

Minutes of the Local Workforce Development Board #40
Quarterly Meeting

Wednesday December 02, 2020
10:18 AM
Zoom

I. Call to Order

The Local Workforce Development Board #40 Meeting was called to order at 10:03 AM by Mr. Patrick Fontenot, Local Workforce Development Board #40 Chairperson.

II. Pledge of Allegiance

Mr. Patrick Fontenot led all members and guests in the Pledge of Allegiance.

III. Welcome-Mr. Patrick Fontenot, LWDB#40 Chairperson

Mr. Fontenot began with a moment of silence for the current situation of the world

IV. Roll Call

Adrienne Auzenne conducted the roll call. The attendance was as follows:

Present

Tessa Brown	Craig Mathews	Norman Rene'	Patrick Fontenot
Patricia Cottonham	Kay Miller	Rebecca Shirley	
Willie Singleton-Guillory	Mike Ortego	Amy Thibodeaux	
Reggie Dupre'	Michael Pritchard	Lynel Wilson	

Absent

Judy Bruno	Bob Manuel	Myron Berzas
Nathaniel Chaisson	Joshua Sonnier	
Thomas LeBlanc	Mike Tarantino	
Jason LeMaire	Brenda Thibeaux	

Quorum: Yes

Guests in Attendance:

Parish President Jessie Bellard, St. Landry Parish Government (SLPG)
Parish President M. Larry Richard, Iberia Parish Government
Amanda Cain, COO SLPG
Bruce Gaudin, Legal
Hollis Conway, Lafayette Consolidated Government
Dr. Vincent June, South Louisiana Community College (SLCC)
Andre Perez, SLCC
Dr. Jessica Baudoin, SLCC
Keidrian Kunkel, Eckerd Connects

Guests Continued:

Dr. Shanea Nelson, SLCC

Vicki Steere, TTEC

Nancy Parker, LWC

Ryan LeGrange, Lafayette Economic Development Authority

Amy Bodin, Lafayette Parish School System

Belle N. Leblanc, Lafayette Consolidated Government

Lauren Womack, Lafayette Consolidated Government

Dr. Emma Bush, LWDB#40

Diane Goudeau, LWDB#40

Billy Francis, LWDB#40

Brenda Foulcard, LWDB#40

Claudette Nickerson, LWDB#40

Cecily Holland, LWDB#40

V. Approval of Minutes

Minutes of the September 3, 2020 board meeting were provided for review by the board. A motion to approve the minutes were made by Amy Thibodeaux and seconded by Patricia Cottonham. With no opposition or abstentions, all members were in favor and the motion carried unanimously.

VI. Executive Director Update

- Executive Director, Dr. Emma Bush began her update by introducing the business service team. She explained that the business team is being shifted over to the board in order that we can have the maximum effect of helping companies during the pandemic. She introduced James Freeman as the manager of the business service team. Each member of the business service team introduced themselves, including Braden Hayes, Kendra Neal, Garrick Brown and Stephen Broussard. She stated that there are many companies that are unaware of the services that we offer. We are excited about helping during the pandemic.
- Dr. Bush then announced a special guest TTEC, a corporation out of Colorado that the board has been working with for 9 months. She explained that emphasis was placed on this corporation because they were hiring massively during the pandemic and received national attention. These jobs are work at home/virtual jobs.

VII. Special Guest Speaker

- TTEC representative Viki Steer spoke about TTEC. She explained that TTEC is a customer experience as a service that began almost 40 years ago as a traditional call center company and the company has grown to almost 60,000 employees globally now. There are 23 traditional contact centers in the US as well as a work at home division for about 15 years. Prior to the pandemic the work at home division was about 2,000 to 3,000 people then once the pandemic hit, we started hiring fast. In one month, we hired 10,000 people in a work at home capacity. Currently the total number of hires is 16,000

across the US. Some positions are seasonal, some full time, most are full time regular positions.

