

Amanda Haddaway, Chair
HR Answerbox

Cindy Trout, Vice Chair
M & T Bank

Rose Davis, Immediate Past Chair
Canam Steel

Mike Dickson, Youth Committee Chair
Seed of Life Nurseries

Teri Bisceglia
Customer Representative

Anne Paxton
Frederick County Public Schools

Steve Chafitz
e-End

Elizabeth Cromwell
Frederick County Chamber of
Commerce

Vacant
Frederick Community College

Kim Duncan
Adult Education & Family Literacy/FCC

Monica Grant
Citizens Services Division

Richard Griffin
City of Frederick
Department of Economic Development

Charles Hunt
Department of Labor, Licensing, and
Regulation

Trisha Holmes
ThermoFisher

Dr. J. J. Lin
Imagilin Technology, LLC

Lisa Morrissey
Common Market

Dwayne Myers
Dynamic Automotive

Helen Propheter
Office of Economic Development

Adele Connolly
Division of Rehabilitation Services

Leslie Slaby
Department of Social Services

Monica Kolbay
ArachnidWorks, Inc.

Justin Saltzman
Verita Real Estate Advisors

Workforce Development Board



Investing in People

*“A **Frederick County** where every person has the opportunity to maximize his or her career potential and all local employers have the human resources they need to grow and prosper and Frederick’s workforce system is the “go to” for businesses who need skilled employees.”*

Frederick County Workforce Development Board
June 8, 2018
8:30am

Board Members Present: Cindy Trout, Vice Chair, Teri Bisceglia, Mike Dickson, Kim Duncan, Monica Grant, Richard Griffin, Charlie Hunt, Dr. J.J. Lin, Dwayne Myers, Anne Paxton, Lisa Morrissey, Adele Connolly and Leslie Slaby.

Board Members Absent: Amanda Haddaway, Steve Chafitz, Rose Davis, Elizabeth Cromwell, Trisha Holmes, Monica Kolbay, Helen Propheter and Justin Saltzman.

Staff Present: Laura Arias, Joyce Bouchard, Rob Collings, Michelle Day, Jen Eberhardt, Rose Fish, Kara Fritz, Julie Hunter, Lori Jones, Tabatha Knoyer, Rena Larkin, Wes Leatherman, Latrice Lewis, Patty McDonald, Gwen McGee, Jessica Mills, Jim Richards and Carlos Turcios.

Guests Present: Greg Adams, Terri Gray (Faith House), Bob Gunter, Patricia Meyer, Teresa Mena, Elona Novitski

8:30am Welcome, Pledge of Allegiance and Introductions

Cindy welcomed all to the meeting. Everyone took a moment to introduce themselves. Cindy introduced our Customer Success panelists and welcomed them to share their stories regarding their interaction with the staff and experiences with Workforce Services (FCWS) programs and services.

Customer Success Panel:

Lauren O’Malley Lewis, an adult customer and college graduate, was having difficulty in finding employment in her degree field. She chose to go back to school for her CNA/GNA and began classes at Frederick Community College (FCC). FCC’s Adult Services referred Lauren to FCWS where she worked with her Employment and Training Specialist (ETS), Teri Bisceglia to obtain individualized services to complete her CNA/GNA program at Howard Community College. Currently, Lauren has volunteered over 100 hours at Frederick Memorial Hospital and holds a 4.0 grade point average in her 1st year of nursing school. The help she received at FCWS has enabled her to focus on her education while taking care of her young twin daughters.

Kevin Valiente, a youth customer, began working with FCWS after he was laid off from employment as a lawn care technician. As a young father he was in need of a career that

would allow him to care for his child. Kevin had interest in computers and with the help of his Program Specialist, Rob Collings, he was able to complete his A+ certification. He is currently interning with the business team at Workforce Services, studying for his A+ certification exam and looking forward to becoming a Cyber Security professional.

Suzanne Harkins went to college for business but realized that this wasn't her intended route. She realized that college was not where she wanted to be and found it difficult to stay focused. She really wanted a learning and work experience. Suzanne worked with her Youth Apprenticeship Navigator, Teresa Mena and entered into an apprenticeship program at Insultech. This experience has allowed her to gain skills and knowledge to help her to grow within the company. Suzanne is now employed full time as an estimator at Insultech.

Mike Shilling was introduced to Workforce Services through his treatment program at the New Horizon Center at Mountain Manor. Mike participated in the ReEntry program and worked with Latrice Lewis on improving his interviewing skills. He took the suggestions provided to him and was able to successfully land a job at Chili's. He continued working with Workforce Services and now is employed as an addiction counselor with Frederick County Government, helping individuals who are finding their way just as he once was. Mike is grateful for the experience and feels his story is his biggest asset.

