



## **Capital Area Workforce Development Board Meeting**

**June 25, 2020**

**Zoom Meeting**

**Board Members Present:**

Rob Axford, IBEW 553  
Charlie Bell, Studio TK  
Deborah Bolin, Johnston County Youth Services, Inc.  
Joy Callahan, Johnston Community College  
Rodney Carson, SAS, Inc.  
Craig Hagood, House-Autry Mills, Inc.  
Howard Manning, Dorcas Ministries  
Tony Marshall, Innovative Systems Group  
Prem Ranganath, Trilliant Networks  
Melissa Short, Transitions Life Care  
Tom White, North Carolina State University  
Chip Wood, NC Department of Commerce

**Staff Present:**

Pat Sturdivant, Executive Director  
Jane Sterner, One-Stop System Director  
Malinda Todd, Strategic Initiatives Director  
Crystal Waters, Executive Assistant  
Kimberly Wheeler, Business Engagement Director  
Brenda Wilkerson, Communications Manager

**Guests Present:**

Patrick Buford, EDSI  
Janny Mealor, Wake County Human Services  
Michelle Muir, NC Department of Commerce  
Alicia Price, EDSI  
Amanda Tyndall, Johnston County Industries  
Kirks Taylor, Johnston County Industries

Minutes Prepared by: Crystal Waters

Item	Discussion	Actions		
		What	When	Who
<b>1. Call to Order</b>	Rodney Carson, Vice Chair, called the meeting to order. Brian Holland, Chair, was not in attendance. Rodney provided meeting instructions and took a roll call.			
<b>2. New Members</b>	<p>Rodney introduced the new board members.</p> <ul style="list-style-type: none"> <li>• Glenda Underwood, Human Resources &amp; Talent Acquisition Partner, Lowes Home Improvement</li> <li>• Mark Bertoncino, Director of Customer Service, Buhler Group</li> <li>• Chanda Armstrong, Unit Manager Vocational Rehabilitation, NC Department of Health and Human Services</li> <li>• Jo Anne Honeycutt, Director of Career and Technical Education, Wake County Public School System</li> </ul> <p>New members said a few words about themselves. Rodney recognized the members that were leaving the board: Charlie Bell, Robbie Earnhardt, and Joy Frankoff. Charlie Bell expressed his appreciation for being a member of the words.</p> <p>Rodney also mentioned the Board Retreat survey and encouraged members to provide feedback.</p>			
<b>3. Action on Meeting Minute</b>	There were no additions or corrections to the minutes to the Board meeting held on April 30, 2020. Tom White motioned to approve the minutes. Michael Haley seconded the motion. The minutes were approved as written.			
<b>4. Director's Update</b>	<p>Pat Sturdivant reminded the members to ask questions about the Operation Report.</p> <p><b>Highlights:</b></p> <ul style="list-style-type: none"> <li>• The Centers will open on July 13. Virtual services will still be offered. The Centers plan to open to customers on July 29. Some staff will continue to work from home. All staff will be required to wear masks as will customers.</li> <li>• CAWD has received 3 grants: <ul style="list-style-type: none"> <li>○ \$693,000 for Dislocated Workers.</li> <li>○ \$643,000 for Youth and Young Adult training through a Wake County COVID-19 grant.</li> <li>○ \$100,000 from Wake County House Wake for housing reentry.</li> </ul> </li> </ul>			

	<ul style="list-style-type: none"> <li>• 26 WARN Notices have been received related to the pandemic which results in job losses for over 2,300 people.</li> <li>• CAWD has meet or exceeded 100% of performance Federal measures. CAWD is one of three boards who have met their measures. This is a change from last year where CAWD missed credential attainment measure.</li> </ul> <p>Rodney asked about the call volume in the centers given the reopening of the Centers. Pat said that most of the calls have been about UI not for service.</p>			
<p><b>4. Guest Speaker</b></p>	<p>Rodney introduced Antwon Keith, Chief Deputy of Programs, for the NC Department of Commerce with the Division of Employment Security. Mr. Keith worked for over 20 years in Workforce Development and Unemployment Insurance serving the citizens of NC. He served on the Charlotte/Mecklenburg, Isothermal, and Northwest Piedmont Workforce Development Boards. He was the manager of the Employment Security Commission (ESC) offices in Shelby, Winston-Salem, and Charlotte, NC. For the past 10 years Mr. Keith served solely in Unemployment Insurance. He is currently directly responsible for all program areas with the Division to include: Tax, Appeals, Integrity, and Benefits.</p> <p><b>Highlights:</b></p> <ul style="list-style-type: none"> <li>• In 3 months, there have been 1.6 million claims. 4.5 billion State and Federal funds have been paid.</li> <li>• Before the pandemic, they were receiving 700,000 impressions a month. Now they receive about 1 million in a day.</li> <li>• Employers are seeing an increase in employees who do not want to come back to work due to safety concerns.</li> <li>• Extended benefits will be paid for another 8 weeks for those who have exhausted their benefits.</li> <li>• North Carolina has one of the strongest trust funds in the union.</li> <li>• Before the pandemic, there were 2,500 claims a week; now there are 3,500 – 4,000 in a day.</li> </ul> <p>Howard Manning stated the pandemic has emphasized the lack of equity in unemployment benefits. He mentioned that the length of time unemployment benefits are received is too short</p>			

