

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD  
REGULAR MEETING MINUTES  
OF  
WEDNESDAY, MAY 27, 2020**

Via Microsoft Teams  
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<b>WDB Members Present:</b>	Jeff Bissell, WDB Chair; Malcolm Costa; Bethany Dentler; Anthony Esposito, WDB Vice Chair; Mark Derrig; Jessica Heid; Martin Helms; James Lake; Maria Miller; Marquita Mitchell; William Moore; Michelle Moran; Joan Pritchett; Paul Ratcliff; Nellie Rodman
<b>WDB Members Absent:</b>	Sharlene Chesnes, Amanda Hinkel ( <i>excused</i> ); David Prentice ( <i>excused</i> )
<b>Summit &amp; Medina Workforce Area Council of Governments (SAMWA COG)/WDB Staff Present:</b>	Grace Glaubman, Procurement & Performance Administrator Tammy Kaser, Operations Coordinator Christine Marshall, Executive Director
<b>Medina County, Summit County and Contracted Workforce Innovation &amp; Opportunity Act (WIOA) Staff Present:</b>	Terri Burns, Director, SCDJFS; Lindsay Crawford, SCDJFS; Don Graves, ULA/OMJSC; Jenny Gutwein ULA/OMJSC/MC, Nicholas Kapusinski, ULA/OMJSC; Deborah Matz, COG Legal Counsel;
<b>Area 2 Fiscal Present:</b>	Tom Jalbert, Fiscal Operations Manager, Diane Miller-Dawson, Director, SCDFB SCDJFS; Phillip Montgomery, CFO, SCDJFS; Mark Milhoan, Fiscal Reporting Officer, SCDJFS
<b>Guests Present:</b>	Michelle Collins, Vice President, ConxusNEO

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**I. CALL TO ORDER**

- a. Chair Bissell called the meeting to order at 8:03 AM. Kaser took roll call to record the attendance of WDB Members. Non-members were provided with Kaser's email to request that their presence be recorded in the minutes.

**II. APPROVE MINUTES OF PREVIOUS MEETING**

- a. Bissell requested a motion to approve the WDB's 1/30/20 meeting minutes. Derrig made the motion which Helms seconded. With no objections or abstentions, the motion carried, and the minutes were approved.

**III. REPORTS**

- a. Executive Committee Report
  - i. Bissell informed the WDB that there had been no further meetings of the Executive Committee since their 11/16/19 meeting, which was reported at the 11/21/19 WDB Regular meeting.
- b. Finance Committee Report
  - i. Derrig summarized the 5/21/20 meeting, at which the Finance Committee:
    - 1. Approved minutes of the 1/23/20 meeting;
    - 2. Reviewed SFY 2020 Area Financials as of 4/30/20;
    - 3. Reviewed SFY 2020 Admin & Program Budget Expenditures as of 4/30/20;
      - a. Derrig cited the Committee learned due in large part to COVID-19, underspending is high for all of Ohio's Workforce Areas. The State is

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD  
REGULAR MEETING MINUTES  
OF  
WEDNESDAY, MAY 27, 2020**

developing a plan to allow Workforce Areas to carry over unspent funds into a “Year 3” fund vs. returning them

4. Derrig cited that we have re-engaged the accounting firm Julian & Grube to prepare Area 2 Calendar Year 2019 financials and that the firm provided a draft of the financials well ahead of the May 31, 2020 filing deadline;
  5. Derrig cited Marshall gave a status of the implementation of the DOL Emergency Dislocated Worker Grant for the provision of disaster relief jobs and specified employment training services to eligible individuals and employers impacted by the effects of widespread opioid use;
  6. Reviewed funding level recommendations for the SFY 2021 contract renewals and new contracts;
  7. In closing, the Committee reviewed the SFY 2021 Planning Allocation Notice and county split of WIOA funds, which will become the budget for Area 2 for the period of 7/1/2020 to 6/30/2021.
- ii. Derrig then turned the meeting over to Montgomery to review for the full Board the Area’s financial reports and planning notification that the Committee reviewed with the following items noted:
1. Approximate Year 2 available funds are as follows: \$151,000 in Administrative funds, \$1.2 million in Summit program funds, and \$26,000 in Medina program funds are still available to spend as of 4/30/20, with two months left to spend the funds until they carry over into Year 3 on 6/30/20.
- c. One-Stop Operations Committee Report
- i. Pritchett summarized for the WDB members the 2/10/20, 4/14/20, 4/21/20 and 5/6/20 meetings of the One-Stop Operations Committee:
    1. At the 2/10/20 meeting, held at the Summit OMJ Center, the Committee:
      - a. Approved minutes of the 11/4/20 meeting;
      - b. Received an update from SCDJFS Deputy Director Yannayon on status of the Committee’s identified “action items” that had resulted from the Phase 2 Certification of the Summit OMJ Center;
      - c. Received an update from Director Marshall on the status of Phase 1 Certification of the Medina OMJ Center;
      - d. The Committee went into an Executive Session to discuss the Request for Proposal (RFP) process for procuring a new One-Stop Operator contract in Summit County, noting the current contract ends 6/30/20 with no available renewal options. The Committee decided to add a meeting in May in order to review the proposals submitted in response to the RFP.
    2. At the 4/14/20 meeting, which was held virtually, the Committee:
      - a. Discussed the RFP proposal review process ahead of their submitting formal evaluations. This was a special meeting called to provide clarification for Committee members for whom this would be their first experience reviewing proposals.
    3. At the 4/21/20 meeting, which was held virtually, the Committee:
      - a. Approved minutes of the 2/10/20 meeting;
      - b. Reviewed a report summarizing the results of the evaluation by committee members and staff of the proposals submitted in response to the RFP to fulfill the Summit OSO Contract;