- TTEC expressed gratitude for the connection made with Dr. Bush and her team. Not only did the collaboration produce traditional events such as job fairs but TTEC was also able to produce more creatively by building up on social media with Dr. Bush.
- Miss Steer described TTEC as the biggest company you never heard of behind the curtain as they provide customer services for many of the large brands that we deal with on a regular basis. She express thanks to the board for what they do, she stated that she has served on several Workforce boards in Colorado and appreciates the work that the board does.
- Rebecca Shirley asked how many people does TTEC employ in Louisiana. Miss Steer stated that the total has grown from 30 to over 300 during the Pandemic and would like to grow the total even further.
- Craig Mathews inquired about the range of the types of employment positions that they are working with in Louisiana currently. Miss Steer stated that most of the positions are customer experience positions. Also, most of the corporate roles have moved to a remote environment. In addition to the contact center they have a consulting and a digital division where TTEC support AI on building out. Such as a chat pop up on retail website. It positions, community relations positions, marketing, and design positions. Pay range is anywhere from \$12.75 - \$16.00/hour. Insurance roles start at \$16.00 and go up to \$19.00 or \$20.00/hour. Mr. Mathews inquired if they offer health benefits. Miss Steer stated that as long as they are full time regular positions yes, they are offered benefits. Other positions do not offer benefits and the candidates know that when taking the positions.
- Larry Richard what type of qualifications and experience are you looking for in employees? Miss Steer stated that for the base customer service we look for a high school diploma or GED, six months of customer service and it does not have to be contact center.
- Dr. Bush express thanks to Miss Steer for the work with us and being able to bring LWC into the fold and work with other regions such as New Orleans. Miss Steer stated that her email and LinkedIn was put into the chat if anyone needs to connect with her. Dr. Bush stated that the goal is to get at least 2000 people working in Louisiana in the next six months.

VIII. Finance Committee Report

- Brenda Foulcard read the minutes from the Finance Committee Meeting.
- Mrs. Foulcard stated that the meeting was held via conference call on November 19, 2020 and was called to order by Brenda Thibeaux, Finance Chairperson at 4:05pm. Mrs. Foulcard stated that she presented the September 2020 Finance Report to the committee. She explained that the Carry-over funds listed in the report totaling \$3,874,171.08 was only a portion of the carry over funds brought over in July 2020 from the last program year with an end date of June 30, 2021. She further explained to the committee that the current program year is from July 1, 2020 to June 30, 2021. This program year consists of two allocations, FY20 and FY21. The FY20 carry over expenditures as of September 30, 2020 is at 12%. FY20 carryover allocation is

\$6,984,980.00, which is above the state 20% carry over requirement. The carry over balance is subject to recruitment and the state has not provided guidance thus far.

- Mrs. Foulcard also reported information on the boards two additional accounts to the committee. The first account is the unrestricted account also known as the discretionary account with a bank balance of \$44,098.86 this account is utilized for non-grant activities. She gave an example of the prior uses of this account which was the startup advancement for a non-WIOA youth summer employment program administered by the board. This account has been under the Workforce Development board as a 501c3 before the board located the fiscal responsibilities to St. Landry Parish Government. The second account is the regional account. This account is currently being utilized for non-grant scheduled events. Such as the Employer Labor Seminar and the career connections. The balance on this account is \$4,065.98 it is restricted due to the funds being earmarked for career connection activities. This event is where local high school students meet with local employers and secondary institutions for career guidance and the board assists as the fiscal agent. Currently the board Chairperson reviews and approves the activities of these accounts. It was recommended to the committee to continue this process and the committee agreed to continue the process.
- Mrs. Foulcard stated that with relation to the FUR Report the PY18 and FY19 funds have been expended. PY19 and FY20 funds however must be expended by June 2021 or subject to recapture by the state if not spent. Additional she stated that the PY20 and FY21 funds must be allocated by June 30, 2021 with a 20% required carryover.
- Mrs. Foulcard then reviewed the Workforce Development Board Budget for PY20 FY21. She reminded the committee that as of Nov. 2, 2020 three contracts are being administered instead of one. These contracts include South Louisiana Community College as the One Stop Operator and their budget totals \$1,442,671. The next two contracts are Eckerd Youth Alternatives, Inc who provide program services for Adult, Dislocated Workers and Youth and their budget allocation is \$4,498,814.
- The finance committee inquired if the contractors exceed their budget will their contracts need to be amended. Mrs. Foulcard responded that yes it will be considered at that time if contractors exceed their budgets.
- Mrs. Foulcard reviewed the One-Stop Operator budget Fy20 PY21 and the Program Service Budget with the finance committee. She emphasized that a budget is just a projection and that she projects budget revisions. She informed the committee that she recommended to the contractor that the budget be reviewed every quarter and projections should be submitted two weeks prior to the finance committee meeting.
- Finance Committee meeting was adjourned at 4:40pm.
- Chairman Fontenot asked the board if there were any questions. Amy Thibodeaux asked when was the WIOA budget approved by the board and stated that she hasn't seen it. Mrs. Foulcard responded that the contractor budget was attached to the RFP and approved when the RFP was approved June 17, 2020. She also stated that currently we are requesting the board to approve the WIOA budget. Miss Thibodeaux inquired about the timing of the approval request of the budget. Mrs. Foulcard explained that due to the fact that the contractor had not yet been selected, the board agreed at the June 17 meeting that we would seek approval at a later date for the budget.
- Tessa Brown inquired if there are any anticipated budget items for the unobligated Workforce Board funds of 3,728,666? Mrs. Foulcard explained that it is required from