	<p>and the formula used to calculate benefit does not meet the need. He said that aside from writing letters to the legislators, which he and many others have done, are there any other actions that can be taken to make lasting change? Mr. Keith responded that continuing to contact the legislators the best option as they make the laws that govern the unemployment benefit policies.</p>			
<p><b>5. Committee Updates</b></p>	<p><b>Customer Success</b> Howard Manning presented for the Customer Success Committee. He stated that their goal is to assist the untapped workforce in gaining the skills, competencies and credentials required for in-demand, family-supporting careers. Their success indicator is to increase the percentage of targeted participants who enter a career pathway and exit to a family supporting wage.</p> <p>The committee researched 4 programs to gain more information.</p> <ul style="list-style-type: none"> <li>• AARP Back to Work 50+, National program</li> <li>• AARP Back to Work 50+, Local program</li> <li>• Generations @ Work, Centennial, Colorado</li> <li>• Mature Worker Employment Initiative, Canberra, Australia</li> </ul> <p>Their next steps are to determine program design and implement the pilot project. Their deadline is December of 2021. They will adjust as needed to best serve the individuals.</p> <p>The Youth Advisory Councils are led by Deborah Bolin in Johnston County and Ross Yeager in Wake County. The Councils have met and established bylaws. They have developed goals but will meet to determine whether their strategies need to be adjusted because of the current environment.</p> <p><a href="#"><u>Customer-Success-Committee.pdf</u></a></p> <p><b>Outreach Committee</b> Brenda Wilkerson presented for the Outreach Committee. The goal of the Outreach Committee is to increase brand awareness with CAWD stakeholders. The committee has accomplished the following:</p> <ul style="list-style-type: none"> <li>• compiled a list of legislators with profiles of their interests and issue positions.</li> </ul>			

	<ul style="list-style-type: none"> <li>• A 5-minute training about how to find the tool kit on the website under Board Members</li> <li>• created tracking and contact form</li> <li>• created an Ambassador Program on the website</li> </ul> <p>Brenda reminded the members to contact the staff if they are interested in joining the Ambassador Program.</p> <p>Their next step is to begin training board members in messaging, how to use the materials, schedule meetings, and track progress.</p> <p><a href="#"><u>Outreach-Committee.pdf</u></a></p> <p><b>Sector Strategies</b></p> <p>Melissa Short presented for the Sector Strategies Committee. The strategic goal of the Sector Strategies Committee is to align demand sector strategies initiatives with workforce system and economic development needs. Their long-term focus is to promote workforce and economic recovery. Despite the pandemic, the triangle region remains strong and poised for continued growth.</p> <p>The committee will focus on the IT/Technology sector and determine what skills and technology occupations will emerge in greatest demand for traditional and nontraditional tech employers.</p> <p>Their next steps are to:</p> <ul style="list-style-type: none"> <li>• survey employers. Melissa encouraged members to complete the Regional Skills Analysis.</li> <li>• study current Labor Market Data</li> <li>• assess local employer demand versus job seeker customer supply.</li> </ul> <p>They plan to have this completed by December 2020.</p> <p>Prem asked if they have considered that employers are increasing automation. Melissa said that it will be discussed in the committee.</p> <p><a href="#"><u>Sector-Strategies-Committee.pdf</u></a></p>			
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<b>6. Other Business</b>	<p>Deborah Bolin informed the Board that Johnston County Youth Services, Inc. has moved into a new building.</p> <p>Joy Callahan stated that the Youth Council has talked about the lack of equity in rural counties especially concerning connectivity and broadband access. Johnston County was chosen to be in a pilot program by NC Office of IT/Broadband. A survey will be conducted to determine where the needs are and will work with providers to find a remedy.</p>			
<b>8. Public Participation</b>	There was no public participation.			
<b>Meeting Adjourned: 10:06 am</b>				