Esta información se puede traducir a otro idioma si se solicita.

## **WDB Minutes, Page 6, April 9, 2021**

Gain measure was sent to Youth Case Managers for review, many of the case managers were waiting for end of semester documentation or valid Skill Gains that could be entered. In one month we were able to document 10 more Skill Gains which brought our percent of achieved up to 111.65% so that we are currently meeting our goal. We will continue to monitor this measure and look for all opportunities to enter a valid Measureable Skill Gain into the system.

### **COMMITTEE REPORTS:**

#### **ALLIANCE FOR EQUAL ACCESS – SAMANTHA TERRY IN PLACE OF JANET CHILDERS**

The committee joined the Workforce Systems Network Committee meeting to learn about employer programs and services through the job center.

#### **WORKFORCE SYSTEMS NETWORK – SCOTT SATTLER**

Deborah presented a presentation on employers and employer services through the and job centers, information on clients and job orders are starting to increase in the job centers. There was a general discussion about lack of finding employees with all business struggling to find employees based on the COVID related incentives allowing people to be able to stay home.

#### **YOUTH ACTION NETWORK – PAMELA REIHN**

Elected as the new committee chair this meeting, Pam asked David and Cathy to give the report this time. David reported that the board got additional money to target youth based on Jobs League and COVID programs and both programs relate to putting youth to work through work experience, with this and WIOA work experiences, we are looking at expenditures picking up over the summer months as youth have more availability and begin looking for jobs. Cathy reported we are serving 158 youth in the WIOA program, this is not accounting those other program enrollments, our services and activities are up from previous months. Due to new members on the committee, youth services and activities offered through the youth program was discussed.

#### **ONE STOP OPERATION – TOM GREMINGER**

Tom asked Gretchen to report out on the committee, she reported that our One Stop Operator Memorandum of Understanding is good until 9/30/2022, however, the board will have to put out a Request for Proposal early next year for the One Stop Operator as the contract with MERS/Goodwill will reach the maximum the three year limit. Mike has been a huge benefit in this role pulling together all the MOUs that are required under WIOA. He has collaborated with each of the agencies to assist with infrastructure costs. Up to this point, they have all complied with the agreement and the invoices and billing is going smoothly based on those completed MOUs. Mike is assisting with customers and employers, visiting each of the job centers, and attending WIOA virtual trainings. There is also a Transportation Grant for some of our counties that Mike and Scott Sattler are working on and we look forward to some good changes that could bring to our region.

Job center certifications were completed back in November; those centers are certified until June 2023. The Cape Job Center will be moving to the old cape police station in May to be in the same building as the Community Caring Council and other area resources. The Job Center will be in that new building by our next meeting and board members are invited to tour that new facility before or after the next quarterly meeting.

The business outreach team provided quarterly reports for the committee to review, the unemployment rate averaged 9.7% from 1988-2021 in the US it reached 14.8% all time high and a low of 5.3 in 1953. Karl and Deborah were assisting over 100 employers and provided over 210 services in those COVID months.

**PRESENTATION – JUNE O'DELL**

In recognition of 30 years of service, June O'Dell presented David Davis with a plaque for 30 years of service to the Southeast WDB. He has been a huge asset to this organization. He has worked his way up from being a participant in the summer programs in Illinois, to being promoted to Fiscal Manager in 1996. When WIA was put into place he held that position and has maintained fiscal integrity through the law changes with WIOA. He has worked through 5 directors now, and numerous programs, he works in a stressful environment, he works nights and weekends when it is needed, we have always had clean audits, he is always willing to help within the office and out of the office. Congratulations on your 30 years of service this month with the Southeast Workforce Development Board.

**AD-HOC STAFFING COMMITTEE REPORT – TOM GREMINGER**

June O'Dell announced her retirement plans in the previous board meeting; an Ad-hoc committee was established to interview applicants for the President/COO position. The committee consisted of Lisa Cook, Valada Harp, Scott Sattler, Tom Greminger, and Garry Nelson. The committee went through applications and held interviews, there were nine applicants, and held four interviews. The chosen applicant for the President/COO position was Tammy Tankersley. Tammy was with the organization for 17 years, she left about a year ago and will now be coming back as June's replacement.

Tammy expressed that she is honored and privileged to be able to come back and work for the board and the region. She has held every staff position within the organization from the front desk worker, case manager, compliance manager, equal opportunity officer, operations manager, assistant to the president, and now is pleased to accept this new journey as the President/COO.

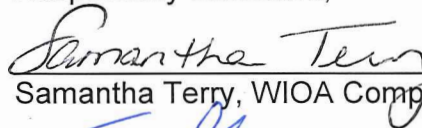
**PUBLIC COMMENT AND ADJOURNMENT – TOM GREMINGER**

Gretchen Morse delivered a farewell speech to June, for her retirement and outstanding work with the workforce development Board over the last 20 years, as this was her last board meeting. A video was put together from pictures through the years, flowers and a gift card from staff and board member was presented, and surprise guests were let into the board room. On behalf of the board and staff, we wish you a happy and stress-free retirement.

Next board meeting will be held on July 9<sup>th</sup> 2021

With no further business, a motion to adjourn was made by Scott Sattler and seconded by JJ Lane. Motion carried.

Respectfully submitted,

  
Samantha Terry, WIOA Compliance Manager/EO Officer

  
Tom Greminger, WDB - Chair