Laurie Kreh, HR Generalist for Shafer, Troxell & Howe, Inc. reached out to Workforce Services for help in filling many open positions. Laurie, with the help of her Business Services representative, Latrice Lewis, was able to participate in the On the Job Training (OJT) and Incumbent Worker Programs to build their workforce which has grown from 34 to 53 employees in the past three years. Laurie shared that these programs helped take some of the financial burden off of the company and allowed them to place it back into training their employees.

Operator Updates

Frederick's One Stop Operator, Bob Gunter, President, BlueOps, Inc. provided the board with an overview of current projects with the American Job Center (AJC) partners:

1. The Local Implementation Team and partners have rolled out a referral process and developed a form to formalize this process and partner communication which will help provide a smooth transition to services. The Beta test team just began and for the next 3 months will tweak the process and form if necessary.
2. FY 2019 Resource Sharing Agreement budget was recently negotiated. Partners agreed to use funding to purchase and install ADA doors to the center and 3 iPads for video translation services for deaf customers to be able to obtain services immediately.
3. Two new partners have joined the AJC, Frederick Community College-Perkins grant program and Senior Community Service Employment Program (SCSEP). Social Services now has a full time staff member here. The Asian American Center will be withdrawing from the AJC at the end of August 2018. The current Memorandum of Understanding (MOU) will expire in December 2018. A new MOU draft is in the works.

4. The AJC underwent program monitoring in April and while the official report has not been received, the feedback was positive.
5. Frederick County was one of four areas in Maryland chosen to participate in the Goal4It pilot program training developed by Mathematica Policy Research Institute. This program provides tools for case management and goal setting for WIOA customers.
6. Workforce Services received grant funding to be used for rebranding the American Job Center. Currently the AJC is running ads on Frederick County TransIT buses, radio spots and filming/editing a professional video promotion at the center.

Michelle asked the board to reach out if they have a connection to a marketing/outreach strategist who could come in and analyze our current marketing/outreach efforts. Adele recommended online pop-up ads, Mike recommended Facebook ads.

Adele asked if all Partner agencies had the America Job Center logo on their front doors and mentioned that she was informed that it was a requirement. **Michelle and Bob will research if this is a requirement of the partners.**

Cindy asked Bob to provide more information on the Volunteer Program. Bob explained the idea of the program is to train and manage the volunteers who are amazing resources for the center customers however the process is still being formalized.

Youth Education Fund Scholarship Update

Anne and Dwayne shared that there were initially 260 candidates for the WDB Scholarship. The essays were very compelling and many of the applicants are in need. They were able to narrow it down to 13 and from those selected 5 awardees. Dwayne and Mike will be attending the ceremony on June 10th.

Membership Updates

Cindy and Michelle informed the Board that Jamie White had recently resigned from the Workforce Development Board and Susan Pacific has submitted her résumé and letter of interest for consideration.

Richard **motioned** to recommend Susan's consideration to County Executive Jan Gardner, Mike seconded. **Approved unanimously.**

Cindy recognized Adele Connolly for her service to the Workforce Development Board. Adele will be retiring at the end of July after 39 years with the Division of Rehabilitation Services (DORS). Adele stated that Elona Novitski will take her place on the Board. **Jessica will work with Adele in getting Elona appointed.**

2018-2019 Board Meeting dates

Upcoming Meeting dates for the remainder of 2018 and 2019 calendar year were provided to the Board for consideration. Richard **motioned** to approve the dates, Lisa **seconded**. **Approved unanimously.**

Recommendation to update Membership by-laws

The Executive Committee recommended an update be made to Article 3 § F of the bylaws. Dwayne and Richard recommended leaving the word ‘excused’ in for those with other important or board related obligations. Monica and Anne agreed. Lisa recommended the addition of a timeframe with which to inform of an absence.

With the suggestions made, new phrasing will be drafted and resent to the Board for consideration by the September Board meeting.

Approval of March 2018 Meeting minutes

Mike **motioned** to approve March’s meeting minutes, Dwayne seconded.

Approved unanimously.

Other Business

Patricia updated the Board on some legislative issues. FCC will receive \$31,000 in scholarship funding which could provide up to \$2,000 per student.

Adele stated that they have interviews scheduled and hope to have an AJC liaison hired by July.

Monica Grant shared that the intern referred by Workforce Services has been hired by the county and is doing great!

Michelle shared that Brooke Sims has taken a new position with the County’s Office of Children and Families and will be leaving Workforce Services.

Meeting Adjourned at 9:56am