the state that we utilize first in first out funds so we will be utilizing them to administer the three contracts and any expenditures of the board before we go into FY21. Currently they have not been obligated as of today. We are ensuring that we spend down all funds for FY20.

- Craig Mathews inquired about the possibility of creating an addendum for the current contracts in place and wanted to know if there has been a cap set on the amount of expenditures that could potentially exceed the budget amounts that they were engaged in these contracts for or is it just a blanket ceiling that they could exceed at any given time during the contract periods? Mrs. Foulcard responded that no there is a cap. We capped their approved budget. Currently they are utilizing FY20 funds and they have to exhaust FY20 funds before we go into FY21. FY21 is a two-year contract but the state requires you to obligate 80% and carry over 20% which we have carried over more than 20%. Therefore, the budget that we approved for the contractor has only been FY20 and some of the FY21. Once they have spent those funds we will go back and revisit and allocate the rest of the FY21 funds.
- Rebecca Shirley asked Mrs. Foulcard if there are any funds that are a concern to her that have not been spent. Mrs. Foulcard responded yes. The FY20 had a carryover greater than 20%. She stated that we reached out to the state to inquire if there would be a recapture of those funds and the state hasn't issued any guidance. Mrs. Foulcard explained that we are not the only region in this situation, and the state is not in favor of recapturing funds at this point because they believe that the services are needed and are allowing us to "go back to the drawing board".
- Rebecca Shirley inquired whose responsibility is it to ensure that the money is spent, the board or the contractor? Mrs. Foulcard responded that it is the responsibility first of St. Landry Parish as the fiscal agent, however, it is WIOA's responsibility to ensure that the contractors are spending the funds and ensure that the contractors provide services to the parishes. Dr. Bush added that under federal regs the local workforce board is responsible to all the parish presidents and to Louisiana Workforce Commission that we have contractors that have the ability and the capacity to carry out the duties of the contracts. Which includes expenditures of the funds, direct delivery of the services, it is our responsibility to hold them accountable for making sure that carrying out their obligation. However, Dr. Bush stated that if WIOA observes that if the contractor is in not carrying out the duties and we observe impending danger with the state or federal government we will intercede with opportunities such as customized training. WIOA will work hard to make sure we remain in compliance, funds are spent and that funds will not be recaptured by the state because it is WIOA's responsibility to ensure that this does not occur and we will hold our contractors accountable.
- With no further questions on the finance report, Chairman Fontenot accepted a motion by Tessa Brown to approve the report. Patricia Cottonham seconded the motion. With no opposition or abstentions, all members were in favor and the motion carried unanimously.

