



Missouri Workforce Development Board Retreat

July 13, 2023

10:30 am-5:00 pm

Minutes

Old Kinderhook, Camdenton, MO

Members present: Chair Len Toenjes, Vice Chair Cara Canon, Garland Barton, Gregg Roberts, Kristie Davis, Commissioner Bennett Boggs, Commissioner Gary Jungermann, , Jill Williams, Rob Binney

Members absent: Herbert Dankert, Joshua Tennison, Rep. Jeff Coleman, Commissioner Margie Vandeven, Senator Denny Hoskins, Dr. Don Cook, LeRoy Stromberg, Tony Bryan, Anna Hui, Asst. Commissioner Chris Clause, Virgil White

OWD/DHEWD Staff Present: Interim OWD Director Julie Carter, Yvonne Wright, SWDB Secretary, Rebecca Fletcher, Mark Bauer, Ronda Anderson, Sara Harrison

Other Representatives Present and/or Presenters: Ken Mall and Kim Glenn, EDSI

Call to Order and Welcome: Chairman Toenjes called the meeting to order at 10:30 am and extended a welcome to everyone. Chairman Toenjes called upon Rob Binney and Commissioner Boggs to introduce themselves as new members. The Board then did a round of introductions to Mr. Binney and Dr. Boggs.

Chairman Toenjes then recognized members who have recently resigned from the Board: Stephanie Garrett, Celeste Cramer, Astra Ferris, John Thomas, Greta Bax, Dan Atwill and Todd Spencer

Roll Call: Ms. Wright called roll.

Strategic Planning: Chairman Toenjes introduced Ken Mall and Kim Glenn from EDSI, who then led a conversation for the remainder of the day regarding strategic planning.

The Board identified the following strategic priorities:

Job Center Operations

1. Train staff to listen and guide customers to decisions (professional development)
2. Customer experience training. be a resource, understand partner services
3. Build partnership relationships
4. Review customer experience business process

Technology

1. Focus on small business use of mojobs
2. Ongoing technology assessment committee
3. Meet customers/job seekers where they are (texting, kiosks)

Training

1. Develop training partnerships
2. Become a training resource
3. Define employer training needs (entry, mid, advanced)

Public Awareness

1. Consistent messaging
2. Delivery of messaging
3. Customer experience

These priorities will be sent to the full Board for review and will become standing agenda items for all future State Board meetings.

The strategic planning session and retreat ended at 4:50 pm