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD  
REGULAR MEETING MINUTES  
OF  
WEDNESDAY, MAY 27, 2020**

- i. Two proposals were received: one from the current Summit County One-Stop Operations provider, Summit County Department of Job and Family Services, and one from the current Medina County One-Stop Operations provider, United Labor Agency.
        - c. The Committee discussed the strengths and weaknesses of both proposals and developed a list of clarifying questions to submit to the proposal authors for response and scheduled a May meeting to discuss responses to the clarifying questions and make an official recommendation based upon the proposals and the question responses;
        - d. Finally, the Staff informed the Committee of good news. All Workforce Areas received notice on 4/15/2020 from ODJFS of funds available to improve the services available in our Resource Rooms. Medina received \$33,000 and Summit, \$77,000.
  - 4. At the 5/6/20 meeting, which was held virtually, as a special meeting continuing the 4/21/20 meeting, the Committee:
    - a. Reviewed the Proposers' responses to the clarifying questions submitted to them by the committee after the 4/21/20 meeting:
      - i. Committee members and staff agreed that both organizations had sufficiently addressed concerns raised by their questions and established that the ratings for the two proposals were essentially equal and agreed that it would be in the best interests of Area 2 and its clients to retain the current provider, Summit County Department of Job and Family Services, for the SFY 2021 Contract to provide One-Stop Operator services in Summit County, with 2 one-year options to renew based on performance. A motion was made and passed to make this recommendation to the WDB at today's meeting
      - ii. Committee Chair Pritchett turned the meeting back to Bissell:
        - 1. Bissell requested a Motion to recommend to the SAMWA COG to award to United Labor Agency the second of two renewals of the Medina One-Stop Operator Contract totaling \$25,000.00. Dentler made the motion which Moran seconded. With no objections or abstentions, the motion carried.
        - 2. Bissell requested a Motion to recommend to the SAMWA COG to award to the Summit County Dept. of Job & Family Services the Summit One-Stop Operator Contract totaling \$228,109.71 with two one-year options to renew. Rodman made the motion, which Costa seconded. With no objections or abstentions, the motion carried.
- d. Performance Committee Report
  - i. Heid summarized the 5/11/20 meeting at which the Performance Committee:
    - 1. Approved minutes of the 1/27/20 meeting;
    - 2. Reviewed the SFY 2019 State of Ohio *Adjusted* Final Annual WIOA Performance Report, 7/1/2018 – 6/30/2019;