IX. One Stop Delivery System Committee Report

- Diane Goudeau, WIOA Programs and Compliance Administrator gave the report of the One-Stop Committee Meeting. The meeting was called to order on Tuesday, Nov. 24 virtually.
- Mrs. Goudeau gave an update on the daily operations of the centers at the meeting, which were operating at 75% capacity at the time and staff were following CDC guidelines for both staff and customers. The monitoring report for Region IV was completed including Lafayette and New Iberia Parishes. A review was done on 12 participants and the results in Lafayette Parish were 12 findings and 5 areas of concern. In Iberia Parish 11 participant files were reviewed which resulted in 21 findings and 2 areas of concern. Currently all issues have been resolved. Rebecca Shirley inquired at the meeting how would the disallowable costs be addressed, Mrs. Goudeau responded that training will be provided for staff to avoid future disallowable costs. The contractor will also be training their staff on findings and concerns cited. Michael Pritchard questioned recapturing of the funds from the contractor. Mrs. Goudeau informed the committee that she would follow up Mrs. Foulcard about the recapturing of the funds.
- The committee reviewed Revised Monitoring policy 12-2 for approval. This policy was revised due to the LWC citing of the local monitoring policy due to incorrect regulation in the contents of the policy and failure to mention the monitoring procedure for the One Stop Operator.
- One Stop Operator updates were given by Dr. Shanea Nelson. She reported the traffic count for the centers, provided an update on the final reorganization charts and update on the implementation of Phase III plan for Covid-19.
- LWC performance measures were given for all four quarters for PY19 and the last quarter indicated that the contractor did not meet four of the performance measures out of 18. The measures that they did not meet were the youth and the adult credential attainment and Wagner-Peyser employment rate for the second and the fourth quarter after exit. New negotiated performance levels for Wagner-Peyser for PY20 FY21 were provided. Billy Francis discussed the new contractor transition. Organizational charts for the new contractors were reviewed. WIOA staff provided contact information to the committee.
- Rebecca Shirley inquired about the number of staff members for the new contractors and if the business service team would remain the same as the last contractor. Mr. Francis stated that all of the numbers would remain the same.
- Employment numbers were reviewed citing 7.7 % unemployment rate for Region IV with approximate total of over \$21,500 unemployed individuals in the region.
- Employer services update was that TTEC job services completed a total of 300 new hires in Region IV and Region I area. The Business Former was successful with over 50 employers participating. Currently Region IV is in collaboration with Louisiana Workforce Commission and Acadian Ambulance for a state OJT initiative. This concluded the recap of the One Stop Committee Meeting

- Mr. Larry Richard inquired about receiving a copy of the 21 findings in Iberia Parish. Mrs. Goudeau stated that she would send him a copy of the findings for Iberia Parish.
- Chairman Fontenot accepted a motion by Craig Mathews to approve the report. Norman Rene' seconded the motion. With no opposition or abstentions, all members were in favor and the motion carried unanimously.

X. Upcoming Events

- Dr. Bush updated the board on upcoming events. The first update included a forthcoming meeting with the three major medical facilities in the region, Lourdes, Lafayette General and Opelousas General Hospitals and a few other medical facilities. The meeting will involve customize training to help them fill some talent gaps that they have.
- LWC approached our region last year under Brenda Thomas' administration which had such a positive influence and spoke to our region about being fiscal manager for a statewide project with Acadian Ambulance. Since the process was incomplete last year. Dr. Bush was re-approached this year and WIOA talked to St. Landry Parish Government about this collaboration and our answer was yes, we would love to do it. Not only would we be at the table of an OJT with Acadian Ambulance, but we would also be the fiscal manager for the state. She stated that this is in conversation and she would keep the board updated in regular communications on that.
- TTEC work will continue as mentioned previously in the meeting, we will work on additional campaigns to get people to work.
- Opelousas Housing Authority, Mr. Joseph Pitre approached Dr. Bush about a relationship with them and their facilities and about trying to get some job skills training with them.
- Another update given was that although the board portrait was canceled a date will be determined in the future. This will be re-visited possibly in the Spring to get a date on everyone's calendar to get a professional portrait taken.
- Dr. Bush stated that she would like the Chairman to consider a date for a board retreat as well, although this idea was mentioned months ago. Dates need to be determined from board members and Parish Presidents schedules.
- Chairman Fontenot inquired about the business forum put on last month. Dr. Bush stated that there was, and another forum was originally planned for January but may have to reschedule due to COVID. This one will be a smaller forum targeting the healthcare industry. Dr. Bush allowed James Freeman to share updates from the November Business Forum. This included, KOK wings collaborations with Tony Chachere's. KOK wings is in collaboration with Tony Chachere's to create a special wing spice. The WIOA business team has also been contacted by several businesses requesting information on assistance for their business and will be meeting with the business team as a follow-up to the forum.
- Tessa Brown inquired with Dr. Bush regarding her definition of customized training. Brown stated in her mind she thinks of IWTP training and wanted clarification if this was what Dr. Bush was referencing earlier. Dr. Bush responded by stating that yes however this is not been confirmed, it is currently in a discussion phase only. She further stated that respiratory therapist positions are being considered but there is a shortage at this time, she added that further conversation will be held with medical institutions as they