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD  
REGULAR MEETING MINUTES  
OF  
WEDNESDAY, MAY 27, 2020**

3. Reviewed the SFY 2020 State of Ohio *Unadjusted* Q2 WIOA Performance Report, 7/1/2019 – 12/31/2019;
  4. Reviewed the Adult and Dislocated Worker Career Services Provider Reports for SFY 2020, 7/1/2019-4/30/2020;
    - a. It was noted by Heid that until COVID-19 interrupted services, both centers were on track to exceed the number of placements made by this point in the previous FY. Services are being offered virtually now, hiring has slowed, and placement numbers have fallen, especially in Summit County.
  5. Reviewed a new month-by-month report on Youth Provider Performance
  6. Reviewed One-Stop Operator Usage Reports for SFY 2020, July 1, 2019 – March 31, 2020
  7. Received an updated regarding the allocation of Opioid Recovery Grant funds
  8. Discussed upcoming renewal of Adult and Dislocated Worker Career Services Contracts in both Counties, which run on a FFY, October 1-September 30.
  9. Passed two motions recommending the second of two renewals of Workforce Innovation and Opportunity Act (WIOA) Youth Contracts for SFY 2021 (July 1, 2020 – June 30, 2021) under the State’s CCMEP umbrella, which provides TANF funding to the youth contracts as well. Committee Chair Heid then turned the meeting over to Bissell for the votes:
    - a. Bissell requested a Motion to recommend to the SAMWA COG to renew the Medina County WIOA Youth Contract, totaling \$210,985.00 to provide Youth career services, to Jobs for Ohio’s Graduates (JOG), constituting the second and final of two renewals. Dentler made the motion, which Moran seconded. With no objections or abstentions, the motion carried.
    - b. Bissell requested a Motion to recommend to the SAMWA COG to renew the Summit County WIOA Youth Contract, totaling \$568,271.00 to provide Youth career services, to the four current providers: Jobs for Ohio’s Graduates (\$263,271.00), OhioGuidestone (\$120,000.00), Akron Urban League (\$165,000.00), and Goodwill Industries of Akron (\$20,000.00), constituting the second and final of two renewals. Moran made the motion, which Derrig seconded. With no objections or abstentions, the motion carried.
- ii. Bissell then turned the meeting back to Heid who turned the meeting over to Glaubman to review the performance reports in the members’ folders:
1. Glaubman reviewed with the WDB Members the PY 2018/SFY 2019 State of Ohio *Adjusted* Final Annual WIOA Performance Report, for July 1, 2018 – June 30, 2019 noting:
    - a. As an Area, Area 2 met or exceeded all measures and some standards had been raised and some were lowered as a result of adjustments made by the State, based on a linear regression model using demographic data from the Bureau of Labor Statistics and performance data collected through the case management system during the year being evaluated. Area 2 met or exceeded all measures despite some standards being raised significantly as a result of the adjustments.
    - b. The State of Ohio renegotiates standards with the USDOL and local workforce areas every two years. The next negotiation between Area 2 and the State will be scheduled for fall of this year.

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD  
REGULAR MEETING MINUTES  
OF  
WEDNESDAY, MAY 27, 2020**

2. Glaubman reviewed the PY 2019/SFY 2020 State of Ohio *Unadjusted* Q2 WIOA Performance Report for July 1, 2019 – December 31, 2019:
  - a. So far for SFY 2020, Area 2 is meeting or exceeding all measures with the exception of Adult and WIOA Youth credential attainment, which is due in part to the typical timing of credential receipt later in the program year, though the State has noticed this is a trend across Ohio regardless of the time of year.
3. Glaubman reviewed highlights from the Adult/Dislocated Worker Career Services Provider Reports, summarizing performance data for Summit and Medina Counties for SFY 2020, 7/1/19 – 4/30/20 (before the effects of COVID-19)
  - a. In Summit County, 800 jobseekers have been placed so far this fiscal/program year with the highest number of placements in manufacturing, retail, and business services; the YTD average wage is \$17.72; 28 Individual Training Accounts have been written and 86% of ITA graduates are working in the field for which they trained; On-the-Job Training Agreements are in place with 17 companies, 26 On-the-Job Training Plans have been written under those agreements, and the average ending wage for OJT trainees is \$27 per hour. The Business Services team has completed 335 job orders and conducted 85 recruitments. Placements for April were lower than the monthly average, likely due to early effects of the COVID-19 slow-down.
  - b. In Medina County, 281 jobseekers have been placed so far, with the highest number of placements in manufacturing, retail, and business services; the YTD average wage is \$16.65; 5 ITA's have been written with 1 trainee graduated and working in their field (IT); OJT Agreements are in place with 5 companies, 2 OJT Plans have been written under those agreements, and the average end wage for OJT trainees is \$26.44 per hour. To date, the Business Services team completed 215 job orders and conducted 16 recruitments.
4. Glaubman delivered One-Stop Operator Usage Reports for SFY 2020, July – April, based on data from the State of Ohio's County Financial Information System (CFIS) and Ohio Workforce Case Management System (OWCMS):
  - a. The Summit County OMJ Center received 12,153 *visits* by 4,614 individual *clients*; 518 visits were for the purpose of seeking information about unemployment benefits (a number which will likely jump significantly once the centers reopen to the public); 1,030 visits were to attend a 3-day ULA Career Workshop; 934 visits were to attend a job center orientation; 4,946 visits were by clients who came to use the Resource Room; 427 visits were for appointments with ULA Career Services staff. The report also provides some demographics for the 4,614 distinct clients.
  - b. The Medina County OMJ Center received 2,592 visits by 990 individual clients; 173 visits were for the purpose of seeking information about unemployment benefits; 332 visits were to attend a Career Workshop; 129 visits were to attend a job center orientation; 295 visits were by clients who came to use the Resource Room.
5. Glaubman reviewed with the WDB Members the results of a SurveyMonkey Customer Satisfaction survey on the Orientation presentations at OhioMeansJobs

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD  
REGULAR MEETING MINUTES  
OF  
WEDNESDAY, MAY 27, 2020**

Medina & Summit centers, for October 2019 – March 2020.