revisit their immediate needs, although respiratory therapy is one, if WIOA decides to provide funding, then the next step would be finding a training provider. Our contractors will recruit them, and we will take them through training should we move forward in it. Mr. Richard inquired if this will be done throughout the whole region. Dr. Bush responded yes.

XI. New Business

- The Chairman accepted a motion to approve the quarterly meeting schedule for 2021 in the board packet. A motion to approve the minutes were made by Norman Rene' and seconded by Lynel Wilson to accept the tentative schedule of quarterly meetings for 2021. With no opposition or abstentions, all members were in favor and the motion carried unanimously.

XII. Other Business

- Dr. Bush took a moment to introduce the two new contractors that were in attendance for the meeting today and officially welcomed them to the team. She acknowledged, Keidrian Kunkel of Eckerd Connects who is our service delivery for the Youth the Adult and the Dislocated Worker programs. Dr. Vincent June of South Louisiana Community College who was awarded the Operator contract.
- Chairman Fontenot allowed Keidrian of Eckerd and Dr. June to speak briefly.

XIII. Public Comment

- Rebecca Shirley requested that the committee report minutes be included in the board packet and not read aloud at the board meetings. Instead of reading minutes, she requested that instead the board be given a high-level presentation of the financial statements for a board meeting report. Chairman Fontenot stated that the point of the committee was to review the information instead of taking up the board's time during the meeting to review these documents, however he stated this is a decision of the board. Miss Shirley stated that it does not have to be as detailed as what goes to the board committee but something very high-level review of the financial statement. She stated that it gets confusing when numbers are thrown out and you are not sure where the numbers are and the changes due to adjustments. She felt that is difficult for her to make a decision. Chairman Fontenot stated that whatever can be worked out between Miss Shirley and Mrs. Foulcard is fine with him. Dr. Bush suggested for the sake and time and a better approach that maybe a summary can be included in the board packet. Larry Richard agreed Miss Shirley and that maybe a summary in detail can be included in the packet for clarity. Michael Pritchard also agreed that the minutes should be included in the packet. Mrs. Foulcard responded that the Financial Committee meetings aren't always scheduled early enough in order to include the minutes in the board packet. She stated that in the past a one-page snapshot was done of the financial reports. She suggested that maybe we could go back to this method. She stated that an in-depth an intense review of the reports are conducted at the committee meetings and these meetings are open to the board and the public. Michael Pritchard stated that he agreed with previous suggestions which included a synopsis and either including the committee meeting minutes in the board packet or emailing the minutes to the board prior to the meeting. Mrs. Foulcard suggested that we speak to the committee chair, Brenda

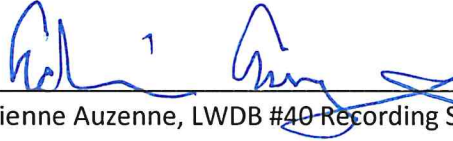
Thibeaux, who was unable to attend the meeting due to a conflict and allow her the opportunity for input on this matter. Chairman Fontenot suggested that Mrs. Foulcard meet with Miss Thibeaux and work something out that will satisfy the board and present it at the next meeting. Mrs. Foulcard stated that she will.

XIV. Adjournment

Mr. Patrick Fontenot entertained a motion for adjournment by Norman Rene' and the motion was seconded by Tessa Brown. With no opposition or abstentions, all members were in favor and the motion carried and the meeting was adjourned at 11:30 am.



Mr. Patrick Fontenot, LWDB #40 Chairperson



Adrienne Auzenne, LWDB #40 Recording Secretary