- a. The Summit County OMJ Center Orientation received 489 survey responses with 85% of respondents rating their overall experience as very good or excellent, which constitutes 4.28 out of 5 respondents.
- b. The Medina County OMJ Center received 76 responses with 90% of respondents rating their overall experience as very good or excellent, which constitutes 4.6 out of 5 respondents.
- c. Overwhelmingly, in both Counties, the reason people attend orientation is that they are unemployed.
- d. The entire survey is 12 questions and includes space for free response comments, and many comments were positive, some specific to individual staff members' service. There was some constructive criticism, especially with respect to the front desk experience.
- e. Clients who attend orientation virtually are also able to complete a survey.

**IV. OLD BUSINESS**

- a. Bissell and Marshall reminded the WDB members that a Summit County appointment is still needed to fill the vacancy left when Sharlonda Harvey of US Foods resigned her position on the WDB. Harvey represented manufacturing (specifically food distribution) in northern Summit County. WDB Members were requested to offer any suggestions to fill this appointment.
- b. Marshall confirmed for the WDB Members that the plan to hold a WDB On-Boarding Session for new and existing WDB members has been put on hold due to COVID-19.
- c. Marshall informed the WDB Members that The Ohio Department of Job and Family Services (ODJFS) has conducted Program Year 2018 (7/1/18 to 6/30/19) *Comprehensive WIOA Monitoring* which is review of the program services we delivered with WIOA funds for that time period. This year they only reviewed Summit County services.
- d. Marshall had WDB Members turn to attachment 10 and reviewed with the WDB Members that the Continuous Improvement Plans (CIPs) required by ODJFS following their PY 2017 (7/1/17 to 6/30/18) *Comprehensive WIOA Monitoring* are now resolved. Marshall noted the State only reviewed Medina County Services for that review period.

**V. NEW BUSINESS**

- a. Marshall updated the WDB Members on the service delivery procedures for both job seekers and employers is occurring during COVID-19 closures noting how the delivery of Orientation and some workshops are all virtual. Marshall highlighted the "Hiring Now!" page developed on March 20 and appears on both OMJ websites in effort to inform the public that employers are still hiring especially in critical service areas during the pandemic. We were the first Workforce Area to post current openings in this manner and several others including some local community partners and the State have followed suit. Marshall also reviewed plans for reopening the centers to the public which will partially hinge upon the new furnishings being purchased with the Resource Room Improvement grant.
- b. Bissell then noted that on April 15, 2020 ODJFS issued funding for the Improvement of Customer Experience at the OhioMeansJobs Centers.

**VI. GOOD OF THE ORDER/ANNOUNCEMENTS**

- a. Bissell informed the Members that the SAMWA COG Board held its first meeting of 2020 via Zoom

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD  
REGULAR MEETING MINUTES  
OF  
WEDNESDAY, MAY 27, 2020**

- on 4/17/20, passing six Resolutions, which are posted on the [Summitomj.org](http://Summitomj.org) website.
- b. Bissell noted that Ohio's In-Demand Jobs Week was held virtually May 4-8, 2020. Marshall reminded the Members that In-Demand Jobs week is in its third year, with this year being the first year the event was conducted virtually. Glaubman provided a summary of the event highlighting how our Facebook pages were used for sharing information on In-Demand jobs.
  - c. The Members were provided with Ohio's 2020 Unemployment Rate data for January through March 2020. Marshall noted that data for April had just been released that morning and she will be providing the Members with a report summarizing the data for Summit and Medina Counties.
  - d. Marshall shared that Letters of Support from the Workforce Board/Area 2 were drafted for the following organizations:
    - i. A March 10, 2020 letter supporting ConxusNEO's proposal to Ohio's Office of Workforce Transformation for an Industry Sector Partnership Grant
    - ii. An April 22, 2020 letter supporting a proposal by Volunteers of America Ohio, Indiana to US DOL for the Homeless Veterans Reintegration Program Grant
    - iii. A May 13, 2020 letter supporting a proposal by VANTAGE Aging to US DOL for their continued implementation of the Senior Community Service Employment Program
    - iv. A May 15, 2020 letter supporting a proposal by OhioGuidestone to the Substance Abuse and Mental Health Services Administration to provide workforce supports and employment opportunities to those in treatment for drug and alcohol addiction
  - e. Bissell notified the Members to look for an email from Kaser with a WDB Roster updated as of 3/11/2020.
  - f. Bissell reminded the Members that the next WDB meeting will be held 9/24/20 at 8:00 AM. It is not yet clear whether the meeting will be held virtually or in person.

**VII. ADJOURNMENT**

- a. Bissell requested a motion to adjourn the meeting. Derrig made the motion which was seconded by Dentler. With no objections or abstentions, the motion carried, and the meeting adjourned at 9:29 AM.

*Prepared by:  
Tammy Kaser  
Operations Coordinator, SAMWA COG*